

# Colchester Homeless Supported Housing

## ➤ HOMELESSNESS

Colchester Homeless Supported Housing has three services spread across Colchester, including 16 bedrooms in a hostel, two move on flats and a four-bedroom house at Queen Elizabeth Way, 25 one-bedroom flats at Chinook and four studio flats at Pebmarsh Close. We provide support for adults aged 18 to 64 who are homeless, or at risk of homelessness.

- Short-term supported housing for up to two years
- Staff available various hours, to suit residents' needs
- Personalised support using the Outcomes Star Model

**“We support people on their pathway to independence.”**

**Local Service Manager**



## About Sanctuary Supported Living

At Sanctuary Supported Living we provide supported housing, move-on accommodation, CQC registered services and floating support to help people across England on their pathway to independence.

We specialise in services for young people, homeless families and individuals, people with physical disabilities, learning disabilities and people with mental health needs.

## Accommodation



### Accommodation type

16 bedrooms in a hostel, two move on flats, a four-bedroom house, 25 one-bedroom flats and four studio flats.



### Location

Spread across Colchester, close to shops, supermarkets, restaurants and leisure facilities, with good public transport connections to the town centre.



### Communal areas

A lounge, kitchen, laundry room, bathroom and garden at Queen Elizabeth Way, and a shared garden at Chinook.



### Rental agreement type

Flats at Chinook and Pebmarsh Close are let on assured shorthold tenancies and rooms at Queen Elizabeth Way are let on licence agreements.



### Safety and security

CCTV and secure door access at Chinook, in addition to an overnight concierge service so residents feel safe and secure.

## Support planning

Staff draw up a personalised support plan with residents using the Outcomes Star model. Residents receive medium-level support at Queen Elizabeth Way, low-level support at Chinook and move-on support only at Pebmarsh Close.

Our highly-trained staff are on-site:

- 24-hours a day at Queen Elizabeth Way, including overnight concierge service
- During office hours, six days a week at Chinook
- Various hours at Pebmarsh Close, to suit residents' needs

### Tailored support, advice and assistance includes:

- Maintaining a tenancy, managing rent
- Managing finances (budgeting and benefits)
- Dealing with correspondence
- Signposting and accessing other services
- Building confidence, resilience and self-esteem
- Accessing education, training and employment
- Planning a successful move-on
- Building positive relationships
- Managing antisocial behaviour

We also provide follow-on support when residents move on to live independently.

## How to apply and eligibility

We accept referrals from the Joint Referral Panel at Colchester Borough Council. Please contact them for an application form. All support needs will be assessed before an application is accepted.

### To be eligible for a place at Colchester Homeless Supported Housing, applicants must:

- Be aged 18 to 64
- Meet the council's homelessness criteria
- Be willing to engage with support services

## Contact us

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CO2 8PE

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