

# Supported Accommodation

Housing Solutions Team



Information on supported accommodation providers for single people  
who are homeless or in housing need

# Two Councils - One Team

## Supported Accommodation

### (General Support)

South Norfolk and Broadland District Councils work closely with a number of accommodation providers to ensure that people who seek housing advice from us can access appropriate supported accommodation in times of difficulty.

There are many supported housing providers working with people from various backgrounds and with a variety of support needs although all are designed to be short to medium-term accommodation intended to help their residents move-on to independent accommodation.

The list below is not exhaustive but does provide basic contact details for the supported accommodation providers we most frequently help people to access. For further information regarding supported accommodation please call the Housing Solutions Team on **01508 533751** (South Norfolk) or **01603 430641** (Broadland).

## Sanctuary Housing

Sanctuary operate three supported accommodation schemes in South Norfolk, two in Broadland and many more in neighbouring authorities. Sanctuary provide supported accommodation for single people who are either homeless or unsuitably housed and provide resettlement support to enable residents to successfully move-on, when ready, to independent accommodation. They aim to work in a way that enables people to achieve their individual goals, at their own pace, in their own communities.

The South Norfolk and Broadland schemes are:

**Chedgrave** - Baynard House, 26/32 Norwich Road, Chedgrave NR14 6BG - **01508 528797**

**Diss** - Rush House, Denmark Street, Diss, Norfolk IP22 4LF - **01379 641244**

**Costessey** – Cannell Court, 2a Roundwell Road, Costessey, Norwich NR5 0PA – **01603 748134**

**Reepham Road** - 77-79 Reepham Rd, Norwich NR6 5LG - **01603 410670**

**Cromer Road** - 78 Cromer Rd, Norwich NR6 6LZ - **01603 491241**

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Other Sanctuary supported houses include:

- Dereham – 01362 694305
- Thetford - 01842 765608 & 01842 766731
- Thorpe Road – 01603 442024
- Aviary House - 01603 442026
- College Road – 01603 442023
- Hope House – 01603 442027

For more information, please see:

<https://www.sanctuary-supported-living.co.uk/what-we-do/our-supported-housing>

## Wilkinson House (for men)

Wilkinson House is based in Wymondham and managed by Homegroup. They provide supported accommodation for single men aged 18-60, including ex-offenders. A key worker system means support is provided for daily living skills, family issues, employment, education and training as well as budgeting. There is a planned resettlement programme to help residents move to independent accommodation when they are ready.

Contact Details:

Wilkinson House, 17 Avenue Road, Wymondham, NR18 0QF – **01953 602456**

## Solo Supported Housing

Solo Housing have a well-developed supported housing project in Diss. Their scheme aims to enable people to develop skills for independent living and to assist people in seeking move-on accommodation.

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Solo's accommodation includes a hostel, bedsit flats and self-contained move-on flats and are suitable for applicants with low to medium support needs.

Contact details:

Solo Housing, 12a St Nicholas Street, Diss, Norfolk IP22 4LB – **0800 6520155**

For more information, please see:

<https://www.solohousing.org/accommodation-seekers/supported-housing/#supported-housing>

## House of Genesis (for men)

House of Genesis provide accommodation on a short term basis (up to 2 years) for 16 adult men in our four homes. The project provides family-type accommodation, where men can receive care and support to help them back into the community and to achieve independence. House of Genesis also offer help and support with complex and personal issues and aim to build up self-esteem and self-confidence.

Contact details:

House of Genesis - 6 Laundry Close, Norwich NR7 0XH – **01603 435449**

For more information, please see:

<https://www.thehouseofgenesis.org/>

## Forward Court – Benjamin foundation

Forward Court in Aylsham provides supported accommodation for seven young homeless people age 16 to 24. Each young person has their own fully furnished flat, designed to give them the opportunity to gain the skills necessary to manage their own tenancy independently, which is the long-term aim of the service. They also have the use of a lounge and a fully equipped kitchen, where

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they can socialise and be supported in practical cooking skills. Each young person is allocated a key worker who offers tailored support in areas including education, training, employment, daily life skills, and inclusion in the local community.

Contact details:

Forward Court - Station Rd, Aylsham, Norwich NR11 6LG – **01263 735978**

For more information, please see:

<https://benjaminfoundation.co.uk/service/forward-court/>

## Hinde House (for women)

Managed by Orwell Housing, Hinde House provides women with a safe, manageable and comfortable home with the support they need to enable them to make choices and decisions about the way they live. Hinde House is a project specifically for women aged 16-40 who are homeless or unsuitably housed and can also accept applicants with mental health or substance misuse issues.

Hinde House also have 9 move-on flats and a well-established move-on and resettlement service.

Contact details:

Hinde House, 61 Bethel Street, Norwich NR2 1NR - **01603 625982**

## Archway (for women)

Archway provide supported accommodation for single homeless or inadequately housed young women aged 16-24 with support needs. The service can be accessed by self-referrals or referrals through an agency and the average stay is between 6 months and 2 years. Archway have a keywork

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system with weekly meetings. Support plans with agreed outcomes, reviewed three-monthly. Staff provide support around independent living skills, personal care, access to education and training.

Contact details:

Archway Housing – 23 West Parade Norwich NR2 3DN - **0300 304 7989**

## Bishopbridge House

Bishopbridge House is a direct access hostel in Norwich with 30+ bed spaces and a comprehensive support and move-on service. They can also accept people with dogs. Stays at Bishopbridge are short and those who are street homeless are prioritised. Demand on the service is high and it is often necessary to present to the hostel or contact them on a daily basis (before 4pm) to secure accommodation.

Contact details:

Bishopbridge House, 45 William Kett Close, Gas Hill, Norwich NR1 4FD – **01603 666563**

## YMCA Norfolk

YMCA have a range of supported accommodation for 16-25 year olds, including an assessment and accommodation centre at YMCA Central, Norwich, a small number of Supported Lodgings spaces within a family environment and even short term emergency accommodation with families through their NightStop scheme.

The YMCA Central comprises 34 en-suite single bed-sitting rooms, training rooms, communal sitting rooms, staff rooms, offices, launderette, restaurant and training kitchen. This accommodation gives

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housing related support, life skills support and resettlement and aims to prepare its residents for independent living. The support also includes help to find longer-term sustainable accommodation for move-on.

The Supported Lodgings scheme provides young adults with accommodation in a home environment, with the aim of helping the lodger gain the confidence and skills they will need to become independent. The supported lodgings scheme offers young people their own room, some meals and a lot of security and support

YMCA Contact details:

Norwich Central – John Drake House, 10 Winalls Yard, Off All Saints Green, Norwich NG1 3GX – **01603 877950**

For more information, please see:

<http://www.ymcanorfolk.org/>

## Umbrella (for lone parents)

YMCA Norfolk also run Umbrella Housing, supported accommodation for single parent families (of all genders). Umbrella provides accommodation which is safe and supportive, with housing related support and tenant involvement opportunities. Accommodation is in self-contained properties which include a mix of houses and flats, providing 1, 2 & 3 bedroomed accommodation. A Housing Engagement Worker manages the properties ensuring housing management and maintenance issues are dealt with and trained volunteers offer additional support. A 24-hour service is available through the YMCA out-of-hours service for tenants reporting housing issues.

Contact details:

Umbrella Housing 11a Unthank Road, Norwich, NR2 2PA - **01603 618527**

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## Empanda

Empanda Care & Support is a Community Interest Company that offers community-based housing related support, residential respite care and domiciliary care services across Norfolk and day care services across Norfolk and Suffolk. Empanda provides a range of person centred, outcome focussed care and support services for vulnerable people and has three supported housing projects working with homeless young people across North Norfolk. All of their supported accommodation is temporary, and each scheme has a small staff team who are there to help young people gain independence and to get ready to move on into more independent accommodation.

Contact details:

Empanda Sheringham - 48 Cliff Road Sheringham, Norfolk NR26 8BJ - **01263 825107**

For more information, please see:

<https://www.empanda.org.uk/about-us/>

## Evolve

Evolve is a Community Interest Company set up to help a range of vulnerable people. Originally the focus of their work was with children, their families and care leavers. However, increasingly the organisation was asked to work with adults and young people and this group has, over time become the primary focus of our work. The work of Evolve includes:

- Supported living schemes
- Independent accommodation with floating support
- Outreach, social and recreational activities
- family group conferencing

Evolve East Anglia – 4 Riverside Road, Norwich, Norfolk, NR1 1SQ - **01603 510435**

For more information, please see:

<https://www.evolveeastanglia.com/>



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## Phoenix House

Phoenix House provides supported housing for young single people between the ages of 16-25. Their accommodation consists of 21 single occupancy bedrooms, some with en-suite facilities. Other facilities include a communal lounge and dining room, IT Suite and gym. The Centre provides 3 meals a day; a self service breakfast and 2 freshly prepared meals. Residents are encouraged and supported to take up education, training and employment. Phoenix House works closely with a number of providers and local initiatives including the Prince's Trust, the Yard Project, Lowestoft College and Connexions.

Staff at Phoenix House actively encourage service users to socialise with one another and provide a variety of activities to facilitate this including; cookery classes, quiz nights, movie nights and pool competitions.

Contact details:

Phoenix House, 45 – 46 Kirkley Cliff Road, Lowestoft, NR33 0DF - **01502 587061**

## Emmaus

Emmaus is different from some of the other schemes on this list as it offers a home for as long as someone needs it, as well as meaningful work in their social enterprises. This is intended to be an opportunity to become part of a community and make a contribution to it. Emmaus residents are referred to as "Companions" living in an Emmaus community and working in the social enterprise, where they support themselves and one another. Emmaus social enterprises generate revenue that pays for companions' home, food and upkeep, as well as providing a small weekly allowance. Most Emmaus schemes offer between 20 and 40 places for people to live.

Emmaus companions get a room of their own, food, clothing and a small weekly allowance and in return:

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- are asked to work for 40 hours per week, or give as much time as they are able, in the community's social enterprise
- must behave in a respectful way towards one another
- must not use alcohol or illegal drugs on the premises
- are asked to sign off all benefits, with the exception of housing benefit

Contact details:

Emmaus Norfolk and Waveney, Belsey Bridge Rd, Ditchingham, Bungay NR35 2D - 01986 895444

For more information, please see:

<https://emmaus.org.uk/>

## Non-Accommodation Based Support and Advice Services

- **Mancroft Advice Project (MAP):** MAP is an independent information, advice and counselling service for young people aged between 11 and 25 and they are based in Norwich. They can be contacted on **01603 766994** and they are based at The Risebrow Centre, Chantry Road, Norwich, NR2 1RF / <https://www.map.uk.net/>
- **Citizens Advice:** Citizens Advice is a network of independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, housing, consumer and other problems **0800 144 8848** / <https://www.citizensadvice.org.uk/>
- **Norfolk Community Law Service (NCLS):** NCLS aims to identify unmet legal need in Norfolk and to work with partner agencies to provide free services to meet that need. They aim to

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provide access to justice and equality and particularly target services at disadvantaged and vulnerable groups such as offenders, migrant workers and people with mental health issues.

Services include:

- twice weekly Free Legal Advice drop in service for employment, family & general advice; also similar services at Cromer and Great Yarmouth
- debt advice for vulnerable people and those with complex needs
- welfare benefits advice and representation at Tribunal
- legal advice for victims of domestic abuse
- Migrant Worker advice on residency status & entitlement for EEA Nationals as well as support for welfare benefit appeals
- discrimination advice and representation
- family court support for private law child contact matters

Norfolk Community Law Service, St Clements House, 2-16 Colegate, Norwich NR3 1BQ - **01603 496623** / <https://www.ncls.co.uk/>

- **Pathways:** Pathways Norwich is a 'housing led' service, which helps street homeless customers to find suitable accommodation based on the need of the individual. The Pathways team encompasses a range of specialisms in order to focus advice and support where it is most needed. Pathways is a group of partner organizations working together to draw on the skills, training and support resources of each provider. Pathways – 7 Upper Goat Lane, Norwich NR2 1EW – **01603 984694** / <https://www.pathwaysnorwich.org.uk/>
- **Shelter:** Shelter helps millions of people every year struggling with bad housing or homelessness through advice, support and legal services. Shelter has a range of services including advice, advocacy, research services and more. Shelter Eastern Counties are based at Whitefriars House, 50 Fishergate, Norwich NR3 1SE and can be contacted via **0344 515 1860** and have a lot of information available online at <https://england.shelter.org.uk/>