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<th>Sex</th>
<th>Accessible Rooms</th>
<th>Accommodation for Couples</th>
<th>24 Hour Cover</th>
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<td>Single Homeless</td>
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<td>Male</td>
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<td>9-11</td>
<td>Mildmay House, 30 Aigburth L17 4JH Resettlement flats Crete Towers, Jason Street, L5 5EB</td>
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<td>City of Liverpool YMCA Dispersed</td>
<td>19</td>
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<td>No</td>
<td>9-5</td>
<td>77 Ullet Rd, Liverpool, L17 2AA 14 Lister Rd, Liverpool, L7 0HF</td>
<td>0151 733 1898 0151 261 0383</td>
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<td>City of Liverpool YMCA Leeds St</td>
<td>70</td>
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<td>Yes 1 Waking Night 1 Sleep In</td>
<td>9-8</td>
<td>1a Rodney Street, Liverpool, L1 9ED</td>
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<td>9-5</td>
<td>Botanic Rd &amp; Radstock Rd, Smithdown Rd</td>
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<td>Great Places</td>
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<td>10-12 Geneva Road, Liverpool, L6 3AS</td>
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<td>Local Solutions Homeground</td>
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<td>Local Solutions Liverpool Supported Lodgings</td>
<td>32</td>
<td>Young People</td>
<td>16-25</td>
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<td>No</td>
<td>Yes Live in Householder</td>
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<td>Nacro</td>
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<td>Young People</td>
<td>16-25</td>
<td>Both</td>
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<td>No</td>
<td>Yes</td>
<td>1 Sleep In</td>
<td>9-5</td>
<td>2-4 The Elms, Liverpool, L8 3SS</td>
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<td>New Start Harmony Project</td>
<td>20</td>
<td>Substance Misuse</td>
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<td>The Job Bank New Start 4 Tunnel Road Wavertree L7 6QD</td>
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<td>18 and above</td>
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<td>New Beginnings, 99 Edge Lane, Liverpool, L7 2PE</td>
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<td>Parkview</td>
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<td>Both</td>
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<td>Yes</td>
<td>1 Sleep In</td>
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<td>The Havens (Primary) 30-34 Kremlin Drive, Liverpool, L13 7BY Unity House (Secondary) 45-47 Belmont Drive, Liverpool, L6 7UW</td>
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<tr>
<td>Service Name</td>
<td>Units</td>
<td>Type</td>
<td>Age Criteria</td>
<td>Sex</td>
<td>Accessible Rooms</td>
<td>Accommodation for Couples</td>
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<td>Assessment Hours</td>
<td>Location</td>
<td>Telephone Numbers</td>
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<tr>
<td>Plus Dane Ann Conway House</td>
<td>13</td>
<td>Young People</td>
<td>16-25</td>
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<td>9-5</td>
<td>Anne Conway House, 1a Garmoyle Close, Liverpool, L15 OJB</td>
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<tr>
<td>Riverside ECHG Shaw Street Project</td>
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<td>Single Homeless</td>
<td>16 and above</td>
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<td>Yes</td>
<td>Yes</td>
<td>1 Waking Night</td>
<td>9-5</td>
<td>117 Shaw Street, Everton Liverpool L6 1HW</td>
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<td>Various Locations</td>
<td>0151 288 8100</td>
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<td>Riverside ECHG Powerhouse</td>
<td>52</td>
<td>Young People</td>
<td>16-25</td>
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<td>Yes</td>
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<td>9-5</td>
<td>300 Upper Parliament Street, Liverpool, L8</td>
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<tr>
<td>Salvation Army Ann Fowlers</td>
<td>38</td>
<td>Single Homeless</td>
<td>16 and above</td>
<td>Female</td>
<td>0</td>
<td>No</td>
<td>Yes</td>
<td>2 Waking Night</td>
<td>9-8</td>
<td>Ann Fowler House, 3 Fraiser Street, Liverpool, L3 8JX</td>
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<tr>
<td>Salvation Army Darbyshire House</td>
<td>45 (including 1 YOT bed)</td>
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<td>16 and above</td>
<td>Both</td>
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<td>No</td>
<td>Yes</td>
<td>2 Waking Night</td>
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<td>Darbyshire House, 380 Prescot Road, Old Swan, Liverpool, L13 3DA</td>
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<td>Male</td>
<td>4</td>
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<td>24hr</td>
<td>11 Green Lane, Tuebrook, Liverpool, L13 7DT</td>
<td>0151 221 9820</td>
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<tr>
<td>The Big Life Company (The Harvey Project)</td>
<td>10</td>
<td>Substance Misuse</td>
<td>18 and above</td>
<td>Female</td>
<td>0</td>
<td>Yes</td>
<td>Yes</td>
<td>1 Waking Night</td>
<td>9-5</td>
<td>35 Newsham Drive, Liverpool, L6 7UQ</td>
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<tr>
<td>The Big Life Company (The Harvey Project)</td>
<td>10</td>
<td>Substance Misuse</td>
<td>18 and above</td>
<td>Both</td>
<td>1</td>
<td>Yes</td>
<td>Yes</td>
<td>1 Waking Night</td>
<td>9-5</td>
<td>81-83 Belmont Drive, Liverpool, L6 7UP</td>
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</tbody>
</table>
CHAPTER 1-MILDMAY

Chapter 1 is located at 30 Aigburth Drive L17 4JH. Resettlement flats are at Crete Towers, Jason Street, L5 5EB

ACCOMMODATION - Chapter 1 Aigburth Drive is a 26 bed hostel located over 3 floors. They are all single rooms and include 2 direct access emergency beds. There are shared kitchens and bathrooms on all floors as well as a large TV lounge and kitchen in the basement. There are no lifts and stairs are needed to access the majority of the rooms, although we do have 4 on the ground floor. Our resettlement flats consist of eight 3 bedroom flats that have their own private bedroom and shared kitchen, bathroom and living room. Our resettlement flats do have a lift to access all rooms. When you move in you are given a welcome pack consisting of bedding, a towel, cutlery, dishes and toiletries including a toothbrush, toothpaste and soap. Chapter 1 has cleaners that clean the communal areas and you are responsible for keeping your own room clean and tidy.

ACTIVITIES ON OFFER - Chapter 1 runs a host of in-house and external structured activities and include;

- Fishing
- Football
- Bingo
- Pool Competitions
- Cooking Sessions
- Walking Trips
- Camping Trips
- Film and games nights

There are also one to one sessions which include Spanish, Maths, English, CV and job searches. Chapter 1 also runs a social enterprise called Bloomin’ Baskets in which residents make hanging baskets and sell them at local markets. All the proceeds go back into Chapter 1 to fund further activities. Our activities programme is driven by service user need and evolves as new needs are identified.

FACILITIES

- Pool Table
- 50” plasma TV
- Access to two internet ready computers
- Music studio in which you can learn all aspects of making music production
- Open internet access, accessible 18 hours per day unsupervised
- Both sites also have full laundry and kitchen facilities

SERVICE DESCRIPTION - Once you have been accepted into Chapter 1 Aigburth Drive you will be supported by an Allocation Worker whose main role is to help you settle into Mildmay and start working with you to explore areas of support you require. They will work with you in the first two weeks and will help you with prioritising essential things such as setting up benefits and getting you registered with a GP etc. After the first two weeks you will be passed over to your support worker after successful completion of a needs assessment, your allocated worker will support you to achieve all the goals that have been identified. Your support package will be personally tailored for you and is reviewed on a quarterly basis. Engagement with your allocated worker is a condition of your Licence Agreement and the expectation is you will meet with your support worker on a regular basis. Once it is agreed you are ready to move on you will move to our resettlement flats in Crete Towers where you will work with a Resettlement Worker whose main role is to get you ready for independent living. You will be learn/ develop skills such as cooking, cleaning being a good neighbour and paying bills via our in house Resettlement Training. Support is also available once you have moved out to ensure the transition to more independent living is successful. Whilst all this is happening we have our 2 activities workers
who will be organising group activities and also one to one training sessions. Once you have moved into your new accommodation you are still eligible to access the service and use the facilities or engage with activities. Chapter 1 is operating as a QAF Level A providing a service of excellence at the highest possible standard.

**SERVICE CRITERIA** - Chapter 1 is open to single males aged 18+ who do not currently have access to settled accommodation or at risk of homelessness. Dogs are considered on completion of successful risk assessment.

**CHARGES**

- **Aigburth Drive**
  - Weekly charges eligible for Housing Benefit = £229.43
  - Weekly service charge= £7.06 (includes gas and electricity, water charges, cleaning, TV hire, licence and void management)
  - Total weekly charge = £236.49

- **Crete Towers**
  - Weekly charges eligible for Housing Benefit = £215.63
  - Weekly service charge= £7.91 (includes gas and electricity, water charges, cleaning and TV licence, hire and void management)
  - Total weekly charge = £223.54

**STAFF NUMBERS** - Chapter 1 currently has 20 members of staff which includes 1 maintenance man, 3 cleaners and 2 night men. Reception is staffed 24 hours a day.

**HOUSE RULES** - Chapter 1 does not allow illicit drugs on the premises and alcohol is only permitted subject to individual circumstances. Chapter 1 Mildmay House is committed to providing safe and secure accommodation and we believe in tackling and preventing anti social behaviour by working with the local community and fully participating in a range of partnership groups. You can apply for visitors after living here for 4 weeks. Only 1 visitor at a time, they are allowed in your room and the coffee bar and they can stay until 9:30pm during the week and 10:00pm at weekends. You are required to stay at the hostel at least 4 nights a week. If we have not seen or heard from you in 5 days your room is cleared and your belongings are kept for 28 days. You are also required to hand in your keys at reception if you leave Mildmay and you must always respond to fire alarm and evacuate the building or face warnings and potential exclusion.

**PHOTOGRAPHS** -
Liverpool Dispersed Scheme have properties in the L6, L7 and L15 areas of Liverpool.

**ACCOMMODATION DESCRIPTION** - Liverpool YMCA Dispersed properties currently consist of 17 self-contained flats, which consist of one bedroom, one kitchen, one living area and one bathroom. All our flats are fully furnished and decorated to a high standard. Residents are responsible for providing their own kettle, toaster, crockery, cutlery and bedding. 2. In all buildings, there are no lifts indoors. To gain access to some of the properties there are steps outside so they will not be suitable for disabled wheelchair access.

**ACTIVITIES ON OFFER** - All Dispersed residents are encouraged to attend activities offered at the YMCA – these include:

- It’s Your Move (Resettlement and Life Skills sessions)
- Photography
- Women’s Group
- I.T. Drop In (including Property Pool support)
- Literacy Workshop
- Drama Group
- Christian Outreach
- Let’s get Cooking
- START Course (Introducing Christianity)
- Reading Group
- Trouble with Sums
- Creative Arts Workshops
- Cultures for Life
- Learning, Development & Employment Drop In
- Social Evening
- Dutch Farm (Gardening Project)
- ESOL
- Football

**FACILITIES** - All properties have basic furnishings and white goods are supplied.

**SERVICE DESCRIPTION** - We provide temporary accommodation with support for up to two years. Once accepted onto the Dispersed service, you will be allocated a Support Worker. You will be required to complete the Outcome Star or Richter Scale which highlights your support needs. Following this, you will be required to engage with your Support Worker on a weekly basis where you will address your individual needs. You will also be referred and encouraged to attend an appointment with our YMCA Learning and Development Officers to discuss training opportunities. On a weekly basis, you will need to be actively bidding on Property Pool Plus. Typical areas of support include welfare benefits, rent, council tax issues, budgeting, managing tenancy, social isolation, education/employment and training, mental health.

**SERVICE CRITERIA** - Our aim is to provide accommodation to single people or couples above the age of 16 with low level support needs.

**CHARGES** -
- Weekly charges eligible for Housing Benefit = £82-95
- Weekly service charge = £0-8 (may include water rates)
- Total weekly charge = £91-101

**STAFF NUMBERS** - We currently have 1 full time Support Worker and 1 part-time worker. Support workers work 9-5pm Monday to Friday and 1 weekend in 4 is currently covered. If housing issues arise after these
allocated times, Liverpool YMCA reception is staffed by a team of dedicated customer service officers 24 hours per day.

**HOUSE RULES** - On entry to our service, residents are issued with a handbook which covers all YMCA policies and procedures. A tenancy agreement will be signed and the tenant must abide by certain house rules. It is illegal to have drugs on our premises. Residents are responsible for the conduct of their visitors at all times and are expected to keep their flats clean and tidy at all times. Health and safety checks are carried out every month.

**PHOTOGRAPHS** -
CITY OF LIVERPOOL YMCA - LEEDS STREET

15 Leeds Street, Liverpool, L3 6HU

ACCOMMODATION DESCRIPTION- The accommodation provided at the Liverpool YMCA consists of 40 en suite rooms (own bathroom) with communal kitchens and laundry facilities situated on each landing shared between 10 people, and 30 self-contained rooms comprising of lounge, kitchen (washer/dryers are provided in the self contained units), bedroom and bathroom. Vacuum cleaners are available for your use. You are provided with bedding and are responsible for the laundering of your own bedding. There is a cleaning service which ensures that communal areas are maintained (i.e. corridors). Starter packs (toothbrush, toothpaste, razors, deodorant etc.) are available to residents during their induction. For those in en suite rooms pots and pans are available upon request.

There are aids and adaptations additional to disabled rooms these include; a hearing aid loop system, signs in Braille in the lift and on the landings, nurse aid cords in the bathrooms of the disabled rooms and flashing light systems and a Deafguard buzzer which are used to alert residents who are hard of hearing that there is a fire alarm drill. The building also has a lift which gives access to all floors.

ACTIVITIES ON OFFER- Activities currently on offer at the YMCA include:

- It’s Your Move (Resettlement and Life Skills sessions)
- Photography
- Women’s Group
- I.T. Drop In (including Property Pool support)
- Literacy Workshop
- Drama Group
- Christian Outreach
- Let’s get Cooking
- START Course (Introducing Christianity)
- Reading Group
- Trouble with Sums
- Creative Arts Workshops
- Cultures for Life
- Learning, Development & Employment Drop In
- Social Evening
- Dutch Farm (Gardening Project)
- ESOL
- Football

FACILITIES- The hostel has:

- Futures Suite which is an I.T/Training suite with a communal cooking area
- Conference room which is used by members for various activities and Member’s Panel Meetings.
- Family Room available from 4pm-8pm weekdays and 9.30am-8pm on weekends for member’s visitors under the age of 16.
- Parking is available upon request.

SERVICE DESCRIPTION- On being accepted into the Support Service, you will be introduced to a member of our Support Team who will become your Key Worker, in effect your main point of support and contact within Liverpool YMCA. You will also have a Secondary Key Worker who will support you if your Primary Key Worker is unavailable. You are required to engage with Support Services but the support offered to you will be tailored to your own needs. Your Key Worker will either use Outcome Star or the Richter scale to create a tailored support plan for you.

We have two full time dedicated Learning and Development Officers who work alongside the support team and are also actively involved in facilitating group work and activities. They provide further support surrounding training and educational development to those members who require it. We currently have
several professional training providers running educational programmes on site and members can achieve City & Guilds Unit Certificates. All new members will also be required to attend a Health & Safety and policy induction which is facilitated by YMCA Volunteers & member mentors.

We are an equal opportunities employer and have been accredited as Investors in People employer since 2001. We are currently operating as a QAF Level A service which denotes that we are providing an excellent and innovative service.

**SERVICE CRITERIA**- Our service is aimed at any person who does not have access to settled accommodation, male or female, above the age of 16.

**CHARGES**

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Weekly Housing Benefit Charge</th>
<th>Weekly Service Charge</th>
<th>Total Weekly Charge</th>
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<td>En-suite Room</td>
<td>£181.85</td>
<td>£11.99*</td>
<td>£186.58</td>
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<tr>
<td>Self contained Room</td>
<td>£174.59</td>
<td>£11.99*</td>
<td>£193.84</td>
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</tbody>
</table>

*Weekly service charge includes heating, lighting and water rates

**STAFF NUMBERS**- We currently have 8 daytime Resident Support Workers and 2 night time Resident Support Workers. Support workers are available 24 hours a day 7 days a week. Reception is staffed by a team of dedicated customer service officers and is open 24/7 for general enquiries.

**HOUSE RULES**- As a resident you have signed a licence agreement and you must abide by certain house rules. The YMCA does not permit people to bring illegal drugs on to the premises. In most situations the possession or use of alcohol in the building is not permitted. However, in very exceptional circumstances, where a resident is alcohol dependent, staff may permit a resident to consume alcohol in their room.

Residents may nominate 3 visitors, but no more than 2 may visit at the same time. In most circumstances, visitors are only approved when a member has been at the YMCA for 4 weeks. Only nominated visitors are permitted on to YMCA premises. Nominated Visitors are allowed between 9.30am - 9.30pm.

Residents have 24 hour access to the building and must hand in keys to reception when leaving the premises. You are required to keep your accommodation clean and tidy at all times with weekly room inspections.

**PHOTOGRAPHS**-
ACCOMMODATION DESCRIPTION- The accommodation provided at both premises consists of 26 mainstream rooms and two ring fenced bedrooms with communal and shared bathroom facilities, shared kitchen and laundry facilities, and shared communal lounges. Vacuum cleaners and cleaning products are available for use and residents are provided with bedding and they are responsible for the laundering of their own bedding. There is a cleaning service which ensures that communal areas are maintained (i.e. corridors, communal areas etc). Starter packs (toothbrush, toothpaste, deodorant, emergency food etc) are available to residents during their induction. There are no aids or adaptations for disabled rooms.

ACTIVITIES ON OFFER- Activities currently on offer at Ullet Road & Lister Road include:

- Cooking on a Budget Classes
- Drama Group
- Men’s Health Group
- Numeracy and Literacy Workshops
- ICT Workshops
- Art Therapy Group
- Movie Nights
- Breakfast Clubs
- Sunday Dinner Clubs
- Reading Groups
- Bicycle Maintenance Workshops
- Football
- Gardening Projects
- Social Evenings

All residents can also access all the involvement opportunities at Liverpool YMCA, Leeds Street and vice versa.

FACILITIES- The hostels have limited facilities due to being Licensed HMO’s but there is a training/meeting room in Lister Road that can accommodate up to 20 people. All facilities at Liverpool YMCA Leeds Street can be accessed for usage of IT suite etc.

SERVICE DESCRIPTION- On being accepted into the Support Service residents will be introduced and allocated to a member of our Support Team who will become their Key Worker. All residents will also be allocated a Secondary Key Worker who will provide support for them if their initial allocated Key Worker is unavailable. All residents are required to engage with Support Services as part of their license agreement and the support offered to them will be tailored to meet and address their own individual support needs.

We have a full time Resettlement Worker who will work alongside the support team and is also actively involved in all forms of resettlement for each individual. We currently have several professional training providers running educational programmes through external providers such as Liverpool Community College, CRISIS and ELG (Eldonian Group) were members can achieve City & Guilds Unit Certificates.

SERVICE CRITERIA- Our service is aimed at any person who does not have access to settled accommodation, male and above the age of 16.
CHARGES -
- Weekly charges eligible for Housing Benefit = £241.90
- Weekly service charge = £16.04 (includes water rates, gas and electricity)
- Total weekly charge = £257.94

STAFF NUMBERS- We currently have 8 daytime Support Workers, 1 Resettlement Worker and 4 night time Resident Support Workers, all support workers are available 24 hours a day 7 days a week.

HOUSE RULES- As a resident you have signed a licence agreement and you must abide by certain house rules. The YMCA Ullet Road and Lister Road does not permit people to bring illegal drugs on to the premises, use of alcohol is permitted within the buildings however there is two litre (16 units of alcohol) set limit per individual and each resident has to consume alcohol in their room as alcohol consumption in communal is not permitted. Residents may nominate visitors, but no more than 2 may visit at the same time and in most circumstances, visitors are only approved when an individual has been a resident at the services for 4 weeks. Only nominated visitors are permitted on to the premises and 24 hours notification must be received by staff and cleared by Hostel Management, all nominated visitors are allowed on site between the hours of 9.30am - 21.30pm. Residents have 24 hour access to the building and are required to keep their accommodation clean and tidy at all times with weekly room inspections taking place every Thursday.

PHOTOGRAPHS-

![Photo](image1.jpg)
![Photo](image2.jpg)
![Photo](image3.jpg)
1a Rodney Street, Liverpool, L1 9ED is located in the City Centre on the corner of Rodney Street and Mount Pleasant.

**ACCOMMODATION DESCRIPTION** - The supported accommodation provided at 1a Rodney Street consists of 26 self-contained flats (each has its own bathroom and kitchen). The flats are fully furnished and in addition are provided with bedding, towels, crockery, cutlery, pots and pans, iron, ironing board, cooker, fridge/freezer, kettle, toaster and microwave when you move in. Vacuum cleaners are available for your use and each flat has its own washing machine to enhance residents’ independent living skills.

There is one designated disabled flat on the ground floor with an adapted bathroom, the project also benefits from a stair lift (which gives access to 2 flats) and a hearing aid loop system. There is an aids and adaptations procedure which allows us to look at each application individually.

**ACTIVITIES ON OFFER** - There’s a yearly funded resident involvement plan which is continuously consulted on with all residents and the nominated resident representative. This includes a range of trips and activities, currently on offer at 1a Rodney Street with no further cost to the service user include:

- Literacy
- Numeracy
- I.T
- Football
- Cookery
- DVD nights
- CV and Interview Skills Workshops

**FACILITIES**
- I.T suite for group activities and meetings, with a communal cooking area.
- Communal lounge with sofas and a flat screen TV
- 10 laptops with wireless internet access are available for signing out from the office
- Large, secure, private courtyard available for all residents.

**SERVICE DESCRIPTION** - Once you have moved into the project, you will be introduced to your assigned Keyworker (Support Co-ordinator), who will support you to create a tailored support package to your individual needs within the first 7 days of your licence start date and meet with you for weekly appointments thereafter.

You will also have a 2nd key-worker (Co-Keyworker) who will both assist in the delivery of your support and take over as 1st point of contact when your key-worker (Support Co-ordinator) is unavailable. We have a range of professionals based at our central offices who are available to provide specialist support and advice on areas such as financial inclusion, applying for funding and returning to education and employment.

We are an equal opportunities employer and multi award winning organisation including Social landlord of the year, Housing Excellence Awards, 2012, 2011 and 2010.

**SERVICE CRITERIA** - Rodney Street provides safe, supported accommodation for women between the ages of 16 and 25 who are homeless or in need of settled accommodation.
CHARGES-
- Weekly charges eligible for Housing Benefit = £148.11
- Weekly service charge = £18.11 (includes fuel and water charges)
- Total weekly charge = £ 166.22

STAFF NUMBERS - The scheme reception is staffed 24 hours a day, 7 days a week with a professionally trained and dedicated team compromising of:- 6 Project Support Workers, 2 Support Co-ordinators, 1 Senior Project Officer and 1 Operations Manager. We also have a dedicated Housing Officer and Housing administrator, based at our central offices, who regularly visit the scheme.

HOUSE RULES - When moving in you will sign a licence agreement which outlines your rights and responsibilities as a resident. As an addendum (attached to) to the licence agreement are the house rules. These are consulted on yearly with all residents to ensure we are balancing resident’s rights and choices with the risk management of the scheme. Visitors must be on the approved visitor list prior to entry and currently day time visitors must leave before 11pm.

Overnight stays for visitors are allowed in some circumstances but there are restrictions on the number of nights per week and number of visitors in the whole scheme at any one time. Residents have 24 hour access to the scheme and are allocated with a personalised fob (electronic key) for access to the main door and their own flat. Lost fobs can be cancelled at the main office by staff and replacement fobs cost £3. Residents are encouraged to engage with support to keep their accommodation clean and tidy. Monthly health and safety checks (in partnership with staff and resident) are in place to assist in this process.

PHOTOGRAPHS -

![Photograph 1]
![Photograph 2]
![Photograph 3]
The centre is located at 10-12 Geneva Road, Liverpool L6 3AS which is in the Kensington district. It is a short journey from the City Centre and there is a frequent bus service.

ACCOMMODATION DESCRIPTION- The accommodation provided at Geneva Road consists of 25 en-suite rooms, with communal kitchens and laundry facilities. There are 2 rooms with facilities for the disabled and these rooms are also equipped with an emergency alarm and aid calls. There is a communal TV Lounge and dining area. Cleaning staff will clean your bathroom on a weekly basis, but you are expected to clean your own room, and clean up in the communal kitchen after use.

Cleaning equipment is available on every landing for use by residents. Crockery and cooking utensils are available for use by residents, and each resident is issued with clean bedding upon arrival. It is the responsibility of the resident to launder their own bedding. You may take this bedding with you if you are re-housed into your own tenancy.

ACTIVITIES ON OFFER- Computer room for residents and supervised sessions using gym equipment. There are a number of outside agencies that facilitate activities at the Centre including, healthy eating, positive self image, relaxation, massage and making your own remedies. We also take part in Ladies football tournaments. There are arts and crafts materials available to use.

FACILITIES
- Private interview rooms for you to have meetings with outside support workers, CPN’s, Social Workers and other people who work with you.
- There is a computer room for residents to access and staff will assist with Property pool and housing issues.
- The hostel has gym equipment and staff supervise fitness sessions.

SERVICE DESCRIPTION- On being accepted into the Centre you will be allocated a key worker, who will be your main contact within the centre. Your key worker will arrange to meet with you to compile a Support Plan in order to ensure all your needs are met. You are required to link in with your key worker regularly. Your key worker will arrange to meet with you on a weekly basis to discuss any issues you may have and assist with your re-housing. You can speak with any member of staff if your key worker is unavailable and the Centre is staffed 24 hours a day.

SERVICE CRITERIA-Our service is aimed at single women aged 16 and upwards, who are homeless (generally from within Liverpool). We do accept pregnant women.

CHARGES
- Weekly charges eligible for Housing Benefit =£282.95
- Weekly service charge= £9.47 (includes heating, lighting, laundry facilities, water and communal cleaning)
- Total weekly charge = £292.95
STAFF NUMBERS- The staff group consists of 12 Customer Support Officers, 1 Manager, 1 SP Coordinator, 1 Admin Officer, morning and evening cleaning staff.

HOUSE RULES- Drinking alcohol on the premises is not allowed. You may lose your room here if you do so. You can only smoke in your room or at the rear of the centre. You cannot smoke in any other area of the building. You can have 2 nights out a week, once you have been here for a week. Please tell staff if you are staying out. You must be back in by midnight Sunday to Thursday, on Friday and Saturday you can stay out until 02:00. No drugs allowed on the premises. You cannot have solvents or anything that may be drug related. We do not tolerate aggressive, violent, threatening or abusive behaviour towards staff or residents. You may be asked to leave immediately if you are.

PHOTOGRAPHS-
The hostel is located approximately 1 mile from the City Centre on Scotland Road, Liverpool, L5 5AE.

**ACCOMMODATION DESCRIPTION**- Homeground’s accommodation comprises of 29 single bedrooms with communal bathroom, kitchen and laundry facilities. There is also a TV lounge, a games room and a large refurbished activity space. Each bedroom is fully furnished with the Hostel providing bed, bedding, wardrobe, chest of drawers, desk, chair, bedside cabinet, storage box and a fridge freezer. Crockery, cutlery and cooking equipment is also provided. Homeground Hostel is located on the 2⁰ and 3⁰ floors of a converted building and therefore doesn’t offer suitable access for those with mobility needs.

**ACTIVITIES ON OFFER**- Free activities on offer at Homeground include Watersports (kayaking, windsurfing, canoeing etc.), Pool (and Games Room Activities), Lifeskills sessions, Careers and jobs drop-in, Community Allotment, Gym and Boxing (via Intense Mentoring service) and Football.

**FACILITIES**-
- TV lounge and Pool/games room.
- Large conference room and activity room for group activities and events.
- Modern, newly refurbished communal kitchen
- Multi-machine laundry room
- 8 bath and shower rooms
- Free Wi-Fi on site.

**SERVICE DESCRIPTION**- At Homeground you will be allocated a keyworker and will be issued with a handbook and welcome pack of essential foodstuffs and toiletries on induction. Whilst your keyworker will lead on assisting you to develop a support plan, you can access support from any staff member at any time. You are expected to engage in the support process and use your time meaningfully. Homeground provides a number of drop-in services and training opportunities and has additional services on site such Intense Mentoring, DV advice, Benefit Advice and Supported Lodgings. Homeground Hostel is a part of Local Solutions; a Liverpool based charity and social enterprise that provides a wide range of services to people across the region. These services (some described above) are available to everyone at Homeground.

**SERVICE CRITERIA**- Homeground is aimed at anyone from 16 – 35 who doesn’t have access to settled accommodation.

**CHARGES** –
- Weekly charges eligible for Housing Benefit =£149.87
- Weekly service charge= £7 (includes, use of laundry, kitchen, activity facilities, Wi-Fi, IT, Breakfast)
- Total weekly charge = £156.87

**STAFF NUMBERS**- Homeground currently has a team of around 12 Project Workers working alongside a Team Leader and Manager. There are 2 Project Workers on site 24 hours a day and support can be accessed at any time.
HOUSE RULES - Each resident at Homeground will sign a license agreement and a copy of the house rules. Key rules include: no violence, threats or intimidation; no drugs or alcohol; keys must be handed in each time you leave the building and you will be expected to engage in Meaningful Activity.

There is also an expectation that residents are settled in their own rooms around midnight through the week and 2am on the weekend. A maximum of 2 visitors are permitted at set times. These are 6-9pm Wednesday and Friday and 4-9pm Saturday and Sunday. You are also expected to keep your room and any communal areas you have used clean and tidy.

PHOTOGRAPHS -

[Images of the interior and exterior of the building, and a bedroom, a communal area, and a living room with a pool table.]
LOCAL SOLUTIONS – LIVERPOOL SUPPORTED LODGINGS

286-316 Scotland Road, Liverpool, L5 5AE.

ACCOMMODATION DESCRIPTION- Liverpool Supported Lodgings (LSL) recruits and supports a network of local people who offer a room in their home, with structured support, to vulnerable and/or homeless single people between the ages of 16-25. The Householder is expected to offer not just a place for the young person to live but also be integral in the tailored package of support. (Including young women who are in the early stages of pregnancy)

The young person will have sole use of a bedroom and shared access to other areas, breakfast and an evening meal are included. The scheme employs dedicated support coordinators offering advice, information and guidance and practical help. Each young person contributes to an individual support plan designed to identify long term goals and promote independence.

LSL accepts referrals from various sources e.g. self referrals, schools, colleges, social services, etc. LSL is not a direct access service it can take up to two weeks to process referrals and move young people in, but this will be done quicker if possible.

ACTIVITIES ON OFFER- LSL offers young people the opportunity to get involved in their communities by providing events and training throughout the year geared towards developing their independent living skills e.g. accredited budgeting courses, cooking programmes. Young people may also participate in social and recreational activities throughout the year e.g. going to Blackpool, Annual Party and Activities at the Watersport centre etc,

LSL has a young Person’s Forum which encourages young people to ‘Have a Voice’ in the delivery of the service. Young people are encouraged to take ownership of the Forum and they have accessed Ethical Leadership training to enable them to feel confident in facilitating.

FACILITIES- Young people can use various facilities within the home (each placement may vary)

SERVICE DESCRIPTION- At LSL young people will be allocated a Support coordinator, once they have been accepted into the service they will be introduced to a Householder that has been carefully ‘Matched’ through the assessment process. Geographical areas are also explored to suit the young person’s needs e.g. close to college, support networks etc.

LSL young people will be expected to engage in the support process and use their time meaningfully; their support coordinator will assist them with this.

SERVICE CRITERIA- LSL is aimed at 16- 25 homeless young people who are not ready for independent living. The placements can last for up to two years or when a young person has acquired the necessary skills to manage their own tenancy. LSL will assist young people to access move on accommodation when they are ready.
CHARGES –
- Weekly charges eligible for Housing Benefit = £105
- Weekly service charge = £12 (includes breakfast, evening meals, heating and lighting)
- Total weekly charge = £117

HOUSE RULES - LSL young people are issued a Licence Agreement to sign. LSL young people negotiate Household Arrangements with their Householder before moving into their accommodation so all parties are clear of what is expected of them.

Key rules include:
- No violence, no threats of intimidation, no drugs or alcohol, no smoking in the home (but usually o.k. in back garden)
- Young people are expected to keep their own bedrooms clean and tidy and to clean up after themselves when using kitchen, bathroom and living room areas.
- All LSL young people are expected to be willing to engage in Education/ Training/ Employment as stipulated in the LSL Eligibility Criteria.
- Young People are allowed to stay out two nights per week and will need to inform their householder of where they staying e.g. name contact address and phone number. (To ensure young person’s safety)
- Visitor arrangements will be negotiated via the Household Arrangements document before young person moves in.
- Young People are expected to return home at a negotiated time with householder (Via household Arrangements discussions) and to inform householder if they are going to be late etc. (weekdays and weekends may vary)
- LSL young people are expected to pay £12.00 per week to their householder for breakfast and evening meal.
The Elms Project is located in the Toxteth/Dingle area of Liverpool, on the corner of the Elms/Peel Street just off park road at 2-4 the elms, Liverpool L8 3SS.

ACCOMMODATION DESCRIPTION- The accommodation provided at The Elms consists of 10 units in 8 flats. There are 6 self contained flats and 2 double flats where 2 people have their own bedrooms and share the rest of the facilities within the flat. All the flats have their own kitchens, bathrooms, living rooms and bedrooms. The flats are all fully furnished and white goods (fridge, cooker, washing machine) are also provided. You will also be provided with new bedding, and an inventory of equipment for the kitchen and bathroom including cutlery, crockery, pans, towel etc. The communal areas are cleaned on a regular basis by an outside service, however, you will be responsible for ensuring your flat is kept clean and tidy. Unfortunately, due to the age and design of the building The Elms is not suitable for wheelchair users.

ACTIVITIES ON OFFER- In-house support with independent living skills and signposting for training.

FACILITIES- Included in all flats:
- Kitchen
- Bathroom
- Living room
- Bedroom
- Fully furnished and white goods (fridge, cooker, washing machine) are also provided.
- You will also be provided with:
  - New bedding
  - Inventory of equipment for the kitchen and bathroom including cutlery, crockery, pans, towel etc.

SERVICE DESCRIPTION- The purpose of our project is to support you in addressing any needs you might have and to help you gain the skills, knowledge and confidence needed to successfully move on to independent accommodation. On moving in to the project you will be assigned a key worker who will have regular meetings with you to draw up and work through a support plan that is based on your wants, needs and aspirations. Your support plan will use the Outcome Star model to ensure all areas of support are covered. Some of the support will be provided in house, such as help with budgeting, shopping or benefits. For other areas such as training or education we will help you in accessing suitable agencies. Your key worker will be your main contact but in their absence you can come and see any member of the team for assistance.

SERVICE CRITERIA- Our service is aimed at Young People between the ages of 16 and 24 who do not have access to settled accommodation and are in need of support.

CHARGES –
- Weekly charges eligible for Housing Benefit =£157-194
- Weekly service charge= £10-16 (includes heating and for shared flats electricity is included within the service charge)
- Total weekly charge = £167-210

STAFF NUMBERS- The staff team is made up of 3 full time project staff and 2 part time night workers who between them staff the project 24 hrs a day, 7 days a week. There is also a manager who is based at the
project for half the working week. The staff are on duty from 8.00 am until Midnight, off duty but sleeping in, on the premises outside these times.

**HOUSE RULES** - To become a resident at The Elms you will have to sign a licence agreement, and will be expected to keep to the conditions set out in the agreement. These range from keeping your flat tidy, behaving in a way that does not cause nuisance to other residents or staff, to not using illegal drugs on the premises. Additionally, you will be expected to keep to the house rules. Visitors must be over 16 years of age and will need to provide proof of age before being allowed on the premises. Only 1 visitor is allowed at a time, unless they are close family members. Visiting hours are between 10.00 am and 10.30 pm.

Overnight visitors are not normally allowed. However, if after a few weeks you are actively engaged in your support and keeping up to date with your personal charge, overnight visits can be booked with staff. Residents are given keys to both their own flats and the main front door and are free to come and go as they please. We do ask that you are quiet, if coming and going at night, in consideration to our neighbours, and you do not bring visitors in outside of the visiting times.

**PHOTOGRAPHS**
NEW START - HARMONY PROJECT

Central office is located The Job Bank, 4 Tunnel Road, Wavertree L7 6QD.
Accommodation units are dispersed across the city.

ACCOMMODATION DESCRIPTION- Accommodation consists of 20 units of self contained houses and apartments that offer a good quality fully furnished environment. Shared accommodation includes communal kitchens and lounge areas and has access to a shared vacuum cleaner. On entry to the service, residents are provided with a move in pack that includes pots and pans, bedding and cutlery. The accommodation units are set within a safe and secure environment and fitted with fire equipment that is tested weekly by our registered health and safety officers.

ACTIVITIES ON OFFER- New Start operate a full and engaging Service User Inclusion programme which includes scheduled activities and outings each quarter, tailored to meet the needs of the client group. In addition to this staff undertake one to one activities with residents and House Meetings are held in communal accommodation. The Harmony Project has also secured established links with outside services that provide activities / training courses that are well attended by residents. And additional sessions run by external agencies.

FACILITIES - The Harmony Project has two Relaxation Rooms within the shared accommodations that can be accessed by residents, offering them a calming space where they can retreat. Many residents complete treatment programmes during the week, therefore an out of hours service is in place for residents to receive support from staff during this time.

SERVICE DESCRIPTION- The Harmony Project supports individuals who are aiming to lead healthier lives free from addiction. Staff work closely with those who access the service to create a support network and give long term guidance with a future plan that focuses on achieving specific goals. The service offers supportive environments that focus on equipping those accessing the service to develop:

- Relapse prevention skills,
- Relationship skills,
- Family dynamics,
- Coping mechanisms for dealing with issues relating to abstinence,
- Addressing triggers,
- Recreational activities and external networks,
- Vocational education,
- training and job skills development,
- Resettlement to suitable accommodation.

The service has a team of dedicated staff including a Service Manager and two Substance Misuse and Resettlement Workers. The service is also overseen by an overall Adult Services Manager. Support planning is tailored to meet the needs of the individual and residents are empowered to explore their goals and future aspirations whilst focusing on achieving and maintaining their lifestyles. Throughout this process, the resident will develop natural progression towards greater independence and resettlement options that are sustainable to the individual will be explored.
SERVICE CRITERIA- Individuals must be 18+, single people, have substance misuse issues, whom have no access settled accommodation and have low support needs.

CHARGES -
- Weekly charges eligible for Housing Benefit = £193-216
- Weekly service charge= £0-25*
- Total weekly charge = £193-241

*Personal Charges are between £0.00 And £25.00. Shared housing with a £25 personal charge includes a fully sky TV package, shared housing with a £20 personal charge has basic Freeview TV. The service charge will be inclusive of all utility bills.

STAFF NUMBERS- There are three full time members of staff including the Service Manager and two Substance Misuse and Resettlement Workers. The service is overseen by the Adult Service Manager. There is an emergency On Call Service and an out of hours service is available to residents who are in day treatment programmes.

HOUSE RULES- On entry to the service, residents are issued with a Handbook which covers all service Policies and Procedures. A license agreement will also be signed by the resident and a representative of the organisation.

PHOTOGRAPHS
The accommodation is based in three separate areas of Liverpool - two are in L17 and one in L6.

ACCOMMODATION DESCRIPTION- The service provides 26 self-contained units which are fully furnished accommodation with a bathroom and fully equipped kitchen. Each building has a private garden. There are no lifts and all buildings have stairs.

ACTIVITIES ON OFFER- New Beginnings Dispersed Housing Scheme works in partnership with Liverpool Mutual Homes (LMH) to offer support to 26 individuals who are homeless/risk of homelessness and have support needs. We provide good quality temporary accommodation and create an environment that enables individuals to develop skills to manage their own future independent tenancies. Each Client is allocated a worker to formulate and implement an individual support package which can include external agency input if appropriate. A risk management approach is undertaken to assist with move on plans. Support is provided up to two years.

The support plan is client led and based on clearly defined outcomes. Both the support plan and risk plan are reviewed on a regular basis, with the timing of the reviews also responsive to the individual client needs.

Typical support areas include issues associated with any of the following:

- Welfare and benefits advice
- Putting in place safeguards to stabilise and manage crisis situations
- Move on Plans
- Tackle any barriers to re housing, such as payment plans for rent arrears
- Debt issues
- Correspondence/form filling
- Rent/council tax arrears
- Payment of rent/bills
- CCG and social fund applications
- Money management/budgeting
- Managing tenancy
- Social isolation
- Education/employment/training
- Drug misuse or dependency
- Alcohol misuse or dependency
- Mental health
- Physical health/disabilities
- Learning difficulties
- Offending

The Client and Project Worker will agree the overall support objectives and the actions required to achieve successful move-on and will use this to predict a date of move-on. The service works in partnership with LMH and other providers to empower clients to move on to main stream housing.
SERVICE CRITERIA- Our aim is to provide accommodation to those aged 18 or over and able to live with low level, day time support, without access to settled accommodation, who have support needs that can be met through the provision of a housing support service.

CHARGES –

- Weekly charges eligible for Housing Benefit =£50-£80
- Weekly service charge= £0
- Total weekly charge =£50-£80

STAFF NUMBERS- The service is staffed by two Project Workers and a Team Leader. Staff work Monday to Friday 9-5 and are based at Edge Lane during this time staff are flexible and offer regular contact to each client to meet their support needs.

HOUSE RULES- All clients sign a Tenancy Agreement with Liverpool Mutual Homes (LMH) and are expected to abide by this agreement and other Nugent Care policies. All clients have an obligation to accept the support service that is offered as part of the condition of the tenancy.

Clients should have a positive and co-operative approach to independent living. Maintaining a safe and supportive home for clients is the service priority, and violent or abusive behavior will not be tolerated.

We expect clients to respect themselves, fellow tenants, and their property and neighbours interests. This includes not impinging on anybody else’s rights and protecting others by not causing problems through alcohol and drug use.

PHOTOGRAPHS-
THE PARK VIEW PROJECT

The Park View Project primary unit is on 30-34 Kremlin Drive, Stoneycroft, Liverpool, L13 7BY.

ACCOMMODATION DESCRIPTION- Accommodation within the Primary unit consists of 29 single bedrooms with 9 communal bathrooms (bath and toilet) and 3 additional communal toilets. There are 2 communal living areas, 1 communal kitchen and a communal laundry facility. Bedrooms contain a sink, wardrobe, chest of drawers, lamp and a bed plus bedding. You are responsible for laundering your own clothes and bedding. Communal cleaning supplies including vacuum cleaner are supplied and cleaning of the building is incorporated into your stay within the accommodation. The accommodation also has a yard and sheltered smoking area. The service does not have a lift; stairs are required throughout. There are two communal dining rooms provided where you are able to eat the meals supplied during your stay. You are required to provide your own toiletries etc for use during your stay.

ACTIVITIES ON OFFER- As the Park View Project is a treatment service all activities in primary treatment are based around 12 step recovery including group therapy sessions, one to one key working sessions and individually set assignments. Clients are also expected to attend daily AA or NA meetings of an evening (except Sundays). Clients can use local sports facilities one day per week at the discretion of the therapy team. Clients will have to cover any transport costs incurred.

FACILITIES- The communal kitchen will be used for home economics instruction during the later weeks of your stay. The communal areas are available for pre-arranged family visits including children, 12-4pm on Sunday.

SERVICE DESCRIPTION- The service is an abstinent, 12 step based treatment service and abstinence from drugs and alcohol is a condition of entry and part of the licence agreement. On admission you will be given a full tour of the house and induction package including rules, health and safety and policy. You will be allocated a named member of the therapy team who will be your key worker for your stay in primary. You are required to engage with the treatment programme and part of this will be the support plan agreed between yourself and your key worker. All key workers will be able to offer you support if your key worker is unavailable. Progress is monitored every 6 weeks during a meeting with the Head of Therapy. We have a benefits officer available 9-3pm Monday to Friday to assist with any claims you are entitled to make. Upon graduation from primary treatment the client will enter the secondary unit located at 47 Belmont Drive, Liverpool, L6 7UW. During your time in secondary you will be able to work with our resettlement team in order to find secure housing, as well as being able to engage with education, training and volunteering.

We are an equal opportunities employer who holds QAF and CQC accreditations indicating a high level of service and care.

SERVICE CRITERIA- Our service is for people aged 18+ with a substance misuse problem who is currently or prepared to be abstinent from drugs and alcohol.

CHARGES –
- Weekly charges eligible for Housing Benefit =£55-75
- Weekly service charge= £35 (Includes all utilities e.g. heating, electricity, water, food, maintenance and...
communal TV use)

- Total weekly charge = £90-110

**STAFF NUMBERS**- We currently have 9 Resident Key Workers with at least one available to act as 24/7 support. Reception is staffed 9-5 Monday to Friday for general enquiries and clients in primary will be able to access a benefits officer 9-3 Monday to Friday.

**HOUSE RULES**- By signing a licence agreement for park view you are agreeing to abide by the rules of the project. The Park View Project is an abstinent treatment centre so it is not permitted to bring or use illegal drugs or alcohol within the project. Clients will be required to provide breath and urine samples upon entry and a random drug testing policy is in place. Failure or a drug test or failure to provide a sample are grounds for the licence to be terminated.

All visits and appointments must be booked in advance and agreed by the therapy team. Visitors are permitted 12-4pm on Sundays and only those on request forms will be allowed to enter. Clients are not permitted to use mobile phones while in primary treatment. Residents who have left primary are expected to return by 5pm. After this time, clients agree to leave site only to attend their AA/NA meeting. A full copy of the house rules will be provided as part of the induction process.

**PHOTOGRAPHS**-
Anne Conway House is located in the Wavertree area of Liverpool, owned and managed by Plus Dane Group

ACCOMMODATION DESCRIPTION- The accommodation provided has 13 units. Each unit has an en suite bathroom with shower. We have four landings; on each landing 3 people will share a communal kitchen. The rooms contain a bed, bedside table, an easy chair and fridge. Communal laundry is available on the ground floor. Vacuum cleaners are available for your use. We have a cleaning service which ensures that all the communal areas are cleaned. Starter packs are given during your induction this contains bedding, crockery, cutlery and pots and pans. The project also has one self contained flat which has its own fitted kitchen and bathroom facilities and is fully accessible for a disabled person. No lift or stairs are required to access Anne Conway house building, within the building there is a lift.

ACTIVITIES ON OFFER- Residents academy which is a range of courses that all residents can attend, Youth engagement team apprenticeship opportunities. Gardening and cooking programme, discussion groups covering history and positive identities-race and culture.

FACILITIES- The Project is a Purpose built building 13 rooms. As well as having your own room there is a communal lounge where you can watch television/DVD, play pool, chat with other residents, or just relax. Other facilities include an IT suite which you can use at anytime of the day or night, laundry and garden with decking area.

SERVICE DESCRIPTION- Anne Conway House offers young people from the BME community a safe, short-term accommodation with support. On being accepted into the project one member of our staff team will take specific responsibility for co-ordinating your individual support package. However, the whole team will work closely with you to ensure that the support provided is tailored to your specific needs. Staff are on site 24 hours a day, 7 days a week to deliver this support. The support you receive will enable you to:

- improve your life skills,
- maximise your income
- Participate in education and training opportunities,
- Access employment opportunities,
- Access health services,
- Explore issues around your race and identity,
- Access appropriate specialist support services,
- Access local social support networks,
- Prepare for independent living,
- Secure appropriate move-on accommodation.

SERVICE CRITERIA- Service Criteria includes: Single, Black, male female, Aged 16-25, Homeless or living in unsuitable accommodation, In need of short –stay accommodation with support, Willing to engage with Plus Dane Group to achieve independent living (The term black unifies all members of the community who do not class themselves as white)
CHARGES-
- Weekly charges eligible for Housing Benefit = £139.12
- Weekly service charge = £8.18 (this includes water rates/ heating and hot water charge)
- Total weekly charge = £147.30

STAFF NUMBERS- We currently have a team leader, 3 full time day members of staff and 2 night time resident support workers. We also have our own bank of relief staff this ensures that we have continuity of staff.

HOUSE RULES- No illegal or non-prescribed drugs are allowed on the scheme. This includes solvents. Alcohol is not permitted at the scheme. Although we may make exceptions for special occasions with the agreement of the scheme managers. You or your invited visitors must not smoke in the shared areas of the scheme. You must keep your own room clean and tidy and help with daily house jobs, which include cleaning your shared kitchen and landing. Visitors must be signed in and accompanied at all times. Visitor hours are as follows: Monday to Friday one visitor allowed between 3pm and 10pm. Saturday and Sunday Two visitors allowed between 9am and 5pm. One visitor allowed between 5pm and 10pm. No visitors allowed at any other time. No visitors under 16 years old are allowed into the scheme without permission which will not be unreasonably withheld. You must attend regular monthly or emergency meetings to discuss matters relating to your well-being in Anne Conway House. Harassment of any kind towards anyone within the project, including staff, residents and visitors will not be tolerated. You will be given a copy of our harassment policy: this explains the procedure to follow if any harassment happens. Any harassment will be dealt with according to policy.

PHOTOGRAPHS-
RIVERSIDE ECHG - DISPERSED

Riverside ECHG has supported accommodation dispersed across Liverpool in L1, L4, L5, L6, L7, L8, L9, L12, L13, L14, L15, L17, L25, and L27 areas.

ACCOMMODATION DESCRIPTION - The accommodation provided within Riverside ECHG Dispersed housing consists of 51 self-contained flats or bedsits, the only communal areas are stairs, hallways and gardens in some buildings. Some of the units are in purpose built blocks others are in converted houses, Starter packs are available to residents during their induction, consisting of kitchen ware and cooking utensils obtained via donations. Riverside ECHG provides a basic furniture package in our dispersed flats and bedsits comprising of a bed, drawer unit and wardrobe for bedroom and bedsits. A sofa for living rooms/bedsits. We provide a cooker, fridge with freezer compartment and table and chairs for the kitchens.

SERVICE DESCRIPTION - We provide temporary accommodation and will work with you to get you involved in developing a personal action plan to meet your individual needs. We will support you to manage your license agreement with us and also to help you move onto permanent accommodation. Riverside ECHG is a specialist provider of sheltered and supported housing throughout the UK. We promote independent living and deliver innovative and community based services, achieving successful outcomes for all our customers.

SERVICE CRITERIA - We can help anyone who is aged 18 or over and able to live with low level day time support. We accept singles or couples (where accommodation is appropriate). If you have no access to settled accommodation and have support needs that can be met through the provision of housing support service we may be able to assist you.

CHARGES –
- Weekly charges eligible for Housing Benefit = £79-101
- Weekly service charge= £0
- Total weekly charge = £79-101

STAFF NUMBERS - We currently have 5 Support Workers and 1 housing officer on the team. Support workers are available am and 5pm Monday to Friday. Our service centre is open 24 hours for property and neighbourhood enquiries.

HOUSE RULES - As a resident you will sign a licence agreement and you must abide by certain house rules. Riverside ECHG does not permit people to bring illegal drugs on to our premises. You are permitted to have and drink alcohol in your home as long as doing so does not lead to anti-social behaviour or breaches of your licence agreement.
Residents may have visitors in their own home. We ask that you ensure your visitors do not act in a way that causes nuisance or distress to other residents in the building or neighbourhood. You are permitted to have overnight visitors but we ask that you notify us in advance except in emergencies.
You are required to keep your accommodation clean and tidy at all times. We conduct health and safety checks every two months.
You are required to meet with your support worker each week.
PHOTOGRAPHS -
RIVERSIDE ECHG - POWERHOUSE FOYER

300 Upper Parliament Street, Liverpool. L8

ACCOMMODATION DESCRIPTION- The accommodation provided within Riverside ECHG Powerhouse Foyer consists of 20 shared flats and 12 self contained flats. The shared flats have 2 bedrooms and a shared kitchen and bathroom. All the flats are furnished with beds, wardrobes, drawers, desk, cooker and fridge. The communal areas are a lounge and games room, IT suite and training room. The building has both lift and stair access.

ACTIVITIES ON OFFER
- On-site learning for English, Maths and IT
- Pool and sports evenings
- Games evenings
- Resident groups
- Sexual health drop in
- Addaction drop in
- Educational visits

SERVICE DESCRIPTION- Our team of workers offer housing related support to help you learn the necessary skills to be able to move on independently in the future, and are available 24 hours a day. At the Powerhouse we believe that all residents should be actively engaged in seeking education, training and employment. We have a specialist education, training and employment support worker who will assist you in accessing courses. We provide temporary accommodation and will work with you to get you involved in developing a personal support plan to meet your individual needs. We will support you to manage your license agreement with us and also to help you move onto permanent accommodation.

Riverside ECHG is a specialist provider of sheltered and supported housing throughout the UK. We promote independent living and deliver innovative and community based services, achieving successful outcomes for all our customers.

SERVICE CRITERIA- We can help anyone who is aged 16 to 25 years and homeless. If you have no access to settled accommodation and have support needs that can be met through the provision of housing support services we may be able to assist you.

CHARGES –
- Weekly charges eligible for Housing Benefit =£134.33
- Weekly service charge= £11.83 (includes gas, heating, lighting and water rates)
- Total weekly charge = £146.16

STAFF NUMBERS- We currently have 1 Team Leader, 6 Support Workers, 2 Project Support Assistants, 2 Night Support Assistants and 1 Specialist Support Worker.

HOUSE RULES- As a resident you will sign a licence agreement and you must abide by certain house rules. Riverside ECHG does not permit people to bring illegal drugs on to our premises. You are permitted to have and drink alcohol in your home as long as doing so does not lead to anti-social behaviour or breaches of your licence agreement. Residents may have visitors in their own home. We ask that you ensure your visitors do not act in a way that
causes nuisance or distress to other residents in the building or neighbourhood. You are permitted to have overnight visitors in a single flat but we ask that you notify us in advance except in emergencies.

You are required to keep your accommodation clean and tidy at all times. We conduct health and safety checks every week. You are required to meet with your support worker each week.

PHOTOGRAPHS-
RIVERSIDE ECHG - SHAW STREET

117 Shaw Street, Everton Liverpool L6 1HW. Tel 0151 207 3443 Fax 0151 298 3149

ACCOMMODATION DESCRIPTION- The accommodation provided at the Shaw Street consists of 20 self-contained flats for men and women who are experiencing homelessness. The age group is 16-65. The scheme is staffed 24hrs and is located on Shaw Street close to the city centre. Shaw Street has laundry facilities situated in the basement of the project. We have 2 disabled flats and we have availability for up to 2 couples. We have a lift available 24 hrs per day, and 2 sets of stairs these are required for flats on the 1st and 2nd floors. You are provided with bedding and are responsible for the laundering of your own bedding. There is a cleaning service which ensures that communal areas are maintained (i.e. corridors).

ACTIVITIES ON OFFER- Activities currently on offer at the Shaw Street include Resettlement and Life Skills sessions, Art classes, I.T Drop-In (Including Property Pool support) English and Maths classes, Library and DVD club, Creative Arts Workshops, Cookery Classes, Job club, Therapeutic classes, Gardening, ESOL, film making and Football.

FACILITIES
The Shaw Street Project has:

- An I.T/Training suite with a Bistro communal cooking area;
- Family Room available upon request;
- Facilities for training or skills development e.g. communal facilities/IT or training suites.
- Therapy and Family room.

SERVICE DESCRIPTION- On being accepted into the Support Service, you will be introduced to a member of our Support Team who will become your Support Worker, in effect your main point of support and contact within Shaw Street. You are required to engage with Support Services but the support offered to you will be tailored to your own needs. Your Support Worker will use Outcome Star to create a tailored support plan for you. The key areas are:

- Individual Support Planning,
- Achieving Economic Wellbeing through Education,
- Training and Employment.
- Welfare Advice and Debt Advise,
- Accessing primary and secondary health care,
- Housing Advice and support in accessing permanent accommodation,
- Accessing local support agencies.

We are currently aiming to be a QAF Level A service which denotes that we are providing an excellent service.

SERVICE CRITERIA- Our service is aimed at any person who is ready for Second stage move on accommodation between the ages of 16-65.

CHARGES -

- Weekly charges eligible for Housing Benefit =£150.43
- Weekly service charge= £6.86 (includes personal gas, personal heating and lighting and water rates)
- Total weekly charge = £157.29
STAFF NUMBERS- We currently have 8 staff; 2 Support Workers, 2 Night Time Project Workers, 2 Project Assistants, 1 Training and Education Worker and 1 Team Leader. The project is staffed 24 hours a day.

HOUSE RULES- As a resident you have signed a licence agreement and you must abide by certain house rules. Shaw Street does not permit people to bring illegal drugs on to the premises. Alcohol can only be consumed in residents own flats. No visitor under the age of 16 will be allowed to visit the project unless booked through the Family Room service. Residents may nominate 2 visitors, but no more than 2 may visit at the same time, no visitor is allowed to stay overnight in resident’s flats or the accommodation. Visiting times is from 9.00am-9.00pm every day. Residents have 24 hour access to the building and are responsible for your own flat key. You are required to keep your accommodation clean and tidy at all times with weekly room checks.

PHOTOGRAPHS-
ACCOMMODATION DESCRIPTION- Situated in the centre of Liverpool near Lime Street Station the service provides 38 bed spaces, including two ground floor rooms for people with disabilities, for women aged 16 or over. All other bed spaces are accessed via stairs. Out of the 38 beds 30 beds are half board and 8 are resettlement units. Some of the women may have multiple needs relating to alcohol and drugs or they may be fleeing domestic violence. The service has laundry facilities for all residents at a small additional cost.

ACTIVITIES ON OFFER- Ann Fowler House hold courses within the centre and also have access to additional courses locally including:

- Arts and Crafts,
- Printmaking, Drama,
- Performing Arts,
- Music,
- Plastering,
- Room Renovations,
- ESOL
- Literacy,
- Creative Writing,
- Nail art,
- Cookery,
- Numeracy,
- IT,
- Prepare for volunteering & work.

FACILITIES- Ann Fowler House has a life skills room which houses all training classes, resident monthly meetings. There is also an interview room which is used for initial interviews, support meetings and meetings with external agencies. A family room is also available.

SERVICE DESCRIPTION- Upon being accepted after the interview stage you will be introduced to the staff including your individual key worker along with some of the residents. You will be asked to attend monthly support meetings in which a support plan will be generated to set goals and targets for you and your key worker to achieve in order for you to positively move on and achieve your ultimate goals.

SERVICE CRITERIA- Our service is aimed at females who do not have access to settled accommodation, above the age of 16.

CHARGES –

Half board
- Weekly charges eligible for Housing Benefit = £215.39
- Weekly service charge = £34.00 (this includes meals, water rates, fuel, personal laundry and recreational facilities)
- Total weekly charge = £249.39

Resettlement units
- Weekly charges eligible for Housing Benefit = £160.51
- Weekly service charge = £16.80 (this includes water rates, fuel, personal laundry and recreational facilities)
- Total weekly charge = £177.31

STAFF NUMBERS- We have a total staff team of nine which include one Principal Project Worker along with five daytime project workers and two night support workers. Project/Support workers are available 24 hours a day every day of the year.
HOUSE RULES- The house rules for Ann Fowler House are:

- The centre is a drug and alcohol free centre
- Within your first week you are not allowed to stay out after that you can have two nights a week.
- You must stick to the curfew and be in before 4am

PHOTOGRAPHS-
ACCOMMODATION DESCRIPTION-
The hostel is a bus ride away from the centre of Liverpool, and has an excellent bus service. Within walking distance from the centre the following facilities are available: The One Stop Shop /Job Centre/Opticians /Dentist & Doctors. The service provides 45 bed spaces for people aged 16 or over. Of these 40 are half board and five are resettlement flats. Some of the residents may have multiple needs relating to alcohol, drugs or mental health. The service is catered however; there are catering facilities which enable residents to cook for themselves should they wish to.

ACTIVITIES ON OFFER- Darbyshire House hold courses within the centre and also have access to additional courses locally including; Arts and Crafts, Printmaking, Drama, Performing Arts, Music, Plastering, Room Renovations, ESOL, Literacy, Creative Writing, Numeracy, IT, Prepare for volunteering & work.

We hold cookery and health courses to involve all our residents. We are also heavily involved with the homeless football league and have a team that trains and plays weekly.

FACILITIES- Darbyshire House has a life skills room which houses all training classes, resident monthly meetings. There is also an interview room which is used for initial interviews, support meetings and meetings with external agencies.

SERVICE DESCRIPTION- Our Lifeshouse offers short-term accommodation for people in need of housing. More than this, we offer activities and training to help improve the self-esteem, mental health and employment prospects of our service users. Upon being accepted after the interview stage you will be introduced to the staff including your individual key worker along with some of the residents.

You will be asked to attend monthly support meetings in which a support plan will be generated to set goals and targets for you and your key worker to achieve in order for you to positively move on and achieve your ultimately goals.

SERVICE CRITERIA- Our service is aimed at any person who does not have access to settled accommodation above the age of 16.

CHARGES –
- Weekly charges eligible for Housing Benefit =£204.89
- Weekly service charge= £ 35.05 (includes breakfast and evening meal, heating, lighting and water rates)
- Total weekly charge = £239.94

STAFF NUMBERS- We have a total staff team of nine which include one Principal Project Worker along with four daytime project workers and two night support workers. Project workers are available 24 hours a day every day of the year.
HOUSE RULES- The house rules for Darbyshire House are:

- The centre is a drug and alcohol free centre
- Within your first week you are not allowed to stay out after that you can have two nights a week.
- You must stick to the curfew which is 1:30am

PHOTOGRAPHS-
ACCOMMODATION DESCRIPTION - The Hostel is situated in Tuebrook, a bus ride away from the centre of Liverpool, and has an excellent bus service. Within walking distance from the centre the following facilities are available: The One Stop Shop / Opticians / Dentist & Doctors. Accommodation at Green Lane comprises of 19 en suite rooms with a communal kitchen and TV lounges. We also have 4 training rooms which are en suite with cooking facilities. The training rooms are also designed to be accessed for people who have disabilities and have aids such as aid cords and adapted bathrooms.

There is one laundry room which includes a washing machine and a dryer this is for every resident to use as they are responsible for the laundering of clothing and bedding. The service is self-catering and provides cooking facilities.

ACTIVITIES ON OFFER - Green Lane hold courses within the centre and also have access to additional courses locally including: Arts and Crafts, Printmaking, Drama, Performing Arts, Music, Plastering, Room Renovations, ESOL, Literacy, Creative Writing, Numeracy, IT, Prepare for volunteering & work.

Our Life Skills room also houses a Library which is available for all residents use.

FACILITIES - Green Lane has a life skills room which houses all training classes, resident monthly meetings. There is also an interview room which is used for initial interviews, support meetings and meetings with external agencies. Unfortunately visitors are not accepted into the centre.

SERVICE DESCRIPTION - Upon being accepted after the interview stage you will be introduced to the staff including your individual key worker along with some of the residents. You will be asked to attend monthly support meetings in which a support plan will be generated to set goals and targets for you and your key worker to achieve in order for you to positively move on and achieve your ultimately goals.

Our service also offers:

- Signposting to outside agencies e.g. CIC, Addiction, Armistead, mental health services, CAB, Whitechapel, Education Support. CRISIS
- Provide in house training for clients: Drama, Creative Writing, Gardening and Sanctuary
- Provide drug & alcohol services & support for those from an ethnic background.

SERVICE CRITERIA - Our service is aimed at any males who do not have access to settled accommodation, above the age of 16.

CHARGES –
- Weekly charges eligible for Housing Benefit = £312.48
- Weekly service charge= £9.47 (includes heating, lighting and water rates)
- Total weekly charge = £321.95

STAFF NUMBERS - We have a total staff team of ten which included two Principal Project Workers along with three daytime project workers and two night support workers. Project workers are available 24 hours a day every day of the year.

HOUSE RULES - The house rules for Green Lane are:
- The centre is a drug and alcohol free centre
- Within your first week you are not allowed to stay out after that you can have two nights a week.
- You must stick to the curfew Sunday to Thursday Midnight and Friday and Saturday 1am

PHOTOGRAPHS:
Newsham Women Only accommodation is situated in Newsham Park area of Tuebrook, Liverpool L6 and The Belmont Drive building which can accommodate men, women and couples is on Belmont Drive, adjacent to Rocky Lane and West Derby Road.

ACCOMMODATION DESCRIPTION - In both buildings there are:

- 10 units of self contained studio accommodation including own kitchen and bathroom.
- Each resident on induction will receive a starter pack which includes duvet, pillows, bedding bale, small cutlery set, pan and crockery.
- There is a communal lounge with kitchen, bathroom and flat screen TV for the use of all clients.
- There are also two communal gardens with benches and clothes drying lines.
- There are two washing machines that are free to use in the communal kitchen.

ACTIVITIES ON OFFER- The service runs a range of in house sessions from external agencies such as Addaction and New Start and staff provide weekly key sessions and ad hoc community events such as cookery sessions and engagement sessions. We also have a monthly residents meeting which is compulsory for all residents to attend.

FACILITIES- The service has communal areas and a training room.

SERVICE DESCRIPTION- Harvey Project is QAF B level service offering support planning and goal setting in line with a Harm reduction ethos. The service is staffed 24/7 including waking night support. Residents are expected to engage with a full support planning programme, attending weekly key work sessions with a named key worker. Residents are permitted to drink alcohol in their own accommodation. No smoking or drinking is allowed in any communal areas and all clients are required to sign a client contract which sets out expected levels of conduct. The service operates a warning system for breaches of the contract.

SERVICE CRITERIA- The service offers accommodation to men and women over the age of 18 with no upper age limit. The service has 3 accessible flats, 1 in Newsham and 2 at Belmont and has no restrictions on clients in terms of eligibility criteria apart from clients must have drug/alcohol issues and be at risk of social exclusion. Clients must be willing to work within a harm reduction ethos.

STAFF NUMBERS- The staff team comprises a Manager, a Senior Support Worker, a Team Leader, 2 full time support worker, 4 part-time support workers, 4 waking night support workers and a team of 10 Relief Staff.

CHARGES -

- Weekly charges eligible for Housing Benefit =£219.10
- Weekly service charge= £0.00
- Total weekly charge = £219.10
HOUSE RULES- Visitors are permitted after 5pm and up to 9pm once they have completed the visitor’s application process. Clients must not consume alcohol in communal areas or outside of the property. Sex working is not permitted from the premises. Violence will result in immediate exclusion. This is not an exhaustive list.

PHOTOGRAPHS-
THE BASEMENT

The Basement has a drop-in centre based in Liverpool City Centre, but delivers a range of services throughout Merseyside.
The Basement Advisory Centre, 56-60 Parr Street, Liverpool, L1 4JN

DESCRIPTION - The Basement is a homeless charity in Liverpool, founded in 1999. Our mission is to challenge homelessness and addiction by promoting recovery and empowering people to transform their own lives.

ACTIVITIES ON OFFER
The Basement is able to offer a holistic approach in supporting our service users, services we deliver include:

- Drop in advice, open between 9am and 4pm
- Rough sleeper only drop-in from 5.30pm and 9pm
- Medical treatment available:
  - Monday, 12.45pm – 4.30pm, Wednesday 12am-4pm and Friday 2-4pm
  - Tuesday, Thursday and Friday between 5.30pm and 9pm
- Training e.g. Volunteer Course and Peer Mentor Course, also classes are available for accommodated clients from 6pm.
- Outreach support for rough sleepers and street drinkers
- Home based support
- Residential alcohol detox
- Counselling available via appointments
- Social activities including regular fishing trips
- Opportunity for rough sleepers to use onsite shower and washing facilities

FACILITIES

- IT suite
- Counselling rooms
- Alternative therapy rooms
- Training class room
- DJ equipment
- TV
- Shower facilities
- Kitchen
- Washing machine and dryer
- Spare clothing (from donations)

SERVICE CRITERIA - Adults aged 18 plus in the Merseyside area (We do not offer accommodation)

STAFF NUMBERS - 20 members of staff plus 30 volunteers
THE HUB

Whitechapel Centre, Langsdale Street, Everton, Liverpool L3 8DU Tel: 0151 207 7617 Fax: 207 3548
(Monday to Friday from 8am to 3pm, Saturday and Sunday from 8am to 12 noon)

The Basement Advisory Centre 56-60 Parr Street Liverpool L1 4JN Tel: 0151 707 1515. Fax: 0151 709 6572
(Monday to Friday from 3pm to 9pm)

ACCOMMODATION DESCRIPTION - We secure accommodation solutions for people who have rough slept or may rough sleep if not offered a solution on day of presentation. Our Service aims to prevent new rough sleepers from becoming entrenched. Anyone who is new to rough sleeping or is at risk of rough sleeping on the day of presentation for whom we are unable to secure a housing solution, will be allowed to access the Sit-up Service. (The Sit-up is not advertised as referral into the sit-up is via The Hub only.)

ACTIVITIES ON OFFER - The Whitechapel Centre, as well as accommodating the Hub Service is an Enablement Centre. This Service empowers rough sleepers and those at risk of rough sleeping to make positive changes in their lives in order to move permanently away from rough sleeping lifestyles.

The Enablement Service is divided in to distinct sessions:
Open Access Drop-In Session between 8am and 10am Monday to Friday
For Rough Sleepers or people at risk of rough sleeping.
Provision will include hot breakfast, access to showers, washing machine, opportunity to rest, and access to enablement service staff to progress support plans or undertake crisis work including access to temporary accommodation.

Engagement Sessions between 10am and 12 noon Monday to Friday
For rough sleepers or people who are vulnerably housed.
Fun group work sessions whose primary aim is to help improve self-esteem, confidence and communication skills with a view to increasing motivation and leading to individuals addressing other issues in their lives where they would like to see change. Sessions will be stand-alone, non-pressured and aim to cater for diverse client groups (including those for whom English is not a first language, those with literacy issues etc.) Food in the form of a packed lunch will be offered as an incentive to those who take part in the session.

Structured Learning Sessions between 1pm and 3pm Monday to Friday
For rough sleepers or people who are vulnerably housed.
Group work sessions with emphasis on learning new skills and/or gaining qualifications. This may include peer mentoring, pre-tenancy work and accredited courses. Food in the form of a packed lunch will be offered as an incentive to those who take part in the session.

FACILITIES
Access to:
- showering facilities
- clothes washing facilities
- Internet - computers can be used within the Centre when sessions are not being held.

SERVICE DESCRIPTION - Available to anyone with housing problems aged 16 years and older.

STAFF NUMBERS - The Whitechapel Centre employs over 70 staff. The Housing and Welfare Rights team consists of 1 Team Manager, and 1 Hub Worker based within the Whitechapel Centre and 1 Hub Worker based within the Basement Advisory Service. The Whitechapel Centre also has a Duty Adviser who works with individuals who are homeless or in housing difficulty who have been through the Hub and either refused or lost their solution.
THE WHITECHAPEL

Langsdale Street, Liverpool L3 8DU
0151 207 7617

DESCRIPTION - The Whitechapel Centre provides a range of services for people who are homeless or in housing need. These include:

**Hub Homeless Resolution Service** *(Open Weekdays 8-3 at Whitechapel and 3-9 at Basement; Weekends 8-12 at Whitechapel)*
Support for people new to rough sleeping or at risk of rough sleeping to find accommodation, ensuring they do not spend a second night on the streets. This work is underpinned by a Housing and Welfare Rights Service which is available to the wider homeless population.

**Rough Sleeper Enablement Centre and Rough Sleeper Outreach Team (Open Weekdays 8-5)**
Wide range of activities providing meaningful occupation as well as employment and training skills. Support to find accommodation, and to link in with addiction, health and mental health services. Benefits advice. One-to-one casework for entrenched rough sleepers including those with complex needs. Street outreach across Merseyside to engage with new clients.

**Resettlement and Floating Support Services**
Regular support to empower individuals to find and sustain a tenancy or to prevent homelessness. This can include practical or emotional support, improving network and crisis intervention. Clients will typically have a range of support needs including substance use, dual diagnosis, mental health issues, learning disabilities or issues relating to older age.

**Private Rented Bond Schemes**
Whitechapel provides 3 private rented bond schemes (one covering the whole of Merseyside and two based in Liverpool) which aim to increase access into private rented accommodation for homeless people through the provision of a cashless bond alongside resettlement support.

**MOVE Project – Making Opportunities for Voluntary Employment**
Pre-volunteer training programme to encourage individuals currently or previously homeless to gain the confidence and skills to become a Whitechapel Centre volunteer. Daytime and evening volunteer training for anyone wishing to volunteer with us.
*YMCA Dispersed, Riverside Dispersed, Nugent Care and Liverpool Supported Lodgings have accommodation across Liverpool.