



**DIRECTORY OF SP SERVICES
FOR
City of London
Version 7.0**

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User guide: how to find the service you want

Services:

Listed by:

- name
- the type of accommodation they offer
- the type of service they offer
- the client groups they cater for
- length of stay
- district within the local authority
- whether they take self-referrals
- whether they take emergency referrals.

All services within the local authority, listed alphabetically by name.
Each service has details about it displayed, including:

- whether it will accept people in an emergency
- whether you can contact the service yourself.
If not, who can refer you and how to contact them
- the types of people the service caters for, including age ranges
- the type of people the service will and will not support.

INTRODUCTION: WHAT IS SUPPORTING PEOPLE?

Supporting People aims to make sure people get the housing-related support they need to live more independently, avoiding life in a care home or hospital, for example, or life on the street. It gives housing-related support to more than 1.2 million people, helping them to make a success of their tenancies, or to move to independent living from other places such as prison or hospital.

The Supporting People programme was launched on 1st April 2003 to replace the old arrangements under Housing Benefit. It is for anyone who needs support to live more independently. For example, someone who has:

- been homeless
- been in prison
- drug or alcohol problems
- mental health problems
- HIV/AIDS
- learning difficulties
- physical or sensory disability
- been at risk of domestic violence
- difficulty coping because of their age (such as older people, teenage parents or young people at risk of offending)
- come to the UK as a refugee
- a history of tenancies breaking down.

The Supporting People programme covers only housing-related support services, for example, help with life skills such as cooking, paying bills or budgeting, which is part of living independently.

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USER GUIDE: HOW TO FIND THE SERVICE YOU WANT

If you do not have access to the internet, and you want to find a support service either for yourself or someone else, this document is for you. It provides information on housing-related support services in City of London.

To make it easier for you to find the service you need using this directory, we have grouped the services in different ways. For example, you can search for a service by the length of stay you want, by the client group or by the type of service on offer.

To find all the different ways we list services in your chosen local authority, please turn to the Contents on page 2. If you know the name of the service you want, simply look it up in the complete list of services by name. If you know the type of accommodation you are looking for, search in that list and so on.

Each list will include all the relevant services. Find the service(s) you are interested in and turn to that page.

You will also find a list of all the services in the local authority, in alphabetical order.

You can find information on housing-related support all over the country on our website, by visiting www.spdirectory.org.uk. This website provides information on support services in 150 local authorities across the whole of England.

Examples

The examples below are designed to help you understand how to find details of services that match your requirements.

Example 1

You need details of services that provide temporary accommodation either in a hostel, B&B or similar.

Step 1: Go to the index titled	<u>Services by Accommodation Type</u>
Step 2: Find the section titled	<u>Homeless Hostel, B & B or other Temporary Accommodation</u>
Step 3: The services that provide this type of accommodation will be displayed under the title.	
	Find the service that you are interested in and record the page number
	ROMFORD YMCA(16).....
Step 4: Go to the relevant page to find out about the service.	65

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Example 2

You need details of services that will provide support for on a short term basis (1 month to 2 years).

Step 1: Go to the index titled [Services by Duration](#)

Step 2: Find the section titled [From 1 month to 2 years](#)

Step 3: The services that provide support for this expected length of stay will be displayed under the title. Find the service that you are interested in and record the page number

HOMELESS PERSONS RESETLEMENT SERVICE(102).....	42
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Step 4: Go to the relevant page to find out about the service.

Example 3

You need details of services that will provide support to older people with support needs.

Step 1: Go to the index titled [Services by Client Group](#)

Step 2: Find the section titled [Older People with Support Needs](#)

Step 3: The services that provide support for this client group will be displayed under the title. Find the service that you are interested in and record the page number

DANBURY SHELTERED HOUSING(95)	49
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Step 4: Go to the relevant page to find out about the service.

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Services by Public Service Name

City Tenancy Sustainment (floating support) Service	14
Iveagh Court Sheltered House	16
Middle Street Hostel for Single Homeless	18
Salters' City Foyer (for young people)	20
Tudor Rose Court Sheltered House	22

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Services by Accommodation Type

Accommodation with training/education for young people (oyer for young people)

Salters' City Foyer (for young people)..... 20

Sheltered housing for older people

Iveagh Court Sheltered House..... 16

Tudor Rose Court Sheltered House..... 22

Supported housing (shared or self contained)

Middle Street Hostel for Single Homeless 18

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Services by Service Type

Floating support service - no accommodation provided

City Tenancy Sustainment (floating support) Service..... 14

Support service with specific accommodation provided

Iveagh Court Sheltered House..... 16

Middle Street Hostel for Single Homeless 18

Salters' City Foyer (for young people)..... 20

Tudor Rose Court Sheltered House..... 22

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Services by Client Group

Generic

City Tenancy Sustainment (floating support) Service..... 14

Older people with support needs

Iveagh Court Sheltered House..... 16

Tudor Rose Court Sheltered House..... 22

Single homeless with support needs

Middle Street Hostel for Single Homeless 18

Young people at risk

Salters' City Foyer (for young people)..... 20

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Services by Duration

From 1 month to 2 years

City Tenancy Sustainment (floating support) Service.....	14
Middle Street Hostel for Single Homeless	18
Salters' City Foyer (for young people).....	20

Indefinite, long term basis

Iveagh Court Sheltered House.....	16
Tudor Rose Court Sheltered House.....	22

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Services which take Self Referrals

City Tenancy Sustainment (floating support) Service	14
Iveagh Court Sheltered House	16
Salters' City Foyer (for young people)	20

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Services which take Emergency Referrals

City Tenancy Sustainment (floating support) Service 14

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City Tenancy Sustainment (floating support) Service

Provider Name	Corporation of London Housing Services	Service Id	9
National Provider Id	10000120	SP Funded	Yes
Service Type	Floating support service - no accommodation provided		
Accommodation Type	Not applicable		
Local Authority District	Not applicable		

Accepts Emergency Referrals	Yes	Self Referral	Yes	Operates Waiting List	No
Target Duration	From 1 month to 2 years	Chargeable	No	Size of Service	15
		Service is open or active from			11/07/2005
Other Referral Routes	Health e.g. GP Housing department Other agency Probation Social Service department Voluntary agency				

Primary Client Group	Generic	Primary Client Age Groups	Ages 16-17 Ages 18-25 Ages 26-49 Ages 50-54 Ages 55-59 Ages 60-64 Ages 65-74
Household Supported	All types of household groups		
Ethnicities Supported	This service only takes people from the following ethnic groups: None specified		

People not Supported	This service does not support the following type of people: No specific exclusions: decided on case by case basis
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Referral Contact Details

You can find out about this service yourself by contacting:

Name:	Corporation of London Housing Services
Telephone No:	020 7332 3934

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Iveagh Court Sheltered House

Provider Name	The Guinness Trust	Service Id	3
National Provider Id	10000195	SP Funded	Yes
Service Type	Support service with specific accommodation provided		
Accommodation Type	Sheltered housing for older people		
Local Authority District	Not applicable		

Accepts Emergency Referrals	No	Self Referral	Yes	Operates Waiting List	No
Target Duration	Indefinite, long term basis	Chargeable	Yes	Size of Service	18
		Service is open or active from		01/04/2003	
Other Referral Routes	Health care trust Health e.g. GP Housing department Probation Social Service department Voluntary agency				

Primary Client Group	Older people with support needs	Primary Client Age Groups	Ages 55-59 Ages 60-64 Ages 65-74 Ages 75-84 Ages 85-94 Ages 95+
Household Supported	Couples without children Single people (mixed single men and women service)		
Ethnicities Supported	This service only takes people from the following ethnic groups: None specified		
People not Supported	This service does not support the following type of people: No specific exclusions: decided on case by case basis		

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Referral Contact Details

You can find out about this service yourself by contacting:

Name:	The Guinness Trust
Telephone No:	020 8519 2599
Fax Number:	020 8503 0470
Email Address:	RAYMOND.VANDY@GUINNESS.ORG.UK
Directions:	Contract Manager for Iveagh Court from March 2006

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Middle Street Hostel for Single Homeless

Provider Name	Providence Row Housing Association		Service Id	2
National Provider Id	10001135		SP Funded	Yes
Service Type	Support service with specific accommodation provided			
Accommodation Type	Supported housing (shared or self contained)			
Local Authority District	Not applicable			

Accepts Emergency Referrals	No	Self Referral	No	Operates Waiting List	No
Target Duration	From 1 month to 2 years	Chargeable	No	Size of Service	20
		Service is open or active from			01/04/2003
Other Referral Routes	Other agency Social Service department				

Primary Client Group	Single homeless with support needs	Primary Client Age Groups	Ages 16-17 Ages 18-25 Ages 26-49 Ages 50-54 Ages 55-59 Ages 60-64
Household Supported	Single men (men only service) Single people (mixed single men and women service) Single women (women only service)		
Ethnicities Supported	This service only takes people from the following ethnic groups: None specified		

People not Supported	This service does not support the following type of people:
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Referral Contact Details

For more information contact:

Name:	SP Team
Telephone No:	0207 332 3791
Fax Number:	0207 332 3796
Email Address:	Nojeem.Jimoh@corporationoflondon.gov.uk
Web Link:	www.cityoflondon.gov.uk

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Salters' City Foyer (for young people)

Provider Name	Centrepoint	Service Id	1
National Provider Id	100000098	SP Funded	Yes
Service Type	Support service with specific accommodation provided		
Accommodation Type	Accommodation with training/education for young people (foyer for young people)		
Local Authority District	Not applicable		

Accepts Emergency Referrals	No	Self Referral	Yes	Operates Waiting List	No
Target Duration	From 1 month to 2 years	Chargeable	No	Size of Service	44
		Service is open or active from		01/04/2003	
Other Referral Routes	Housing department Social Service department Voluntary agency				

Primary Client Group	Young people at risk	Primary Client Age Groups	Ages 16-17 Ages 18-25
Household Supported	Single men (men only service) Single people (mixed single men and women service) Single women (women only service) Women with children		
Ethnicities Supported	This service only takes people from the following ethnic groups: Not stated		

People not Supported	This service does not support the following type of people: Couples People at risk of self harm People with arson convictions People with challenging behaviour People with dementia People with multiple disabilities People with pets Serious offenders Women with dependent males over a specific age
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Referral Contact Details

You can find out about this service yourself by contacting:

Name:	Centrepoint
Telephone No:	020 7726 0991
Email Address:	gboyles@centrepoint.org

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Tudor Rose Court Sheltered House

Provider Name	Stadium Housing Association (formerly Network H.A.)	Service Id	4
National Provider Id	10000384	SP Funded	Yes
Service Type	Support service with specific accommodation provided		
Accommodation Type	Sheltered housing for older people		
Local Authority District	Not applicable		

Accepts Emergency Referrals	No	Self Referral	No	Operates Waiting List	No
Target Duration	Indefinite, long term basis	Chargeable	Yes	Size of Service	34
		Service is open or active from			01/04/2003
Other Referral Routes	Housing department Social Service department				

Primary Client Group	Older people with support needs	Primary Client Age Groups	Ages 55-59 Ages 60-64 Ages 65-74 Ages 75-84 Ages 85-94 Ages 95+
Household Supported	All adult household Couples without children Single people (mixed single men and women service)		
Ethnicities Supported	This service only takes people from the following ethnic groups: None specified		

People not Supported	This service does not support the following type of people: People with a history of violence People with arson convictions Serious offenders
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**Department for Communities
and Local Government**

Referral Contact Details

For more information contact:

Name:	SP Team
Telephone No:	0207 332 3791
Fax Number:	0207 332 3796
Email Address:	Nojeem.Jimoh@corporation.london.gov.uk
Web Link:	www.cityoflondon.gov.uk