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| **Bruce House + 6 dispersed properties** | For enquiries contact [mark.ricketts@changing-lives.org.uk](mailto:mark.ricketts@changing-lives.org.uk)  07706 322 114  or [amy.middleton@changing-lives.org.uk](mailto:amy.middleton@changing-lives.org.uk)  07759 859 329  Initial referral via Bruce House referral form, once accepted a Clearing House referral form will need to be submitted |
| **About the service:**  Bruce House offers 28 self-contained one bed flats in the heart of Covent Garden. We do not have a service charge but people are expected to pay for their own electricity and water.  We do not have any wheelchair accessible flats, there are a couple of steps up to the flats on the ground floor. The flats are split across 5 floors and a communal lift is available.  People living in Bruce House will sign an Assured Shorthold-tenancy. As it is their own tenancy, visitors are allowed but cannot stay over for more than 3 nights a week as this may affect their Housing Benefit.  The on-site office is staffed Monday-Friday, 9-5pm. We have a Night Support Worker based in the building each night.  We may be able to accept pets and will decide this on a case by case basis.  We support people with their own personal goals as well as providing tenancy related support to build independent living skills, in preparation for a move into long-term, independent living.  We also have 6 dispersed properties located in the Westminster community. These move on flats are usually for people that are managing well in Bruce House and are ready to move on to a flat with some more independence away from the office. If we do not have anyone in Bruce House who is suitable for one of these properties, then we will offer these places out to external referrals from the pathway. These flats have a weekly service charge which covers the water bill. Residents will be expected to manage their other bills. | |
| **Client criteria:**  Referrals are accepted for men and women within the rough sleeping pathway. People living in Bruce House are responsible for managing their own flat and bills, so some level of independent living skills are required including the ability to budget and prioritise.  Currently we are not able to accept people who are actively using substances, if they have used substances historically then they should be abstinent for a minimum of 3 months. Those who are scripted will be considered, but they should be engaging with a support service and actively working to reduce this. Each referral will be reviewed and considered on an individual basis dependent on the current situation in Bruce House and whether we feel they would be a good fit at that time.  An initial discussion should be had with Bruce House management to determine whether the referral is eligible, a Bruce House referral form will then need to be completed. Following a successful assessment, a Clearing House referral will need to be submitted via the Clearing House portal.  Our dispersed flats are not part of the Clearing House portfolio so referrals will not need to be submitted via the CH portal. | |
| **Ethos:**  Homelessness is a growing issue, and at Changing Lives, we're seeing it become increasingly complex. We work with individuals who face multiple unmet needs and have often been turned away by other services. Our mission is to meet them where they are, offering support and a pathway to a brighter future. | |
| **Support:**  Our support team is based in the office at Bruce House. We have 2 Project Workers, an Engagement and Transitional Worker, and an Outreach Worker who will work primarily with the dispersed properties, as well as focusing on engagement with community-based activities.  Our staff team endeavour to form trusting relationships with people they work alongside, providing the right support at the right time. They provide person-led support and focus on people’s strengths; exploring passions and interests and creating positive support networks to achieve their goals.  The team will also provide housing management support including tenancy sign up, maximising benefits, health and safety checks and maintenance support. From the start of someone’s journey with us, we will think about the future and support them with a personalised move on plan based on their aspirations and needs. | |
| **Expectations of client:**  We expect everybody to engage in wellbeing checks with the support team on a weekly basis and attend key work sessions on a monthly basis to discuss support needed to achieve their goals. There is also a requirement to engage in monthly health and safety checks in their flat.  For people that are not engaging in support, we use a Support to Retain plan to discuss behaviour and ways in which change can happen including any further support they may need.  As individuals are given an Assured Shorthold Tenancy, any breaches in the tenancy agreement are taken seriously and failure to engage in a Support to Retain plan will result in warnings being issued. | |
| **Move-on pathway expectations:**  We provide people with a maximum 2 year stay but on occasion this could be longer based on individual circumstances which will be agreed in conjunction with the WCC Rough Sleeping Coordinator.  Our support team will work alongside individuals in a person-led way to help them find housing that works for them; where possible removing any system barriers they may face in accessing what they need.  Move on can be to one of our dispersed properties in the community, WCC Private Letting Scheme, JAPOP (Community supported Housing), Clearing House, Peabody Social Housing, and RSAP properties when available.  The Outreach Worker will provide transitional support when someone is moving to ensure they settle in their new home and local community. | |