

# Diss Homeless Supported Housing Norfolk

## ► HOMELESSNESS

Diss Homeless Supported Housing, located on a single site, comprises three properties: Rush House with nine bedrooms, Irene Jacoby House with eight bedrooms, and Matthew Court with nine flats. We provide support for adults aged 18 to 65 who are homeless, or at risk of homelessness.

- Staff on-site various hours to suit residents' needs
- Short-term supported housing for up to two years
- Communal lounge, kitchen, pool room and gardens



“We support people  
on their pathways for  
independence.”

Local Service Manager, Diss Homeless  
Supported Housing



## 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 pathways for 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

A total of 17 single-occupancy bedrooms and nine one-bedroom flats.



### Location

Three properties on one site, close to the town centre and all amenities, including shops, parks, libraries and good public transport links.



### Communal areas

A shared lounge, kitchen, pool room, laundry room, bathroom and gardens.



### Technology

Wi-Fi is available to all residents in communal areas. Assistive technology can be purchased at an additional cost.



### Safety and security

Staff office on-site, CCTV and a secure door access system help to ensure residents' safety and security.



### Rental agreement type

All flats and bedrooms are let on a licence agreement.

## Support

Everyone is supported to achieve greater independence. Staff draw up a personalised support plan with residents using the Home Star model, to help them achieve their aims and goals.

Our highly-trained staff are on-site at various hours during the week to suit residents' needs, including overnight, giving residents peace of mind that support is on-hand. An out-of-hours telephone service is available for any additional support needs and residents can further enhance their independence by purchasing optional telecare technology.

### Tailored support, advice and assistance includes:

- › Maintaining a tenancy
- › Managing finances (budgeting and benefits)
- › Cooking, cleaning and shopping
- › Building confidence, resilience and self-esteem
- › Developing hobbies and interests
- › Dealing with correspondence
- › Accessing education, training and work
- › Maintaining health, safety and security
- › Signposting and accessing other services
- › Planning a successful move-on

## How to apply and eligibility

To apply directly, please contact us for an application form. We also accept referrals from South Norfolk Council - including the First Steps Rough Sleepers project - as well as local mental health services and probation services.

All support needs will be assessed before an application is accepted.

### To be eligible for a place at Diss Homelessness Supported Housing, applicants must:

- › Be aged 18 to 65
- › Be homeless or at risk of homelessness

## Contact us

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