



NORTH STAR

Creating homes, building futures

Rainham House

Temporary, supported
accommodation
service for women

**Supporting
people
to get to
where they
want to be.**



www.northstarhg.co.uk

Rainham House

Rainham House is a temporary, supported accommodation service managed by North Star. We offer 10 two bedroom and one 1 bedroom fully furnished, self-contained flats with additional communal facilities.

One flat is fully wheelchair adapted.

Stay is for a maximum of two years.

We also have a single en-suite room for emergency accommodation where a person can stay for up to a maximum of 4 weeks.

Facilities

- Fully furnished Accommodation
- Wheelchair accessible
- Secure Door Entry system
- CCTV
- Laundry
- Communal Lounge
- Computer suite
- Car parking is available for residents and their visitors.
- Garden with play area
- Allotment garden



Local Amenities

Rainham House is situated in the Thorntree Estate within easy reach of local shops and Middlesbrough town centre.

Rent and Service Charges

Service Charges are included with the weekly rent charge. Tenants are required to pay the non-HB eligible service charge of £7.83 per week for heating and water

Please contact us for up to date information on rents and HB eligibility.

Management and Staffing

A full-time, non-resident Service Manager is responsible for the day to day running of the service. Support is provided by a team of Support Workers. We have one full-time and two part-time Support Workers.

Staff cover is provided 9am–5pm, Monday to Friday with some cover on evenings and weekends.

A security service is provided between 9pm and 6am, 7 nights a week.



Access to the Service

Access to the service is by agency referral only.

Our Referral Form must be completed with the consent of the person being referred.

Following receipt of the referral form, the referee and the individual concerned, will be invited to attend an interview. These interviews usually take place at Rainham House but other venues can be arranged if required.

As part of our assessment process, we are required to carry out risk assessments and ask that referring agencies and individuals work with us openly to achieve this.

Following interview, a decision will usually be made within 7 days and both parties will be informed of the outcome. Where this is not possible, we will let you know why.

Rainham House operates a Waiting List and places are offered according to need but where an applicant has been waiting a long time for a place, this is taken into consideration.

Support We Offer

We provide practical support on an Individual basis in partnership with other agencies on a wide range of issues which might include :-

- Managing a tenancy
- Budgeting
- Claiming benefits
- Training
- Volunteering
- Improving Self-confidence
- Managing health
- Finding employment
- Recreational activities



All tenants are allocated a Key Worker; this is a Support Worker who works with them on a one to one basis, in partnership with other agencies, where applicable, to help tenants identify their goals and to put together an Action Plan to achieve them.

Moving On

It's our hope that everyone moves on from the service in a planned way, to more secure accommodation.

All tenants are registered with Compass and when tenants have no further support needs and are ready to move-on, homeless points are awarded and backdated to the date the tenant moved into the service.

Tenants are supported to place weekly bids for properties via Compass and where appropriate, consider private rented housing also.

Should tenants require some initial support once they have moved, a referral will be made to a Floating Support Service.

For further information, please contact our Service Manager using the details below:

Tel: 01642 266280

Email: pauline.byrnes@northstarhg.co.uk

**60 Rainham Close, Thorntree
Middlesbrough, TS3 9GX**