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|  | Referrals:  [WHreferrals@wythamhall.co.uk](mailto:WHreferrals@wythamhall.co.uk)  Tel: 020 – 7289 1978 |
| **About the service:**  Wytham Hall offers accommodation and key worker support to 25 individuals who are experiencing homelessness and have low to medium support needs.  Residents are housed across four properties in Maida Vale, all located within a short walking distance of the main Wytham Hall office, where a dedicated support team of four staff members is based.  Key features of the accommodation include:   * Residents are responsible for their own meals. * They have 24-hour access to their accommodation and may receive visitors during designated hours; however, overnight guests are not permitted. * Pets are not allowed under the terms of the licence. * A small weekly Service Charge is required from each resident.   N.B.None of our accommodation has disabled access. | |
| **Client criteria:**  The service is available to men and women aged 18 and over, who require support and are willing to engage. Residents must be capable of living independently and open to receiving support, whether delivered by Wytham Hall’s internal team or through external services.  We are an abstinent supported housing service and we take great care when considering new residents. This is to ensure the stability and wellbeing of the existing clients, and to maintain an environment that supports individuals in their commitment to abstinence.  All residents must have maintained abstinence from non-prescribed drugs and alcohol for a minimum of three months prior to admission. Residents are required to remain abstinent, both on and off the premise for or the duration of their stay at Wytham Hall. | |
| **Ethos**:  Residents appreciate the calm and informal atmosphere of our housing, which often contrasts with the larger hostel environments, they may have previously experienced. At Wytham Hall, we aim to support individuals who are motivated to improve their circumstances, whether through counselling or therapy, pursuing education or training, or simply seeking a more stable and fulfilling way of life, with support from staff.  We take time to understand each resident as an individual, offering tailored support that reflects their unique needs and goals. | |
| **Support:**  Staff support is provided Monday to Friday, 9am to 5.00pm. Outside of these times residents have access to an emergency out of hours service.  Residents are encouraged to be responsible for their own development and working towards move-on -with staff support. Residents are required to meet with their key worker monthly (weekly during the first month), however this is often more frequent due to residents support needs.  We offer workshops designed to help residents prepare for a successful transition into independent living. Topics covered include budgeting, healthy eating, and understanding what to expect during the move-on process. These sessions aim to build confidence and practical skills that support long-term stability  Wytham Hall will have its own counselling service available for residents to access weekly. | |
| **Our expectations of residents:**  Residents are required to live in a semi-independent manner which helps them to prepare for move on and independent living. They are required to do their own cleaning and to carry out their share of the communal tasks, which promotes good relations with their fellow residents. The best outcomes are achieved via engagement and the acceptance of support through key work sessions.    Residents are required to respect other residents and staff and are empowered to be responsible for their own health and safety and that of those around them. | |
| **Move-on pathway expectations**:  Residents typically stay at Wytham Hall for around two years, although this can vary depending on individual needs and progress. Regular meetings are carried out to help determine the most appropriate next steps for each resident. While Wytham Hall does not offer move-on accommodation directly, we provide advice and referrals to suitable re-housing support organisations.  Common move-on options include the Clearing House, sheltered accommodation, or private rented housing. Residents are encouraged and required to actively engage with all available move-on pathways. | |
| **Pre-care:**  To help potential residents gain a genuine sense of Wytham Hall before proceeding with a formal referral, we offer the opportunity for an informal visit. During this visit, we share the history of Wytham Hall, explain our approach, and provide a guided walk around the main building. This face-to-face interaction often helps challenge any preconceptions and gives a clearer picture of what life here is really like.  We believe this approach benefits both parties. Visitors often leave with a clearer understanding and, in many cases, a renewed enthusiasm for engaging with the service. It also helps ease any anxiety ahead of the formal assessment process. | |
| **Aftercare:**  Wytham Hall recognises that moving on can be both challenging and daunting for residents; to ease this transition, we offer up to three months of floating support after a resident has moved out.  Former residents are always welcome to drop by, We have also invited ex-residents to join us for Christmas lunch, or functions and some residents have returned to lead workshops or share their lived experience stories. | |