



# Temporary Support Services Directly managed by North Star

We offer a range of temporary support services which are directly managed by North Star. These services are accessible to people aged 16+. We offer housing and support or support solutions for people who need a little extra help to gain skills and confidence to live independently.

These solutions are either purpose built accommodation with the provision of on site staff; Flats and houses in the community with support staff visiting you in your own home or a support worker visiting you in accommodation not directly provided by us.

All of the accommodation we provide is self contained and furnished with your own front door, giving you a safe place to stay and peace of mind. Some of our services also include communal areas where you can socialise with others or get involved in group activities to help build your confidence and reduce feelings of isolation.

## Accommodation Based Services:

We have a range of accommodation based services across the Tees Valley. These services have been set up in their locations to meet the needs of people who live within that area. We currently have a purpose built service in Stockton for young people aged 16+ who are leaving care, two women's services in

Middlesbrough and an Intensive Housing Management Support Service in Redcar and Cleveland. The aim of our supported housing services are to provide safe, secure quality accommodation with dedicated support workers on hand to assist you to gain skills enabling you to live independently. We can signpost you to any specialist support you may also wish to engage in.

## Floating Support Service:

Floating support services are provided to you in your own home regardless of your home being rented from North Star. We currently have a floating support service in Hartlepool to assist you to live independently. We can signpost you to any specialist support you may also wish to engage in.





## What you can expect from us:

### We will:

- ✧ Provide you with a named dedicated support worker with one to one support
- ✧ Provide you with a tailor made support service to meet your needs and aspirations
- ✧ Offer you a free comprehensive welfare benefits advice service
- ✧ Offer you a range of tenant involvement opportunities to help us shape the service we deliver to you
- ✧ Offer a range of activities and social events for you to be involved in
- ✧ Offer a range of IT facilities for you to use
- ✧ Signpost you to specialist support services
- ✧ Help you to find permanent accommodation when you are ready to move on



Endeavour House, St. Mark's Court,  
Thornaby, Stockton-on-Tees, TS17 6QN

14A Redwell Court, Harmire Enterprise  
Park, Harmire Road, Barnard Castle,  
County Durham, DL12 8BN

For more information, contact Customer  
Services on: 03000 11 00 11 or email  
[customer.services@northstarhg.co.uk](mailto:customer.services@northstarhg.co.uk)