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| **Bruce House** | Referrals inbox:  Referrals via Clearing House  For enquiries call Bruce House office: 0207 836 5596 |
| **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. We also have some general needs flats located within the same building.  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. A security officer is based in the building each night. We do not accept pets.  Our service provides person-led and strength-based support to people experiencing tough times. | |
| **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. 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.  Referrals needs to be submitted via the Clearing House website and should be discussed with the Westminster Pathway Coordinator, George Bossman, before submission. | |
| **Ethos:**  We believe homelessness should be a brief transition in somebody’s life, not a permanent label or a continuous cycle that people find hard to escape from. We aim for people to transition out of their tough time quickly and sustainably, with a whole new community based network of support around them ready for the next bump in the road. | |
| **Support:**  **PTS:**  We use a person-led, transitional and strength-based response (PTS) to supporting people. Our PTS Coach forms a trusting relationship with people they work alongside, providing the right support at the right time. They work without an agenda, solely focusing on the person in front of them, building on strengths rather than fixing perceived problems. People are encouraged to focus on what’s strong and go from there; exploring passions and interests and creating positive networks away from services.  An individual will build up evidence that they can achieve, gain a deeper understanding of their situation and ultimately work towards the future they want. By focusing on the individual, their strengths and unique context, people can utilise their existing skills, access the appropriate resources and build the right network to ensure they are prepared for a life away from services. Our coach will meet with people in a place of their choosing out in the community.  **Housing Team:**  Our housing team are based in the Bruce House office. We have a Housing Officer who oversees the housing management function including tenancy sign up, health and safety checks and maintenance. We also have a Housing Agent who will work alongside people on their housing journey, helping them focus on a plan for a future move into a more permanent home. | |
| **Expectations of client:**  People are introduced to a coach when they move into Bruce House and are encouraged to engage in this support; individuals can choose where, when and how often they meet with their coach depending on the support they need at that time. We expect everybody to engage with the housing team on a regular basis including monthly health and safety checks in their flat. Housing journey conversations will be arranged quarterly with people to discuss where they are in their move on journey. | |
| **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 Pathway Coordinator.  Our Housing Agent 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 satellite properties in the community, PRS, JAPOP and hostel move on quota when available.  The Housing Agent will provide transitional support when someone is moving to ensure they settle in their new home and local community. | |