



**NORTH STAR**

Creating homes, building futures

## Directly Managed Supported Housing Services

**May 2016**

## Supported Housing Services Fully Managed by North Star

### Referral Processess

Referral to our Supported Housing Services may vary slightly according to the specific criteria of the individual service. In most cases a referral form would have to be completed by an outside agency working with the applicant i.e. Social Worker or Housing Options worker. We will then interview the person to assess whether their support needs are suitable for the service.

### What is Support?

**Housing Related Support** is tailored to the individual needs of the person and will focus on the skills they need to be able to move on to manage a tenancy independently. For example, we may work with someone to improve their budgeting skills, support them in developing their confidence, or help improve their ability to deal with their neighbours. We work with each client to develop a Support Plan, agreeing the support that they want / need and how it will be delivered.

To help our residents develop their independence we work in close partnership with Health and Social Services, Probation, Housing and other agencies.

Hartlepool Complex Needs Floating Support Service
Service Description
We deliver floating support to people across Hartlepool to assist them to live free from harm and independently in the community.
Length of Service
Up to 2 years
Referrals & Allocations
We deliver floating support to people across Hartlepool to assist them to live free from harm and independently in the community.
Staffing
Staff based at 8 Sydenham Road, Hartlepool
Telephone: 03000 11 00 11    Email: <a href="mailto:Customer.Services@northstarhg.co.uk">Customer.Services@northstarhg.co.uk</a>
Website: <a href="http://www.northstarhg.co.uk">www.northstarhg.co.uk</a>

<b>Hestia Middlesbrough</b>
<b>Service Description</b>
10 fully furnished houses across Middlesbrough allocated to vulnerable women (and children) with complex needs who are homeless or at risk of homelessness. We deliver support, offer signposting, and provide housing management and maintenance services.
<b>Length of Stay</b>
Up to two years, however the tenancy can revert to a general needs tenancy following a successful period of support.
<b>Referrals &amp; Allocations</b>
Referrals are accepted from Housing and Social Care services as well as Mental Health Services and should be made direct to Supported Housing Officer.
<b>Staffing</b>
Staff based at 60 Rainham Close, Middlesbrough.
Telephone: 03000 11 00 11                      Email: <a href="mailto:customer.services@northstarhg.co.uk">customer.services@northstarhg.co.uk</a> Website: <a href="http://www.northstarhg.co.uk">www.northstarhg.co.uk</a>

<b>60 Rainham Close, Middlesbrough</b>
<b>Service Description</b>
Service for women and children experiencing homelessness: <ul style="list-style-type: none"> <li>• 10, two bedroom fully furnished apartments</li> <li>• 1 x one bedroom fully furnished apartment (wheelchair accessible)</li> <li>• 1 x emergency access fully furnished crash pad</li> </ul>
<b>Length of Stay</b>
Temporary Accommodation – Length of stay up to 2 years.
<b>Referrals &amp; Allocations</b>
Referrals are accepted from the local authority's Homeless Service and from statutory services where a homeless application has been made. Prior to acceptance for the service, staff will interview prospective clients, gather relevant information, assess their support needs and carry out a needs and risk assessment.
<b>Type of Service Delivered</b>

We deliver support, offer signposting to specialist services, and provide housing management and maintenance services.

Support is focused around helping people to develop independent living skills. We work in partnership with other agencies to enable the best possible outcomes. Support is offered through a person centred Support Plan and this is complemented by a range of tenant involvement opportunities.

Our primary aim is to prevent future homelessness.

#### Staffing

Staff are based at the service. We have a full time Manager and 2.5 support workers. In addition the service is staffed out of hours via an on site concierge service plus a staff call out service.

Telephone: 03000 11 00 11

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### Redcar Intensive Housing Management

#### Service Description

27 one and two bedroom, fully furnished properties in Redcar, Brotton and Guisborough. We deliver an intensive housing management service.

#### Length of Stay

Up to 2 years.

#### Referrals & Allocations

Referrals from Redcar and Cleveland Housing Options Team.

#### Staffing

Staff based at Hensons Stations Offices, Unit 3 Kirkleatham Street, Redcar, TS10 1QW.

Telephone: 03000 11 00 11

Email: [customer.services@northstarhg.co.uk](mailto:customer.services@northstarhg.co.uk)

Website: [www.northstarhg.co.uk](http://www.northstarhg.co.uk)

Parkfield Hall, Adderley Street, Stockton	
Service Description	
<p>Parkfield Hall Young Peoples' Accommodation Service is for young people leaving care or young parents leaving care. The accommodation consists of:</p> <ul style="list-style-type: none"> <li>• Eight self contained fully furnished 1 bedroom flats</li> <li>• Two self contained fully furnished 2 bedroom flats (1 wheelchair accessible)</li> <li>• One fully furnished Crash pad – emergency accommodation</li> </ul>	
Length of Stay	
Temporary accommodation up to two years.	
Referrals & Allocations	
Can be made via Children and Education Social Care Providers panel. Staff will interview prospective tenants, gather relevant information, assess support needs and carry out a needs and risk assessment.	
Staffing	
Staff are based onsite and include one full time Team Manager and three support workers. In addition the service is staffed out of hours via an on site concierge service plus a staff call out service.	
<p>Telephone: 03000 11 00 11                      Email:customer.services@northstarhg.co.uk</p> <p>Website: www.northstarhg.co.uk</p>	

Holyrood Lane, Middlesbrough	
Service Description	
<p>Seven partially furnished properties for people who have a physical disability. Properties have floor coverings and white goods provided. We deliver support and signposting, housing management and maintenance services.</p>	
Length of Stay	
Permanent.	
Referrals & Allocations	
Referrals direct to Supported Housing Officer.	
Staffing	
Staff based at Aspen Gardens.	
<p>Telephone: 03000 11 00 11                      Email:customer.services@northstarhg.co.uk</p> <p>Website: www.northstarhg.co.uk</p>	

5 – 10 Sycamore Way, Stockton	
Service Description	
Six part furnished bungalows for people who have a physical disability. Property furnishing includes floor coverings and white goods. We deliver housing related support, offer signposting, and provide housing management services and maintenance services.	
Length of Service	
Permanent.	
Referrals & Allocations	
Received via Adult Social Care Panel or direct to Supported Housing Officer.	
Staffing	
We have staff available Monday to Friday.	
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Website: <a href="http://www.northstarhg.co.uk">www.northstarhg.co.uk</a>	

Easington Road, Stockton
Service Description
14 self contained part-furnished properties to support clients with learning disabilities or physical disabilities. Property furnishing includes floor coverings and white goods. We deliver housing related support, offer signposting, and provide housing management services and maintenance services.
Length of Service
Permanent.
Referrals & Allocations
Via Adult Social Care Panel.
Staffing
We have staff available Monday to Friday.
Telephone: 03000 11 00 11                      Email:customer.services@northstarhg.co.uk Website: www.northstarhg.co.uk

<b>Private Sector Leasing (PSL)</b>
<b>Service Description</b>
We have a number of properties across Redcar and Cleveland, Hambleton and Middlesbrough to assist the council to meet the needs of people who are homeless or at risk of becoming homeless. The properties are partially furnished and we provide housing related support to assist clients to gain independent living skills and remove barriers to access permanent accommodation.
<b>Length of Service</b>
Up to two years.
<b>Referrals &amp; Allocations</b>
Via the relevant local authority housing team.
<b>Staffing</b>
We have one full time member of staff overseeing the PSL service.
Telephone: 03000 11 00 11 Email: <a href="mailto:customer.services@northstarhg.co.uk">customer.services@northstarhg.co.uk</a> Website: <a href="http://www.northstarhg.co.uk">www.northstarhg.co.uk</a>

Domestic Abuse Outreach
Service Description
<p>We have a number of properties across Middlesbrough to provide a domestic abuse outreach service to meet the needs of:</p> <ul style="list-style-type: none"> <li>• Women with older male children</li> <li>• Male victims of domestic abuse</li> <li>• Individuals/families with complex needs who would find refuge accommodation unsuitable</li> <li>• Victims of domestic abuse who are in employment</li> </ul> <p>We work with Harbour who are a specialist domestic abuse support agency to deliver housing and specialist support to clients.</p>
Length of Service
Up to six months.
Referrals & Allocations
Via the relevant local authority housing team or Harbour.
Staffing
We have one full time member of staff who works across this service.
<p>Telephone: 03000 11 00 11                      Email: <a href="mailto:customer.services@northstarhg.co.uk">customer.services@northstarhg.co.uk</a></p> <p>Website: <a href="http://www.northstarhg.co.uk">www.northstarhg.co.uk</a></p>