

CONCRETE

SERVICE GUIDE



HOMELESSNESS, HOUSING AND COMPLEX NEEDS

Services available in Stoke-on-Trent

DESTINATION: HOME

Destination: Home is led by Concrete with support from local organisations

- Adullam Homes
- North Staffs Mind
- Changes: Health and Wellbeing
- Walk Ministries.

Alongside our partners we deliver long-term recovery solutions that are available 24/7, to single people in Stoke-on-Trent that are homeless or at risk of becoming homeless.

The support we offer is tailored to the individual's circumstances and helps them to address the underlying causes of homelessness and complex needs. The support we offer includes offering quality accommodation in various settings, mental health and wellbeing support, building tenancy skills, recovery and rehabilitation programs and peer-led support.

All referrals to Destination: Home go to our Gateway team, who are made up of staff that represent all elements of our service.

Our Gateway team will then work with our local partners and external providers to find appropriate accommodation and support the customer through the start of their journey with Destination: Home.

SERVICE COORDINATION

If a customer has multiple or complex needs, such as being homeless, at risk of becoming homeless, substance use, offending, mental and physical health issues, they will be given the opportunity to engage with one of our Service Coordinators.

Our Service Coordinators are the lead in the customer's support package, and coordinate essential services to make sure that the customer has the opportunity to engage and have fair access to the services that they require.

SPECIALIST 24/7 HOUSING

Based in Stoke-on-Trent, our separate men and women's schemes can be accessed by anyone over 18 who is facing or experiencing homelessness.

We work with customers to design and deliver tailored support plans to help them meet their individual needs, hopes and goals. Our staff are available on-site 24/7 to support customers with their needs. It's all about building a sustainable and concrete future.

OUR SPECIALIST TEAMS SUPPORT CUSTOMERS TO:

- Understand trauma and the impact it can have on people.
- Create a plan to build their confidence and self-esteem.
- Build their understanding, skills and knowledge.
- Provide welcoming, safe and confidential accommodation.
- Provide opportunities with local community partners when our customers feel ready to move onto the next chapter of their life.

TENANCY SUSTAINMENT TEAM

Our Tenancy Sustainment team supports our customers to maintain their tenancy and help to give them the skills they need to manage their tenancy.

THIS INCLUDES:

- Assisting customers to move into their new home.
- Setting up any utilities and maximising benefits if needed.
- Assessing the property for any repairs that are needed.
- Dealing with anti-social behaviour complaints.
- Carrying out risk assessments and outcomes stars.
- Carrying out health and safety checks including fire alarm and Legionella checks.
- Completing tenancy warnings and serving notice if needed.

ROUGH SLEEPERS INITIATIVE PROJECTS

PEER MENTORING

Our Peer Mentors use their lived experience to support customers who are currently being supported through one of our services.

We provide training and supervision to our Peer Mentors to give them the skills, confidence and self-management required to support customers as well as help to shape the future of our services.

REFERRING TO THIS SERVICE

We're open to anyone with lived experience who has a passion for supporting our customers. To find out more about becoming a peer mentor, email peermentoring@thisisconcrete.org.uk

PRIVATE LETTINGS SERVICE

Our Private Lettings Service offers a unique, personally-tailored service for landlords, whether you have one property or a large portfolio.

We carefully match tenants without a home to properties and our dedicated team supports them for six months to maintain their tenancy and help build a concrete future.

ALL TENANTS WHO COME THROUGH OUR SERVICE:

- Have been assessed by us to make sure they are the right tenant for the property.
- Have taken an affordability check to make sure they can afford to pay their rent.
- Understand their tenancy responsibilities.
- Are helped to move in and set up their home.
- Get support to maintain their tenancy, budget wisely, pay their rent and treat their neighbours with respect.

OUR OFFER TO LANDLORDS:

- A responsive, quality service.
- Long-term sustainable tenancies supported for six months.
- All tenants take affordability checks and understand their tenancy responsibilities.
- If any of your existing tenants are struggling, we can help to turn this around.
- We help tenants to set up their utilities.
- Quick turnaround times.

- Tenancy health checks and property condition checks, with photographs on move-in and move-out.
- Advice and guidance on legislation.
- Access to 24-hour repairs service.
- We carry out viewings.
- Help with property or tenancy problems.
- Landlord reminder service (for health and safety checks).
- Access to rent and bond schemes, and guaranteed direct payments.
- We are a proven housing specialist and lettings expert with experience and knowledge of the local market.
- A dedicated service with a direct contact line.

To find out more, email PLS@thisisconcrete.org.uk



Services available in Cheshire East

FLOATING SUPPORT SOUTH

We support families and individuals in Cheshire East who are at risk of losing their home because of tenancy-related or more complex issues.

We provide short and medium-term support, for between six weeks and nine months. This support is for people who are either moving into their own property after a stay in temporary accommodation, or if they've lived in their home for a while and are struggling with their tenancy.

THINGS WE CAN HELP WITH:

- Managing a tenancy.
- Setting up a new home.
- Maximising income.
- Advice on reducing debt.
- Advice on tackling social isolation.
- Support with increasing physical and mental health.
- Helping to prevent homelessness in all situations.
- Signposting to other agencies for more specialised support.

REFERRING TO THIS SERVICE

We can't take direct referrals for this service. If you, or your support worker, would like to make a referral please visit www.cheshirehomechoice.org.uk/hrs and complete the referral to Cheshire East Single Point of Access.

The referral will be assessed by Cheshire East Council and then sent on to us or a partner.

SUPPORTED HOUSING

Accommodation and support for anyone 16 - 65, who are at risk of becoming homeless or are already homeless, and have complex needs.

Based in Crewe, we house people in Crewe, Sandbach and Nantwich.

THINGS WE CAN HELP WITH:

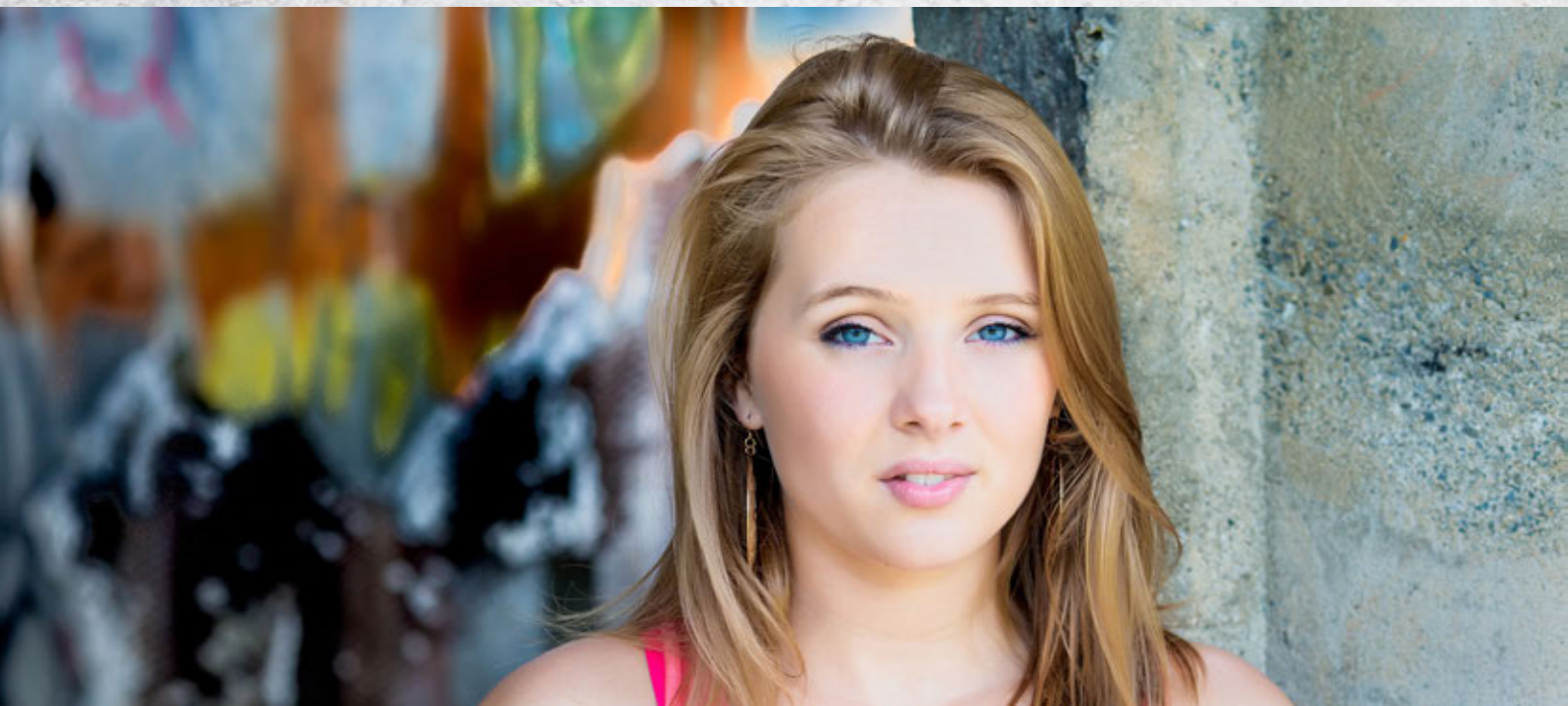
- Benefit checks.
- Budgeting and reducing debts.
- Finding work, education and volunteering opportunities.
- Setting up and maintaining a home.
- Building confidence.
- Helping you build a home for the future.
- Referring to other services.
- Helping make contact with family and friends.
- Improving physical and mental health.
- Help getting support for drug and alcohol issues.

Once the customer is able to manage their own tenancy, we refer them to Cheshire East Council so they can continue their housing journey.

REFERRING TO THIS SERVICE

We can't take direct referrals for this service. If you, or your support worker, would like to make a referral please visit www.cheshirehomechoice.org.uk/hrs and complete the referral to Cheshire East Single Point of Access.

The referral will be assessed by Cheshire East Council and then sent on to us or a partner.



YOUNG PERSONS HOMELESSNESS, HOUSING AND COMPLEX NEEDS

Our service provides accommodation and support for young people between the ages of 16–25 who are care leavers, at risk of homelessness or unaccompanied asylum-seeking children.

The accommodation we choose for each young person is tailored to where the circumstances of the young person, and where they are in their housing journey. For example, some properties are located in the same scheme and customer have 24/7 support available, while other homes are located in the local community.

We support our customers to develop their life skills, including budgeting, cooking, cleaning and self-care to enable them to manage and maintain their tenancy.

We also support our young people to access work, either paid or voluntary, and education opportunities in their local community.

Our staff work with them by helping them to identify and build on their strengths, and focusing on what they are positive or passionate about.

LANDLORD LIAISON SERVICES

We're working with landlords to make homelessness history.

Sometimes a tenancy might not run as smoothly as you would like and often, the reason for this isn't the most obvious.

We can help landlords build a relationship that works for both them and their tenant. When it comes to keeping people in stable, secure housing, it's not a battle between sides. It takes a team effort.

We can help from providing advice, guidance and mediation with tenants, to finding a support plan to keep tenants in their existing accommodation or source a more suitable housing option.

Our experts are here to find a solution that works for everyone.

Find out more by contacting our team on PLS@thisisconcrete.org.uk

THE FUTURE IS CONCRETE.

0330 094 5558

hello@thisisconcrete.org.uk

WWW.THISISCONCRETE.ORG.UK

308 London Road, Stoke-on-Trent, ST4 5AB

Open 9am - 5pm, Monday to Friday

Concrete is part of the Honeycomb Group



Concrete and Glow are trading names of Honeycomb Charitable Services Limited. Registered Charity No. 701376
A Company Limited by Guarantee Registered in England & Wales No. 0235 7520