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| **MONTFORT HOUSE** | Referrals inbox:  [Montfort.Referrals@passage.org.uk](mailto:Montfort.Referrals@passage.org.uk) |
| **About the service:**  Montfort House is part of the Passage, which is based in Victoria. We are a 16-bed supported housing project made up of studio flats. Our service uses a PIE model which allows staff to reflect and understand how trauma can impact behaviour, so we can work with individuals in a personalised way.  We benefit from the psychology in hostels model and have a psychologist from SLaM who is based at Montfort house one day a week. The psychologist offers one to on therapy work with clients, and supports the staff team by facilitating complex case discussions, “through the lens of trauma”  We are part of an inclusive and welcoming community. Our ethos is that we play an active role in building community and being response to opportunities when they arise. We expect all residents to work as part of a collective. To complement our approach, we have a community garden project which is run alongside our local neighbours. We encourage participation from both staff and residents.  We have some flats suitable for wheelchair users which are accessible by a lift.  We do not provide meals as each flat has its own cooking facilities. We provide all cooking utensils. The service charge is £13 a week. Our visitor’s policy was drafted in consultation with residents. Overnight visits are allowed, we ask that 24 hour notice is given. All visitors have to present ID, preferably Photo ID, but we will accept other forms, including bank statements, license agreements. | |
| **Client criteria:**  Referrals are accepted for homeless men, women and couples. Priority is given to the most vulnerable rough sleepers, especially RS205 referrals as well as couples & other individuals with complex needs. We will work with those who have a dog or other pet so please contact us to discuss if the referral includes a pet. Pets will only be accepted at point of referral. | |
| **Ethos:**  Our aim is to offer hard to reach clients an opportunity to move away from the streets by providing a safe & relaxed environment. We incorporate an adult to adult approach to allow individuals the chance to settle in and gain confidence. Once settled our support approach is tailored, and we aim to work with people at a level which best meets people needs. We’re transparent in our communication and if we need to address a concern we take a challenge and truth approach. | |
| **Support:**  Montfort House is all about taking risks that allow individuals real opportunities. Our approach is flexible and highly personalised and centres on an “adult to adult” approach designed to remove any barriers to developing trust based relationships, address the needs of our entrenched client group and support them in maintaining their licences. Montfort house is 24 hour supported and you will be allocated a keyworker who will work with you based on your preferred style.  Activities, include a weekly community garden project ran twice a week on a Thursday and Sunday, an art group. Currently we offer personal training sessions ran by a personal trainer on our roof garden. This incorporates circuit training, weights and HITT routines. If this is something that interests you it will be tailored to your fitness levels. | |
| **Expectations of client:**  Residents have an allocated key worker who takes the time to get to know them. Residents are given time to settle in. Residents are involved in designing their own personal support plan e.g. how often do you want to see your worker, how would you like to meet up (a walk outside, in your flat, out for coffee), etc. | |
| **Move-on pathway expectations:**  We are a 2 year stay but due to the nature of the project the length of stay can be extended in special circumstances. Any exceptions will be made in conjunction with the commissioner. Move on can be to semi-independent accommodation or can be via clearing house. All residents will be expected to engage with identified support to enable them to successfully move out of 24 hour sported housing. Side ways move will be sought for those residents who are struggling to maintain their flat at Montfort house. | |