



**Elmbridge**  
Borough Council

*... bridging the communities ...*

## **A Guide to Housing-Related Support Services in and around Elmbridge**

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# Part one - Introduction

## What does this guide do?

This guide brings together information on housing-related support services available in and around Elmbridge. It also provides contact details of other services that might be useful.

This guide does not include details of housing-related support services catering specifically for older people. These are available in a separate document, "A Guide to Housing Options for Older People in Elmbridge", available from:

<http://www.elmbridge.gov.uk/housing/>

## What is Housing-Related Support?

Housing-related support offers support of a 'preventative' or 'low level' nature. For some, it will be a stepping stone to independent living in the longer term, whilst for others it is life-long support that will help people to live independently within the community.

Services vary and are tailored to the needs of the people that use them.

Housing-related support does not include personal or 'home care'.

## What might be included in a housing-related support service?

Providers of housing-related support help with activities such as:

- Finding employment or voluntary work
- Accessing services such as doctors, dentists etc.
- Managing money/budgeting skills
- Claiming benefits
- Developing domestic and/or social skills
- Being safe at home
- Moving and settling into a new home
- Helping users to sustain their tenancy

## Who can access these services?

Services are designed to help a range of people, such as:

- People experiencing or at risk of domestic abuse
- People with mental health problems
- Older people with support needs
- People with drug or alcohol problems
- Vulnerable young people (such as care leavers)
- People with physical or sensory disabilities
- People with learning disabilities
- Homeless people or people at risk of homelessness.

## What are accommodation-based and floating support services?

Housing-related support service can be offered in different settings, for example in hostels for the homeless, supported housing schemes and within an individual's home. The support package is provided over a period of time which can range from a couple of months to many years. Services are delivered in two main ways:

**Floating Support:** Floating support can be provided to people living in their own homes, whether they rent or own them and is usually temporary. The support "floats away" when it is no longer needed.

**Accommodation-based support:** This is also known as supported housing and covers schemes where the support is tied to the accommodation, and is often provided by the landlord – usually a housing association, which would normally have a contract with Surrey County Council to provide the support. The support usually ends when the tenancy ends and clients move on.

### **How are services accessed?**

There are different access arrangements for different services. Some services will accept self-referrals, whilst others will only accept referrals from specified organisations. Part two of the guide sets out the referral arrangements for each service.

### **What does it cost?**

For the majority of services listed in the guide, the provider of support will have a contract with Surrey County Council to provide the support and will be paid directly.

In some cases, providers fund the services themselves and these are usually free to access.

For short-term services (where support is usually provided for less than two years) an individual is not charged for support costs but will be charged rent. In practice the majority of people receiving this support will have their rent met by housing benefit.

Longer-term services are offered through supported accommodation. Generally, if the resident is receiving housing benefit then the support will be provided at no cost to them. Where a tenant does not receive housing benefit, then they may be asked to pay the support charge.

If in any doubt about the costs of support and whether or not an individual will have to pay towards them, it is advisable to speak to the support provider.

### **How long will support be provided?**

Where support is not intended to last more than two years, the aim is usually to support people to become more independent during this period so they can live without support in the long term. These are known as short-term services.

Long-term services are generally offered for more than two years, with the aim to support residents to maintain their independence and to continue to live in the community for as long as possible. These services are generally provided in a supported accommodation setting, where the provision of support is tied to the offer of accommodation.

## Part Two – Directory of Services

This section divides services by client group. Generic services provide support to anybody who requires it, so long as the service has the capacity to provide help and the service user qualifies for assistance.

### 1. Services for Gypsies and Travellers

#### Gypsy and Traveller Floating Support Service

**Service Provider: Surrey Community Action**

**Contact details:** ☎01483 459292 (Ext 243)

**Email:** [info@surreyca.org.uk](mailto:info@surreyca.org.uk)

**Website:** [www.surreyca.org.uk](http://www.surreyca.org.uk)

#### Service description

This is a short-term floating support service for Gypsies and/or Travellers in need of support to live independently. The service operates across Surrey. The type of support available includes:

- Advice and support on property repairs and improvement
- Culturally specific housing related support
- Developing domestic/ life skills - social skills/ behaviour management
- Emotional support, counselling and advice
- Help in finding other accommodation & help in managing finances and benefit claims
- Help in setting up and maintaining a home or tenancy
- Signposting to culturally specific health services

#### Eligibility Criteria and referrals

- The referral must be identified as a Gypsy or Traveller in need of housing related support.
- Must be 18 years of age or above at the point of referral
- Priority will be given on the basis of need and will take into account those factors likely to cause difficulties for an individual to manage their accommodation.

The client must be willing to engage with the provider's support planning process and agree a support plan.

#### Exclusion Criteria

- Gypsies and Travellers who have support needs which are higher than the resources available to the service, unless arrangements have been made by the relevant agencies to meet any additional support needs.
- Gypsies and Travellers whose support needs fall within a council's legal responsibilities, unless the need for housing related support is identified as being part of an overall package of support and assistance as agreed within an appropriate assessment plan.
- Gypsies and Travellers of no fixed abode (other than those at the point of being offered accommodation)

## 2. Services for People with a Learning Disabilities

### Newark Court & Preston Court, Walton on Thames

#### Service Provider: Welmede

Contact details Referrals Team ☎ 07798 641586,

Email: [referrals@welmede.org.uk](mailto:referrals@welmede.org.uk)

Website: [www.welmede.org.uk](http://www.welmede.org.uk)

#### Service description

The Newark Court property comprises shared supported accommodation (a three-bedroom house) for up to three women aged over 50 with learning disabilities. Support is provided to support independent living.

The Preston Court service is also a three bedroom house which offers supported accommodation for up to four adults with learning disabilities aged over 65.

#### Eligibility criteria and referrals

Welmede offers person centred support services to individuals with a wide diversity of needs including learning disabilities, autism and mental health needs. They accept referrals from local authorities, other providers, educational institutions, advocates, and self/relative referrals,

#### Exclusion criteria

They only exclude referrals for which they feel they would not be able to meet the support needs of the individual concerned.

## 3. Services for People with Mental Health Problems

### a. Park House, Pantile Road, Weybridge

#### Service Provider: Welmede

Contact details: ☎ 01932 577 174, Referrals Team ☎ 07798 641586,

Email: [referrals@welmede.org.uk](mailto:referrals@welmede.org.uk)

Website: [www.welmede.org.uk](http://www.welmede.org.uk)

#### Service description

The service offers accommodation-based support for adults with mental health needs. The service provides practical and emotional support to help people with mental health needs to maintain their tenancies.

#### Eligibility Criteria and referrals

This shared house would be suitable for people with mental health needs over the age of 25.

#### Exclusion criteria

If individual doesn't meet the above criteria.

## **b. Croft House, Matham Road, East Molesey**

**Service provider Richmond Fellowship**

**Contact details:** ☎ 0208 979 1688 Monday to Friday, 9am – 9pm.

**Email:** [elmbridgecroft@richmondfellowship.org.uk](mailto:elmbridgecroft@richmondfellowship.org.uk)

**Website:** [www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)

### **Service Description**

Croft House is a shared supported housing scheme for 17 clients with mental health and addiction issues. It is a short-term scheme (of up to two years) providing a rehabilitative service that offers a person a centered and recovery-based approach towards independent living.

Clients receive support designed to:

- Increase their social and living skills
- Better manage their episodes of mental illness
- Develop coping mechanisms
- Improve their support networks so they can remain independent in the community
- Enhance their self-esteem and personal fulfilment
- Link to Richmond Fellowship's employment services for job seeking and training purposes
- Identify and work towards an appropriate move on.

### **Eligibility Criteria and referrals**

The service offers interested individuals an informal visit to have a look around and meet with staff and the other tenants to get an overview before submitting an application. Once an application received, they carry out a formal assessment to ensure the service is suitable for the individual.

Richmond Fellowship accepts referrals and applications via care coordinators and Community Mental Health Recovery Services within Surrey, from applicants directly, or anyone else involved in the applicant's care. Priority is given to local applicants.

## **c. Shared Housing accommodation for single people with mental health needs in West Molesey and Walton on Thames**

**Service provider: Transform Housing & Support**

**Contact details:** ☎ 01932 224 778

**Email:** [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

**Website** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

### **Service description**

This comprises two three-bedroom houses providing supported accommodation for single people with mental health support needs. The accommodation is fully-furnished and each resident has a private bedroom and shares the bathroom, kitchen, lounge and laundry facilities.

One property is located in Avern Road, West Molesey and the other is at Lancaster Court, Walton on Thames.

Residents will receive, on average, three hours of support per week, including one hour face-to-face and two hours casework. They have access to a 24 hour on call service for use in emergencies outside of office hours.

The stated maximum length of stay is two years and it is anticipated that clients will move onto independent accommodation or other accommodation with less support when ready.

### **Eligibility Criteria and referrals**

- Applicants will be 18 years or over and have no dependants who need to be housed with them.
- Applicants will usually have a mental health diagnosis.
- Applicants should either be on the Council's Housing Register or be eligible to join e.g. meet local connection criteria etc.
- Applicants must be in need of supported housing, but have basic living skills and be able to demonstrate that they can cope with the level of support on offer. (In most cases, referrals who are receiving 24 hour care at point of referral (e.g. in a psychiatric hospital) will not be considered suitable.
- Applicants must be able to share with other clients and members of the opposite sex.
- Applicants must be willing to engage in the support provided by Transform and other appropriate agencies and be prepared to abide by the terms of the licence and support agreement.
- Applicants must be able to administer their own medication.

The service is open to referrals from Elmbridge Borough Council's Housing Options Team, the Elmbridge Community Mental Health Recovery Service or through the multi-agency Elmbridge Mental Health Resettlement Panel.

Transform will provide email notification of upcoming vacancies to referring agents. Referral agents are encouraged to contact Transform to discuss a potential referral before making it. Referrals should be made using Transform's standard application form.

Transform will consider referrals whose mental health is stable (with or without medication). Referrals will only be accepted following sight of medical reports, an up to date care plan (and evidence that it is being complied with) and provision of a risk assessment.

### **Exclusion Criteria**

- Anyone whose current or past behaviour presents an unacceptable risk to staff or other service users or applicants who are not willing to engage with the service will not be accepted.
- Current users of illegal drugs or undergoing a methadone or subutex reduction programme, nor if their alcohol use places them or others at risk

### **Move-on routes**

To date, the main positive move-on route has been to mainstream social housing, followed by accessing the private-rented sector. In some cases, residents will move on to Transform's self-contained units at Woodfield Road (below), Seymour Court or Bankside Drive (see later).

#### **d. Self-contained flats at Woodfield Road, Thames Ditton**

#### **Service provider: Transform Housing & Support**

**Contact details:** ☎ 01932 224 778

**Email:** [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

**Website** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

## **Service description**

This comprises six fully-furnished and self-contained one-bedroom flats for single people with mental health support needs.

Residents will receive, on average one hour of face-to-face support per week. This service provides less support than the shared housing properties and is more suited to those who are closer to being able to live independently. They have access to a 24 hour on call service for use in emergencies outside of office hours.

Although the length of stay in these properties can be over two years, it is anticipated that clients will move onto independent accommodation or accommodation with less support.

## **Eligibility Criteria and referrals**

See details for Transform's Shared Housing properties (above).

Sometimes, residents from the Shared Housing properties will be moved on to Woodfield Road, when assessed to be ready for lower-support.

## **Exclusion Criteria**

See details for Transform's Shared Housing properties (above).

## **Move-on routes**

To date, the main move-on route has been to mainstream social housing.

## **4. Generic floating support services**

### **a. Paragon Tenancy Solutions Team**

**Service provider: Paragon Housing**

**Contact details:** ☎ 0300 123 2221 (press option 2)

**Email:** [info@paragonchq.org.uk](mailto:info@paragonchq.org.uk)

**Website:** [www.paragonchq.org.uk](http://www.paragonchq.org.uk)

#### **About our service**

The service aims to support Paragon residents/tenants with a range of issues. They help with domestic abuse, mental health, child protection and many more by liaising with our partner agencies.

#### **Eligibility criteria and referrals**

The Housing Options Team at Elmbridge Borough Council or Paragon staff can make referrals in transfer cases. Once they receive a referral, the Tenancy Solutions Team will make an appointment to meet the client to assess their needs.

Once the client completes a needs assessment, they'll be eligible for the service.

### **b. North Surrey Floating Support Service**

**Service Provider: Look Ahead Housing and Care**

**Contact details:** ☎ 01932 269345

**Email:** [northsurreyreferrals@lookahead.org.uk](mailto:northsurreyreferrals@lookahead.org.uk)

**Website:** [www.lookahead.org.uk](http://www.lookahead.org.uk)

#### **Service description**

The service can support social housing and private-sector tenants to sustain their tenancies, thereby reducing the risk of tenancy failure and homelessness.

The support provided covers

- Support with benefits,
- Debt management
- Ensure that appropriate agencies, such as mental health teams are involved where necessary.
- Liaise with housing departments to ensure all necessary steps taken /documents have been submitted to highlight vulnerabilities (however, Lookahead do not however find properties for people)
- Support with tenancy issues, this entails ensuring that benefits and utilities are set up and the customer is, able to manage their tenancy independently.
- Provide support to customers in temporary accommodation, even if placed out of borough by the local council if they need support to sustain their accommodation

### **Eligibility Criteria and referrals**

The service is open to residents within the boroughs of Elmbridge, Runnymede and Spelthorne who meet the following criteria:

- Single people aged 18 or over and hold their own tenancy
- Couples and families with various support needs
- Vulnerable people who have been identified at risk of homelessness – i.e. been served a section 21 NOSP, and need support to ensure that they have done all they can to find alternative accommodation and not become homeless.
- Must be at risk of eviction, i.e. Rent arrears or ASB

### **Exclusion Criteria**

Only if don't hold their own tenancy or they don't meet the criteria above

### **Referral process**

Priority for referrals is given to the three local authorities. In the event, that referrals are made by other agencies then the relevant local authority should be informed that a referral has been made.

Once a referral is received we will aim to contact the customer within 5 working days to arrange an assessment. If, however there is an immediate risk, such as an impending court date we will try to assess a customer within 3 working days. We will offer three attempts at an assessment.

Look Ahead doesn't find properties for people, but they liaise with housing departments to ensure all necessary steps taken/documents have been submitted to highlight vulnerability.

### **Length of service**

The service can support customers for up to two years, however, the general aim is for customers to be with us for 6-9 months

## 5. Services for single people who are homeless or at risk of homelessness

### a. Hersham Road Hostel, Walton on Thames

#### Service provider: Transform Housing & Support

Contact details: ☎ 01932 224 778

Email: [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

Website: [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

#### Service description

A 12 bed hostel for single homeless people with support needs, with staffing on site.

Clients have the use of a lounge, kitchen, dining room and laundry room. All clients have their own single bedrooms, with two having en-suite facilities.

The hostel is staffed 24 hours a day, with a member of staff sleeping on the premises at night to deal with emergencies.

The support service includes help with benefits, budgeting, training and employment etc. The main aim of the hostel is to work with residents on daily living skills to enable them to live independently within the community. The level of support provided will vary, but can be as high as ten hours per week.

The average length of stay in the hostel is around nine months.

#### Eligibility Criteria and referrals

- Applicants will be 18 years or over and have no dependants who need to be housed with them.
- Applicants should have a local connection to either Elmbridge, Runnymede or Spelthorne
- Be homeless or at risk of homelessness
- Applicants must be in need of supported housing, but have basic living skills and be able to demonstrate that they can cope with the level of support on offer.
- Applicants must be willing to engage in the support provided by Transform and other appropriate agencies and be prepared to abide by the terms of the licence and support agreement.
- Applicants must be able to administer their own medication.

Access to vacancies is shared equally across the three areas. Vacancies assigned to Elmbridge are shared between the Housing Options Team at Elmbridge Borough Council and Elmbridge Rentstart. The hostel is not direct-access and does not take self-referrals.

#### Exclusion Criteria

- Those with a history of offending behaviour which poses a current risk to other clients, staff or neighbours.
- Those with a history of arson and physical and / or sexual violence.
- Current users of illegal drugs or those undergoing a methadone or subutex reduction programme, nor those whose alcohol use places them or others at risk

## **b. Shared housing for single people at risk of homelessness**

### **Service provider: Transform Housing & Support**

**Contact details:** ☎ 01932 224 778

**Email:** [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

**Website:** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

#### **Service description:**

These comprise two houses, each with four bedrooms houses providing low-level support accommodation for single people who either are or have recently been homeless or at risk of homelessness. The accommodation is fully-furnished and each resident has a private bedroom and shares the other facilities.

Both properties are located in Hersham.

Residents will receive, on average, three hours of support per week, including one hour face-to-face and two hours casework. They have access to a 24 hour on call service for use in emergencies outside of office hours.

The level of support offered is less than that available at the Hersham Road hostel and for that reason, these properties can provide move-on or “step-down” accommodation for Elmbridge nominees at the hostel who are ready to move on, but who still require some level of support.

The stated maximum length of stay is two years and it is anticipated that clients will move on when ready.

#### **Eligibility Criteria and referrals**

- Applicants will be 18 years or over and have no dependants who need to be housed with them.
- Applicants should have a local connection to Elmbridge
- Be homeless or at risk of homelessness (or have previously been homeless)
- Applicants must be in need of supported housing, but have basic living skills and be able to demonstrate that they can cope with the level of support on offer.
- Applicants must be willing to engage in the support provided by Transform and other appropriate agencies and be prepared to abide by the terms of the licence and support agreement.
- Applicants must be able to administer their own medication.
- Applicants must be able to share with other clients.

The service is open to referrals from Elmbridge Borough Council’s Housing Options Team and Elmbridge Rentstart, as well as moves from Transform’s other schemes.

Transform will provide email notification of upcoming vacancies to referring agents. Referral agents are encouraged to contact Transform to discuss a potential referral before making it. Referrals should be made using Transform’s standard application form.

#### **Exclusion Criteria**

- Those with a history of offending behaviour which poses a current risk to other clients, staff or neighbours.
- Those with a history of arson and physical and / or sexual violence.
- Current users of illegal drugs or those undergoing a Methadone or Subutex reduction programme, nor those whose alcohol use places them or others at risk

### **c. Medium to high support scheme**

#### **Service provider: Transform Housing & Support**

**Contact details:** ☎ 01932 224 778

**Email:** [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

**Website:** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

#### **Service description:**

This is a new service provided by Transform Housing and the scheme comprises of 3 properties on shared accommodation basis and has 10 bed space for single people.

This service is made available to service users who may need additional communication support, such as people with sensory impairment, a learning disability.

#### **Eligibility criteria and referrals**

Applicants must be assessed by the Council housing officers and if eligible, they will nominate the eligible applicant to scheme.

Transform must have a move-on plan ready in place for them when they are ready and aim for the plan to be ready and should not exceed a maximum length of stay is 9 months.

#### **Length of service**

Maximum of 2 years.

### **d. Vaughan House, Guildford**

#### **Service Provider Riverside**

**Contact details:** ☎ 01483 504704

**Email:** [info@riverside.org.uk](mailto:info@riverside.org.uk)

**Website:** [www.riverside.org.uk](http://www.riverside.org.uk)

#### **Service description**

Based in Guildford, Vaughan House offers supported housing to those who are single, homeless or at risk of homelessness.

Residents may have complex support needs, such as substance abuse, mental health issues or offending behaviour. Riverside help clients to create greater independence and success in employment, education or training. The service supports better health and wellbeing, a reduction in anti-social behaviour, and helps rebuild family relationships or support networks. Ultimately, aims to break the cycle of homelessness and works with clients towards a healthier, independent life.

#### **Service include:**

Clients will have their own room with communal bathrooms and kitchens; a dedicated 'dry' flat and female-only flat

- 24-hour staff on site in a safe, homely environment with one-to-one support with tailored support plans

- Support to reduce substance misuse with a harm management programme
- Access to education and training initiatives to assist meaningful employment
- Support with tenancy sustainment, maximising income, and daily life skills such as budgeting and household management
- We work with specialist partner agencies to offer a range of group workshops in areas such as recovery, confidence and wellbeing and building resilience
- Social activities to promote involvement and build self-esteem; involvement with local social groups to help integration into the community

### **Eligibility Criteria and referrals**

- Applicants will be aged 18-65, male or female
- have an established local connection to Guildford or a local authority within Surrey.
- The scheme is for those who need support, but are capable of living independently
- Referrals are accepted from the Local Authority and local supporting agencies, with rough sleeper referrals via Guildford's Homeless Outreach and Support Team.
- Residents will have a resettlement plan and help to move on when ready and help with access independent accommodation

### **e. Elmbridge Rentstart**

#### **Service Provider: Elmbridge Rentstart**

**Contact details:** ☎ 01372 477167

**Email:** [enquiries@elmbridgerentstart.org.uk](mailto:enquiries@elmbridgerentstart.org.uk)

**Website:** [www.elmbridgerentstart.org.uk](http://www.elmbridgerentstart.org.uk)

#### **Service description**

Elmbridge Rentstart provides a range of services to help single people and childless couples who are homeless or threatened with homelessness to find and keep suitable accommodation. Applicants are assessed for suitability for a number of different services or onward referral to other agencies for supported accommodation.

Services include:

- Provision of deposit guarantees to help clients take up tenancies in the private rented sector.
- Freedom2Work Scheme to help clients into employment and to improve their lives by becoming financially independent and gaining confidence through work. Clients are housed in properties managed by Rentstart and offered high levels of support. Maximum length of stay is one year.
- Training flats for those with lower support needs or moving on from Freedom2Work properties in preparation for independent living in the private rented sector. Maximum length of stay is one year.
- Rentstart Rescue Outreach Service supporting those sleeping rough to offer help to access services and encourage engagement. Outreach worker will locate and assist reported rough sleepers during and out of office hours

### **Eligibility Criteria and referrals**

Single person or childless couple aged 18-60 who are on low income or in receipt of benefits, have local connection with Elmbridge who are either homeless or threatened with homelessness.

Rentstart takes referrals from Elmbridge BC's Housing Options Team, voluntary sector agencies such as Citizens Advice as well as self-referrals.

### **Exclusion Criteria**

- Those with a history of offending behaviour which poses a current risk to other clients, staff or neighbours.
- Those with a history of arson and physical and / or sexual violence.
- Current users of illegal drugs or those undergoing a methadone or subutex reduction programme, nor those whose alcohol use places them or others at risk

## **6. Services for single people who have a history of offending or are at risk of offending.**

### **Service Provider: Transform Housing & Support (Transform)**

#### **Contact Details:**

**Transform`s Farnham Team:** ☎ 01252 716271

e-mail: [farnham@transformhousing.org.uk](mailto:farnham@transformhousing.org.uk)

**Transform`s Reigate Team:** ☎ 01737 233893 / 01737 224662

e-mail: [reigate@transformhousing.org.uk](mailto:reigate@transformhousing.org.uk)

**Website:** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

#### **Service description:**

Transform provide 25 bed-spaces in 7 shared properties for single people who are wanting housing with support to develop a life away from crime. All clients have their own bedroom and share the use of a kitchen, sitting-room, bathroom and laundry facilities. All the accommodation is fully furnished and self-catering.

#### **Provision:**

**Transform`s Farnham Team:** 11 bed-spaces in 3 shared properties in Farnham.

**Transform`s Reigate Team:** 14 bed-spaces in 4 shared properties in Redhill, Merstham and Leatherhead.

#### **Eligibility Criteria:**

##### **Applicants must:**

1. Be aged 18 years or over and have no dependants who need to be housed with them.
2. Have a Surrey connection as the support costs are paid for by Surrey County Council
3. Have a history of offending or be considered at risk of offending. Applicants released from prison or released on a Home Detention Curfews will be considered.
4. Demonstrate a desire to change and willingness to address their offending behaviour and be actively seeking supported accommodation.
5. Be willing to engage in a risk assessment regarding their previous offending and triggers to gauge whether they pose a current risk to other clients, staff or

neighbours. Applicants will not be accepted if their offending poses a current risk of harm to others, but any concerns about previous offending/risks will be discussed and considered on an individual basis.

6. Give their consent for Transform staff to liaise fully and openly with staff from Probation Services or KSSCRC and other agencies involved with their support.
7. Be in need, of supported housing but be able, to cope without overnight staff cover.
8. Be willing to engage in the support provided by Transform and other appropriate agencies and be prepared to abide by house rules and the licence agreement.
9. Be willing and able to pay the accommodation charges. Those on a low income or DWP benefits will be able to apply for assistance through Housing Benefit.
10. Be able to administer and take responsibility for their own medication.
11. Applicants with a history of substance misuse will be considered if they are motivated to address their substance misuse and actively utilise support from relevant agencies. Applicants will not be considered if their current substance misuse places them or others at risk. Applicants subject to Drug or Alcohol Treatment Orders will be considered if they can demonstrate they are committed to complying with their orders and addressing their substance misuse.
12. Applicants on methadone or subutex scripts will be considered as long as the applicant and the prescribing agency commit to full and open liaison with Transform staff and arrange for any methadone scripts to be collected daily and consumed at the chemist (daily supervised script).

#### **Exclusion Criteria**

- Those with a history of offending behaviour which poses a current risk to other clients, staff or neighbours.

#### **Move-on Routes**

The expected average length of stay is less than two years. Should an applicant have to move out of their local borough of origin to secure appropriate accommodation, a request will be made to the local borough of origin for the applicant to be able to retain their right to remain on the housing register of their local borough of origin.

## **7. Services for single people with drug and/or alcohol dependency issues**

### **Service Provider: Transform Housing & Support (Transform)**

#### **Contact Details:**

**Transform`s Farnham Team:** ☎ 01252 716271

e-mail: [farnham@transformhousing.org.uk](mailto:farnham@transformhousing.org.uk)

**Transform`s Reigate Team:** ☎ 01737 233893 / 01737 224662

e-mail: [reigate@transformhousing.org.uk](mailto:reigate@transformhousing.org.uk)

**Website:** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

#### **Service description:**

Transform provide 44 bed-spaces in 9 shared properties for single people who are engaged in treatment or have successfully completed treatment for drug and/or alcohol dependency issues in Surrey. This is “dry and drug-free” accommodation designed for

people who are and wish to remain ABSTINENT from alcohol and non-prescribed drugs. Therefore, it is not suitable for people who are currently using alcohol or non-prescribed drugs. Neither the consumption of alcohol nor the use of non-prescribed drugs on or off the premises is permitted in any of Transform`s “dry and drug-free” accommodation. The accommodation is aimed at clients who are currently abstinent from alcohol and non-prescribed drugs with support being provided by Transform to help clients sustain their recovery. All clients have their own bedroom and share the use of a kitchen, sitting-room, bathroom and laundry facilities. All the accommodation is fully furnished and self-catering.

### **Provision:**

**Transform`s Farnham Team:** 21 bed-spaces in 4 shared properties in Farnham including:

Farnham Recovery House – 5 bed-spaces and Hawkins House, Farnham – 11 bed-spaces.

**Transform`s Reigate Team:** 23 bed-spaces in 5 shared properties in Reigate, Epsom and Merstham including: Epsom Recovery House – 3 beds-spaces and Thorneycroft House, Reigate – 8 bed-spaces.

### **Eligibility Criteria:**

#### **Applicants must:**

1. Be aged 18 years or over and have no dependants who need to be housed with them.
2. Have a Surrey connection as the support costs are paid for by Surrey County Council
3. Be abstinent from alcohol and non-prescribed drugs and accept that the use of alcohol or non-prescribed drugs on or off the premises will not be permitted.
4. **For the Recovery Houses:** Be referred by a Surrey drug and alcohol Tier 3 treatment provider; i-access, Windmill House, Catalyst, CGL, Surrey DIP, Surrey Skills in Recovery, RAPt in HMPs, Surrey Women`s Centre. **For all other houses:** referrals will also be accepted from Surrey local authorities, National Probation, KSSCRC and other agencies supporting people with drug and alcohol dependency issues.
5. As a minimum all clients must be engaged in Tier 3 substance misuse treatment. For the majority of properties clients must have successfully completed a detoxification and abstinence based treatment programme and have remained abstinent since completing treatment.
6. Give their consent for Transform staff to liaise fully and openly with staff from the treatment agency and other agencies involved with their support.
7. Be in need of supported housing but be able to cope without overnight staff cover.
8. Be willing to engage in the support provided by Transform and other appropriate agencies and be prepared to abide by house rules and the licence agreement.
9. Be willing and able to pay the accommodation charges. Those on a low income or DWP benefits will be able to apply for assistance through Housing Benefit.
10. Be able to, administer and take responsibility for their own medication.

### **Treatment script policy**

Applicants who are receiving a treatment script for methadone or subutex will be considered for some of the bed-spaces including the Recovery Houses. However, this is only if applicants can demonstrate they are stabilised on the script and not using other substances. To show stability, applicants will need to provide confirmation they have had a minimum of 3 clear urine tests taken over a 4 -6 week' period. Discussion about how the treatment script is prescribed will form part of the assessment process.

### **Relapse policy**

Use of non-prescribed drugs or alcohol on or off the premises will not be permitted. In majority of the bed-spaces, including Hawkins House and Thorneycroft House, in order to protect the other clients and to ensure the accommodation remains safe (i.e. free from alcohol and non-prescribed drugs) all clients need to agree and accept that they will have to move out of the property within 24 hours should they relapse on or off the premises.

In the Recovery Houses, should a client relapse, consideration may be given to allowing the client to remain in the accommodation depending on whether the client wishes to regain and maintain their abstinence and the impact of their relapse on other clients. Other clients and the treatment provider will be consulted as part of this review. Transform cannot and does not accept responsibility for re-housing any client who relapses. However, should a client relapse, Transform will explore the possibility of offering other accommodation and assist the client to access support from local drug and alcohol agencies and other housing agencies.

### **Exclusion Criteria**

- Those who are currently using alcohol or non-prescribed drugs.
- Those with a history of offending behaviour which poses a current risk to other clients, staff or neighbours.
- Those with a history of arson or sexual or Schedule 1 offences.

### **Move-on Routes**

The expected average length of stay is less than two years. Should an applicant have to move out of their local borough of origin to secure appropriate accommodation, a request will be made to the local borough of origin for the applicant to be able to retain their right to remain on the housing register of their local borough of origin.

## **2. Acacia House**

### **Service Provider: Home Group**

☎ 01483 740774

Email: [Julie.manning@homegroup.org.uk](mailto:Julie.manning@homegroup.org.uk), [cherissedealtry@homegroup.org.uk](mailto:cherissedealtry@homegroup.org.uk)

### **Service description**

Acacia House is Alcohol/Drug free house that offers supported accommodation to people between the ages of 18 and 65 who are in recovery from Alcohol/Drug misuse. Clients must have been substance free for at least 4 weeks and be fully committed to remaining abstinent.

Self-referrals accepted as well as referrals from other agencies i.e. Housing Departments, Rehabilitation Centres, Substance Misuse Team and G.P's.

### **Aims of the service**

- The project aims to provide support which is tailored to the individual needs of each client within a framework that embraces diversity and respect for the rights and individuality of the client.
- Clients are all on a Dry/Clean License at the Service. Clients will be random Breathalysed/drug tested during their stay at the Service, as set in the Alcohol/Drug Policy.
- The service include support dealing with practical and emotional issues and encourage clients to fulfil their potential and become self-determining in all aspects of their lives.

#### **The Service**

- The project offers accommodation for 6 people at any one time. It is envisaged that clients will live at Acacia House for between 6 months and up to a maximum of 2 years, and then move on to more independent living when they have developed the skills that will enable them to do so.
- **Acacia House (Woking)** is a detached house located just outside the town centre of Woking and is a 15 minutes' walk from Woking railway station.

### **Eligibility criteria & referral**

- Be aged between 18 and 65
- Be single and not have any dependent children that would be expected to live with them. (A pregnant woman may be considered if at an early stage of pregnancy; she would be expected to move to more suitable accommodation three months before the baby is born)
- Be homeless, facing homelessness or in other housing need (including living in unsuitable accommodation).
- Have had alcohol/drug problem and be at least 4 weeks dry/clean, in need of regular support.
- Clients should also be willing to:
  - Work with staff towards developing independent living skills.
  - Actively participate and work positively towards achieving goals.
  - Take responsibility with support from staff for handling their own finances
  - Be able to self-medicate with staff support.
  - Live in accommodation where the WC, bathroom and kitchen are shared. They will be responsible for the cleaning duties of communal areas on a rota system, and they must keep their own room clean.

#### **Exclusion criteria**

It's is not a wet house, they need to be four weeks dry. Anyone referred who is invited for an assessment that turns up with UTI will be refused an assessment

#### **Move-on routes**

Referral should be backed by the local authority- who will agree to move them on once ready through the housing register or by a rent bond accommodation at Acacia is for up to 2 years.

## **8. Services for young vulnerable people**

### **a. Two supported shared houses for young people in Hersham**

## **Service provider: Transform Housing & Support**

**Contact details:** ☎ 01932 224778

**Email** [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

**Website** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

### **Service description**

Transform Housing provides two shared houses for young people in Hersham, providing supported accommodation for vulnerable, single young people (including care-leavers and / or those at risk of homelessness).

Each property has four bedrooms. Three bedrooms in each are available for the young people, with the fourth bedroom occupied by a residential volunteer, who provides supervision.

The accommodation is fully-furnished and each resident has a private bedroom and shares the other facilities.

Transform will provide around three hours of support to each resident each week, including about one hour face-to-face support.

The maximum length of stay in each property is two years.

### **Eligibility criteria and referrals**

First priority for vacancies will be given to young people with a local connection to young people to whom Surrey County Council owed a legal duty, either because the young person is aged 16 or 17 and have been assessed as homeless by SCC's Homeless Prevention Service; they were or are a looked after child, aged 16 or more; or they are young people leaving the care of SCC.

In the absence of SCC failing to identify suitable nominees, Transform will seek referrals from Elmbridge BC's Housing Options Team. Such referrals should have an identified housing need under the Council's Housing Allocations Policy and be between the ages of 18 to 25, with priority given to those aged 18 to 21.

Where EBC fails to identify suitable nominees, then Transform can then seek referrals of young people from SCC meeting the criteria outlined above, except that they will not need to have a local connection to Elmbridge.

Transform will notify SCC and then EBC of vacancies based on this "cascade" model. SCC nominees will be made via the Common Referral Form used by SCC, whereas EBC nominations will be made on Transform's standard application form.

### **Exclusion criteria**

- Couples, young women who are pregnant at the point of referral or young people with dependent children.
- Cases where the level of support required by the young person is considered to be in excess of that offered by the service.
- Those with a history of behaviour which poses a current risk to other clients, staff or neighbours.

## **b. Elmbridge Young People's Lodgings Scheme: low-level support**

### **Service provider: Step by Step**

**Contact details:** ☎ 07860 953936

**Email:** [info@stepbystep.org.uk](mailto:info@stepbystep.org.uk) or [kelly.giles@stepbystep.org.uk](mailto:kelly.giles@stepbystep.org.uk) (from April 2017) or [lisa.chrichard@stepbystep.org.uk](mailto:lisa.chrichard@stepbystep.org.uk) (to April 2017)

**Website:** [www.stepbystep.org.uk](http://www.stepbystep.org.uk)

**Service description:**

This is a pilot project running to March 2018 which helps young people, usually aged 18 to 21, to prepare for independent living, by placing them into a fully assessed, safe and caring home environment provided by a host family in Elmbridge.

The young person will have a single room and access to shared facilities (kitchen, bathroom and living area).

Placements are expected to run for at least six to nine months or as long as two years, until such time as the young person is ready to move on to independent accommodation.

There is a target to have 15 placements in place by the end of March 2018, although meeting this target will partly depend on the number of hosts recruited.

For those aged 18 or over, it is anticipated that hosts will charge around the equivalent of the Local Housing Allowance shared accommodation rate.

**Eligibility criteria and referrals**

- Usually aged between 18 – 21 years old (although upper age can be varied by agreement). 16 & 17 year-olds would not normally be accepted and should be referred to Step by Step's Supported Lodgings Scheme instead.
- Must have a local connection to Elmbridge
- Be assessed as having a housing need
- Capable of managing with a low-level of support

The Step by Step Coordinator will notify Housing Options of any vacancies and ask for referrals to be made through a standard referral form. Referrals from Surrey County Council will be accepted via the Common Referral Form.

**Exclusion criteria**

- Couples
- Cases where the level of support required by the young person is considered to be in excess of that offered by the service.
- Those with a history of behaviour which poses a current risk to other clients, staff or neighbours.

**c. Surrey Supported Lodgings Scheme**

**Service provider: Step by Step**

**Contact details:** ☎ 07860 953936

**Email:** [info@stepbystep.org.uk](mailto:info@stepbystep.org.uk) or [kelly.giles@stepbystep.org.uk](mailto:kelly.giles@stepbystep.org.uk) (from April 2017) or [lisa.chrichard@stepbystep.org.uk](mailto:lisa.chrichard@stepbystep.org.uk) (to April 2017)

**Website:** [www.stepbystep.org.uk](http://www.stepbystep.org.uk)

**Service description:**

This is a service operated across Surrey by Step by Step and provides supported lodgings to vulnerable young people aged 16 to 21.

This service provides a higher level of support to the young people placed through it than the Elmbridge lodgings scheme outlined above. It places the young person into a fully assessed, safe and caring home environment provided by a host family

Priority to make referrals lies with Surrey County Council (including its Youth Support Service, Surrey Children's Service and Care Leavers Teams). In rare cases, Elmbridge Borough Council may be invited to make a referral.

The young person will have a single room and access to shared facilities (kitchen, bathroom and living area) and be accommodated with a host family.

Placements are expected to run for at least six to nine months or as long as two years, until such time as the young person is either ready to move on to independent accommodation.

The host, along with Step by Step's staff, will deliver a programme of support to the young person designed to develop their confidence and the skills needed to live independently. The level of support will be agreed before the young person moves in. The hosts receive payments both for providing the accommodation and the support.

### **Eligibility criteria and referrals**

- Aged between 16 – 21 years old
- Either owed legal duties by Surrey County Council (e.g. Care Leavers Service, Children's Service or Youth Support Service) or be assessed as having a housing need by Elmbridge BC
- Be assessed as having a housing need
- Capable of managing with a medium to high level of support

### **Exclusion criteria**

- Couples
- Cases where the level of support required by the young person is considered to be in excess of that offered by the service.
- Those with a history of behaviour which poses a current risk to other clients, staff or neighbours.

## **d. Pound House Woking**

### **Service provider: Transform Housing & Support**

**Contact details:** ☎ 01483 720872

**Email:** [poundhouse@transformhousing.org.uk](mailto:poundhouse@transformhousing.org.uk)

**Website:** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

### **Service description:**

Pound House is a 24 hour Supported Housing Project for vulnerable young people aged 16-21 years with complex needs. The 11 bed hostel is situated within a 5 minute walk from Woking town centre. The accommodation includes 2 emergency beds which can only be referred to by Surrey Youth Support Services.

The staff team is also responsible for the management of two shared houses located in Old Woking & Maybury which accommodate 3 young people and a residential volunteer. Clients moving in to these properties need to show a history of or willingness to engage with the support on offer and have a greater level of day to day living skills.

All clients are actively encouraged and supported to enhance their independent living skills. Transform works in partnership with SYSS and our sister project The Crescent where has a training kitchen and IT suite to offer a range of educational courses to enhance our clients skills and enable them to achieve their ambitions? Transform have close links in with all the local colleges and the Princes Trust.

They aim to provide an environment that enables young people to make positive changes to their lives by empowering them to make informed and appropriate choices about all aspects of their lives.

### **Eligibility criteria and referrals**

- Applicants aged 16-21 years, who are homeless or in imminent danger of being so and have a close link to the Surrey Boroughs of Woking, Guildford, Surrey Heath, Runnymede or Elmbridge.
- All applicants will need to be registered or eligible to register on a Surrey local authority housing register where they will meet priority need status upon successful completion of a support package.
- Applicants who have some degree of independent living skills and willing to accept the high levels of support offered.
- Applicants must be willing to engage in the support provided by Transform and other appropriate agencies and be prepared to abide by the house rules and the terms of the licence agreement.
- Applicants must be able to function reasonably well as part of group living in shared accommodation.
- Applicants must have a basic ability in daily living skills, e.g. cooking, hygiene, although some support can be provided in these areas.
- Applicants must be able to administer their own medication.
- Applicants known to Surrey Youth Support Services or Children`s Social Services will be from the following cohorts of young people:
  - 16/17 year olds who are Looked After Children (LAC) and ready for semi independence.
  - 16/17 year olds who are not LAC but have become homeless/have a housing need.
  - 16/17 year old in the criminal justice system who cannot go home for bail or remand.
  - 16 – 21 year old Unaccompanied Asylum Seeking Children (UASC), both LAC and Care Leavers.
  - 18 – 21 year old Care Leavers.
  - Other young people who are vulnerable and homeless/with a housing need, aged between 18 – 21, particularly those who have been homeless at 16/17 but have not become LAC.

### **Exclusion criteria**

Because of the age group and to ensure the safety of the young people, referrals will not generally be accepted where there is a recent history of:

- A dependency on drugs, alcohol or solvents, unless actively engaging or seeking to actively engage with drug/alcohol agencies
- Physical violence
- Sexual offences
- Offences involving weapons

- Arson
- Serious damage to property
- Severe self-harm
- Moderate to severe mental health difficulties or learning disabilities

There are no automatic exclusions; applicants considered on a case by case basis.

**e. YMCA Bridge Street Hostel** Bridge Street, Guildford, GU1 4SB

**Service Provider: Guildford YMCA**

☎ : 01483 532 555

Email: [trish.legassick@ymcadlg.org](mailto:trish.legassick@ymcadlg.org)

Web: [www.guildfordymca.org.uk](http://www.guildfordymca.org.uk)

**Service description:**

YMCA Bridge Street Hostel YMCA in Guildford provide accommodation for over 100 young people and students who are in housing crisis. YMCA is also developing a smaller hostel, Midway House to create more housing for young people. They also provide professional counselling for children, young people and adults in Guildford and surrounding area.

**Eligibility Criteria:**

- The young person in need of support identified by the agency referring
- Age 16-25 year old (to be reduced to 16-21 as of 1 April 18)
- The young person is on the housing register, and stay on housing register after

**Referrals**

- Contact should be made direct with Guildford Borough Council
- Housing departments to complete a comprehensive the referral form including the support need, type of support and for how long the support is needed, how long the client has been known to housing.
- Referral by housing is **conditional**, that the young person will stay on the housing register for the borough of referrals (e.g. Elmbridge) and will take the young person back after maximum stay of 6 months.

**9. Services for young single women at risk of homelessness**

**Mulberry House**

**Service Provider: Chapter 1**

☎ 01483 577375 Contact duty officer **by phone only**

**Service description:**

This project provides accommodation for homeless young women only aged between 18-35 years old. Although the accommodation is based in Guildford, Chapter 1 accepts nominations from Elmbridge Borough Council

Mulberry House is a supported housing service for Single Homeless Young Women. The service offers low to medium support with 24-hour staff cover to 15 residents for a maximum of 2 years.

The service includes help with:

- Getting work, benefits and help managing finances
- Social, relationships and well being
- Help with move on accommodation when client is ready

#### **Eligibility Criteria:**

- Homeless young women (single women and pregnant women up until 7 months) in need of accommodation (priority is given to local residents and other vacancies filled by nomination from other boroughs).
- Must be homeless or deemed to be vulnerable in current accommodation
- Those who doesn't meet Chapter 1 policy will not be accepted

#### **Referrals**

- Any local authority housing department, Surrey Social Services, health authorities, probation services or any other voluntary agencies can make referrals
- Referrals can be taken by phone, letter, email or in person
- Applicants must attend an assessment interview (to assess needs/risks)
- If decision made, not to offer the service, clients will be informed in writing

## **10. Low support / move-on accommodation - Transform Housing**

### **Service provider: Transform Housing & Support**

**Contact details:** ☎ 01932 224 778

**Email:** [elmbridge@transformhousing.org.uk](mailto:elmbridge@transformhousing.org.uk)

**Website:** [www.transformhousing.org.uk](http://www.transformhousing.org.uk)

#### **Service description**

Transform provide 12 one-bedroom, self-contained homes (six at Bankside Drive, Thames Ditton and six at Seymour Court, Cobham) which are intended as a last-stay option for service users prior to them moving on to independent accommodation. These homes are not restricted to a particular client group. The level of support provided is lower than in Transform's other accommodation-based schemes in the borough with residents usually receiving visits on a monthly basis, although sometimes these will be increased to fortnightly visits. Staff can assist with advice on benefit and financial matters and discuss options for alternative accommodation after a service user has demonstrated the ability to move on.

Residents are granted assured-shorthold tenancies and the target length of stay is 18 months to two years, although the actual stays have been significantly longer.

#### **Eligibility Criteria and referrals**

Applicants with a recognised need for housing-related support, who need a low-level amount of support to move on to independent accommodation. The support is low and is intended as the last step before residents move onto fully independent accommodation.

Referrals tend to comprise residents of Transform's other supported housing schemes in Elmbridge who have been assessed as being ready to move on to a lower support scheme before moving on to fully independent accommodation.

Referrals can be made by EBC Housing Options Team, although generally these are not appropriate as such cases tend to need a higher level of support than offered through this scheme.

### **Exclusion Criteria**

Applicants whose needs exceed the level of support offered by the service. Applicants without a local connection to Elmbridge.

### **Move-on routes**

To date, the main move-on route has been to mainstream social housing.

## Part Three – Useful contacts

### 1. Advice

#### a) – Housing Options

The Elmbridge BC Housing Options team offers advice on all options available and helps people who are homeless or threatened with homelessness to find them a safe place to live or to prevent them from losing their home.

Civic Centre, High Street, Esher, Surrey, KT10 9SD

☎: 01372 474 590

Email [housingoptions@elmbridge.gov.uk](mailto:housingoptions@elmbridge.gov.uk)

Website [www.elmbridge.gov.uk/housing](http://www.elmbridge.gov.uk/housing)

#### b) - Shelter

Shelter is a national housing charity provides advice on homelessness, private renting, tenancy deposit, eviction, repairs and housing benefit.

Help line ☎ 0300 330 1234

Email [info@shelter.org.uk](mailto:info@shelter.org.uk),

Website [www.england.shelter.org.uk/](http://www.england.shelter.org.uk/)

#### c) - Citizens Advice

Citizens Advice nationwide provides free, confidential and impartial advice about benefits, housing, employments and legal advice. The nearest CAB centres can be found on the national website searching by postcode [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

##### Citizens Advice - Esher & District

Harry Fletcher House, High Street, Esher, KT10 9RN

☎: 01372 464770 - (24 hour answer phone available) - (Mon –Tue - Thu & Fri from 10:30 am - 3:30 pm – Wed 5:00pm - 7:30 pm)

Email: [eshercab@cabnet.org.uk](mailto:eshercab@cabnet.org.uk)

Website: [www.eshercab.org.uk/](http://www.eshercab.org.uk/)

**Cobham Outreach**, Cobham Centre, Oakdene Road, Cobham, Kt11 2LY

Wed 10:30-1pm (drop in service)

**Molesey Outreach**, Joseph Palmer Centre, 319a Walton Road, Molesey, KT8 2QG

Tue & Thu 10:00-12:30pm (drop in service)

##### Citizens' Advice – Elmbridge (West)

Elmbridge Community Hub, The Old School House, 72 High St, Walton-on-Thames KT12 1BU

☎: 01932 248660 – (24 hour answer phone available) - (Mon, Tue & Thu 9.30am - 3.30pm) – (Wed 9:30 am 3:30 pm and open on the 1<sup>st</sup> Wed of each month from 5-7 pm) & (Fri 9.30am - 12.30pm. 1<sup>st</sup> Fri each month 5-7pm drop in)

Email: [enquiries@caew.org.uk](mailto:enquiries@caew.org.uk)

Website: [www.caew.org.uk/](http://www.caew.org.uk/)

**Weybridge Community Centre**, Churchfield Place, Off Churchfield Road, Weybridge, KT13 8DB - Thu 10am – 12 pm (drop in)

**Older People Advisory Service** – Mon & Fri 9:30am – 12:30 pm

**Hersham Community Centre**, Queens Road, Hersham, KT12 5LU

☎: 0300 023 1231 Wed 10am – 12 pm (drop in). You can also make an online enquiry, or visit the National Association of Citizen Advice

**Website** [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

#### **d) - Surrey Law Centre**

Surrey Law Centre is a registered charity. They offer free advice in relation to many areas of law including: Family and Divorce, Employment, Housing, Money and other contract claims, County Court disputes, Benefits Tribunals and Immigration.

☎: 0300 002 0099

**Email** [reception@surreylawcentre.org](mailto:reception@surreylawcentre.org)

**Website** [www.surreylawcentre.org/](http://www.surreylawcentre.org/)

## **2. Claiming benefits**

### **a. Housing Benefit and Council Tax Support**

Elmbridge Council is responsible for administering housing benefit and council tax. Anyone who has to pay rent for their home and who is not in receipt of Universal Credit can claim. Boarders, lodgers, people in hostels and bed and breakfast accommodation can also claim. For more information or if you have any enquiries,

☎: 01372 474 060 (Mon – Fri 8.45am - 5.00pm)

**Email:** [benefits@elmbridge.gov.uk](mailto:benefits@elmbridge.gov.uk)

**Website:** [www.elmbridge.gov.uk/housing-benefits/](http://www.elmbridge.gov.uk/housing-benefits/)

### **a. Department of Work and Pensions**

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits.

For information about benefit entitlement, carer and disability benefits, child benefit, death benefit, housing benefit, job seekers allowance or tax credit visit

**Website** [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

You can get an idea of how much benefit you may get, by using an online benefits calculator.

**Website** [www.elmbridge.gov.uk/housing-benefits/](http://www.elmbridge.gov.uk/housing-benefits/)

## **3. Finding work**

### **a) – ETHOS (Employment, Training and Housing Options Support)**

#### **Service description**

The service is available to Elmbridge residents who are unemployed or working less than 16 hours per week. The Learning and Employment Advisor can help with writing CV, interview skills, fill in job application, develop IT and other work related skills and qualification.

Personal advisor available by prior arrangement located at the Esher, Civic Centre every Tuesday and for Paragon tenants at Case House, Walton on Thursdays.

Learning & Employment Support Advisor can be contacted on

☎ 07904 908871

Email [psecretan@surreyllp.org.uk](mailto:psecretan@surreyllp.org.uk)

Website [www.surreyllp.org.uk](http://www.surreyllp.org.uk)

#### **b) - Job Centre Plus – Weybridge**

##### **Service description**

Job Centre Plus is part of the Department of Work and Pensions and helps unemployed people into paid work as well as administering some benefits such as Employment and Support Allowance, Job Seekers Allowance and Universal Credit.

Fortune House, 7-13 Monument Hill, Weybridge, KT13 8RX

☎ 0345 604 3719 (Mon Tue, Thu, Fri 9am to 5 pm & Wed 10am -5pm)

Website [www.allaboutweybridge.co.uk/aaw/jobcentre\\_community.htm](http://www.allaboutweybridge.co.uk/aaw/jobcentre_community.htm)

## **4. Domestic Abuse**

### **a) - The North Surrey Domestic Violence Outreach Service (NSDVOS)**

#### **Service Description**

The service is a free and confidential service for anyone affected by domestic abuse, for both men and women, in Epsom & Ewell, Elmbridge and Spelthorne. Citizens Advice - Elmbridge (West) manages the service on behalf of the North Surrey Domestic Violence Forum, there will be two trained outreach workers to provide independent, impartial, advice, guidance and support on a range of topics such as housing, schooling and benefits. The service also includes Sanctuary Scheme alongside the advice service.

**The Sanctuary Scheme** is a victim centered initiative which aims to make it possible for victims of domestic abuse to remain in their own homes and feel safe. Many victims of domestic abuse feel that they need to move on numerous occasions as they are in fear of repeat incidents. This results in often moving away from their network of friends and family and having to uproot children from their schools. This scheme has been introduced to try to prevent this from happening.

It provides additional security free of charge, enabling victims of domestic abuse to remain in their own homes if they wish, and it is appropriate for them to do so. This may include new locks, stronger doors, window grilles, a security light and an external mailbox.

Citizens Advice - Elmbridge (West) - Elmbridge Community Hub, 72 High Street, Walton, KT12 1BU

☎ 01932 260690 from 9.30am to 4.00pm, Monday to Friday.

Email: [nsdvoutreach@waltoncab.org.uk](mailto:nsdvoutreach@waltoncab.org.uk)

Website: [www.nsdvo.org.uk/](http://www.nsdvo.org.uk/)

### **b)- Surrey Domestic Abuse helpline**

If you need to talk to someone trained to provide you with emotional and practical support contact

**☎**: 01483 776 822. (24 hour confidential service)

**Website:** [www.surreyagainstda.info/](http://www.surreyagainstda.info/)

### **c) - Help for male victims**

Men's Advice Line is a confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). They offer emotional support; provide practical advice; and signpost to other services for specialist help.

Men's Advice Line **☎** 08088010327

**Email** [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

**Website** [www.mensadvice.org.uk/](http://www.mensadvice.org.uk/)

## **5. Advice for people affected by drug and alcohol misuse**

### **a) – Catalyst Drug & Alcohol Support Service**

#### **Service description**

Catalyst offers drug and alcohol users, who want to change their lives, access to support, reducing the harm to themselves, their families and communities.

Catalyst support team offers short term tenancy support to adult clients throughout Surrey with tenancy/license, benefit issues, debts, budgeting skills, advocacy, mental health, drug/alcohol, vulnerability or at risk, facilitating engagement with other agencies, social isolation and life skills.

Catalyst, 14 Jenner Road, Guildford, GU1 3PL

**☎** 01483 590150

**Email:** [info@catalystsupport.org.uk](mailto:info@catalystsupport.org.uk)

**Website:** [www.catalystsupport.org.uk](http://www.catalystsupport.org.uk)

### **b) - Windmill Community Drug and Alcohol Team – Windmill CDAT**

#### **Service description**

Windmill CDA Team provides specialist assessment, support and treatment to people who want help with their regular drug use and to those who are highly dependent on alcohol and want to stop drinking, and people with mental health issues. The service covers Elmbridge, Runnymede, Spelthorne, Surrey Heath and Woking

**☎**: 01932 872 010 (Mon – Fri 9:00 am to 5:00 pm)

There is a 24 hour confidential help line 365 days of the year giving support and information to drug and alcohol users, their families and friends.

**☎** 0808 802 5000

**Website** [www.surreydrugandalcohol.com/windmill-house](http://www.surreydrugandalcohol.com/windmill-house)

## **6. Family Support**

### **a) - Surrey Family Support Programme**

#### **Service description**

This programme uses a whole family approach involving grandparents, parents, young people and children. It brings together a team of people and agencies with specialist

skills to help families caught in a pattern of anti-social behaviour, unemployment, alcohol abuse and truancy.

☎01372 474 382

Email: [elmbridgeFSPreferral@elmbridge.gov.uk](mailto:elmbridgeFSPreferral@elmbridge.gov.uk)

Referral email: [elmbridgeFSPreferral@elmbridge.gcsx.gov.uk](mailto:elmbridgeFSPreferral@elmbridge.gcsx.gov.uk)

## **b) - Surrey Children's Service in Elmbridge**

### **Elmbridge Children's Centres**

Elmbridge Children's Centres offer services for everyone, but essentially for families at times when life is a bit of a struggle.

Services vary but may include:

- Play and learn sessions
- Family support, including parenting courses
- Services and advice on returning to work and training
- Help with keeping healthy
- Free information and advice for families with particular needs, such as young parents or families on low incomes
- Childcare and early education at the children's centre
- Information about local childcare providers

☎ 03456 009 009 or details about the service can be found on

**Website** [www.surreycc.gov.uk/social-care-and-health/childrens-social-care/support-for-young-people-and-their-families/the-surrey-family-support-programme](http://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/support-for-young-people-and-their-families/the-surrey-family-support-programme)

### **1)- Burhill Sure Start Children's Centre**

New Berry Lane, Hersham, KT12 4HQ.

☎01932 246918,

Email: [bccinfo@burhill.surrey.sch.uk](mailto:bccinfo@burhill.surrey.sch.uk),

Website: [www.burhillchildrenscentre.co.uk](http://www.burhillchildrenscentre.co.uk)

### **2) - Claygate and Oxshott Sure Start Children's Centre**

Elm Rd, Claygate, Esher KT10 0EH.

☎01372 471222,

Email: [childrenscentre@elmbridge.gov.uk](mailto:childrenscentre@elmbridge.gov.uk),

Website: [www.elmbridge.gov.uk/css/children/childrencentres.htm](http://www.elmbridge.gov.uk/css/children/childrencentres.htm)

### **3) - Cobham Sure Start Children's Centre**

Cedar Centre and Library, Cedar Road, Cobham, KT11 2AE.

☎01932 620050,

Email: [ccinfo@standrews-primary.surrey.sch.uk](mailto:ccinfo@standrews-primary.surrey.sch.uk),

Website: [www.cobhamcc.org.uk](http://www.cobhamcc.org.uk)

#### 4) - The Dittons Sure Start Children's Centre

Mercer Close, Thames Ditton, KT7 0BS

☎ 020 8398 5921 or 020 8398 0438

Email: [tdchildrenscentre@elmbridge.gov.uk](mailto:tdchildrenscentre@elmbridge.gov.uk)

Website [www.surreycc.gov.uk/dittonchildrenscentre](http://www.surreycc.gov.uk/dittonchildrenscentre)

#### 5) – Three Rivers Sure Start Children's Centre

Chandlers Field School, High Street, West Molesey, KT8 2LX

☎ 020 8481 7212,

Email: [ccinfo@chandlers-field.surrey.sch.uk](mailto:ccinfo@chandlers-field.surrey.sch.uk)

Website: [www.threeriverscc.co.uk](http://www.threeriverscc.co.uk)

#### 6) – Walton Sure Start Children's Centre

Sandy Lane, Walton-On-Thames, Surrey, KT12 2EQ

☎01932 229313,

Email: [info@grovelands.surrey.sch.uk](mailto:info@grovelands.surrey.sch.uk)

Website: [www.waltoncc.co.uk](http://www.waltoncc.co.uk)

#### 7) - Weybridge Sure Start Children's Centre

The Churchfield Pavilion, Churchfield Road, Weybridge, KT13 8DB

☎ 01932 300106,

Email: [centreadvisers@weybridgecc.org](mailto:centreadvisers@weybridgecc.org)

Website: [www.weybridgecc.org](http://www.weybridgecc.org)

### 7. Youth Support Services for Young People 16-17 year old

#### a. Service Provider: Surrey County Council

☎ 01483 519198 Email: email [ysshhomeless.prevention@surreycc.gov.uk](mailto:ysshhomeless.prevention@surreycc.gov.uk) Website: [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

##### Service description:

**Youth Support Services:** This new homelessness prevention service has been created to offer support to young people and their families. Parents are expected to provide a home for their children until they are 18 years old. However, sometimes young people can no longer remain at home. It is designed to help young people explore their options if they are not safe, have been told to leave home or have a broken relationship with their parents.

#### b. Bridge Street Hostel: YMCA, Bridge Street, Guildford, GU1 4SB

**Service Provider: Guildford YMCA,**

☎ : 01483 532 555, Email: [trish.legassick@ymcadlg.org](mailto:trish.legassick@ymcadlg.org), Web: [www.guildfordymca.org.uk](http://www.guildfordymca.org.uk)

##### Service description:

YMCA Bridge Street Hostel YMCA in Guildford provide accommodation for over 100 young people and students who are in housing crisis. YMCA is also developing a smaller hostel, Midway House to create more housing for young people.

They also provide professional counselling for children, young people and adults in Guildford and surrounding area.

## **8. Surrey Local Assistance Scheme**

The scheme can provide support for immediate needs after a disaster or in an emergency, where no other options are available this can be in the form of a one off payment to get food, emergency travel costs or furniture and white good. Applications are made through the local Citizen Advice or on line. For more information

Contact your local Citizen Advice or

Email [localassistancescheme@surreycc.gov.uk](mailto:localassistancescheme@surreycc.gov.uk)

Website [www.surreycc.gov.uk/localassistancescheme](http://www.surreycc.gov.uk/localassistancescheme)

## **9. The Surrey County Council Contact Centre**

SCC contact centre can provide details of schemes that are local and suited to each client.

**a) - Surrey Information Point** also provides a list of services available to find out call ☎ 03456 009 009 (8am-6pm) or you can complete an online enquiry from.

A list of these services can be found on

Website [www.surreycc.gov.uk/housingrelatedsupport](http://www.surreycc.gov.uk/housingrelatedsupport) or

Website [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

### **b) - Adult Social Care helpline**

For information about the service they provided call the Adult Social Care helpline

☎ 0300 200 1005

You can also complete an online enquiry form, or

Website [www.surreycc.gov.uk/social-care-and-health/adult-social-care](http://www.surreycc.gov.uk/social-care-and-health/adult-social-care)

## **10 - Furniture Projects**

### **Surrey Reuse Furniture**

☎0800 082 0180

Website [www.surreyreusenetwork.org.uk](http://www.surreyreusenetwork.org.uk)

To buy or donate furniture ☎0208 942 5500/5522

Email [info@kcfurniture.org.uk](mailto:info@kcfurniture.org.uk)

Website [www.kingstoncommunityfurniture.org.uk](http://www.kingstoncommunityfurniture.org.uk)

**Kingston Community Furniture Donations** ☎0208 942 5500 -

Email [furnitureproject@kva.org.uk](mailto:furnitureproject@kva.org.uk) or Email [manager@kcfurniture.org.uk](mailto:manager@kcfurniture.org.uk)

**Princess Alice Hospice Shop,** ☎0208 547 2710.