

# Felixstowe Homelessness Supported Housing Suffolk

## ➤ HOMELESSNESS

Felixstowe Homelessness Supported Housing has four services spread across the seaside resort town of Felixstowe: Buregate Road, Orford Road, Queens Road and Langley Close. We provide supported housing accommodation and personalised support for young people and adults aged 16 or over, who are homeless or at risk of homelessness.

- Staff on-site 24 hours
- Short-term supported housing
- All rooms are part-furnished



“We support people  
on their pathways for  
independence.”

Local Service Manager, Felixstowe  
Homelessness 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

16 single-occupancy bedrooms within a hostel at Buregate Road, 9 single-occupancy bedrooms within a shared house at Orford Road, 6 self-contained flats at Queens Road and 9 flats at Langley Close, both self-contained and shared.



### Location

All properties are close to shops, restaurants, parks, public transport links and the seaside.



### Communal areas

Communal lounge, kitchen, laundry room, bathroom and gardens across Langley Close, Buregate Road and Orford Road. Langley Close and Buregate Road also have an activity room, whilst Queens Road has a conservatory.



### Technology

Communal Wi-Fi is available to all residents at Queens Road, Buregate Road and Orford Road.



### Safety and security

Staff office on-site at Langley Close with CCTV, and a secure door access system help to ensure residents' safety and security with CCTV at Orford Road, Buregate Road and Queens Road.



### Rental agreement type

All rooms and flats are let on excluded licence agreements.

## Support

Staff draw up a personalised support plan with residents using the Home Star model, to help them achieve their aims and goals. Staff support residents to manage and improve their personal safety and improve social, emotional and mental wellbeing.

Our highly-trained staff are on-site at various hours, according to residents' needs. There is an overnight concierge service seven days a week and an out-of-hours telephone service, should residents require any further support. Residents can purchase additional telecare technology to further promote their independence.

### Tailored support and assistance includes:

- Maintaining a tenancy
- Managing rent
- Managing finances (budgeting and benefits)
- Socialising and community involvement
- Building confidence, resilience and self-esteem
- Maintaining health, safety and security
- Accessing education, training and employment
- Signposting and accessing other services
- Planning a successful move-on
- Preventing homelessness

## How to apply and eligibility

To apply, complete Suffolk County Council's Housing Related Support Application. All support needs will be assessed before an application is accepted.

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

- Be aged 16 to 65
- Be a single young person or an adult
- Be homeless or at risk of homelessness
- Have a recognised support need

## Contact us

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