



Porchlight

Changing attitudes • Changing lives

A GUIDE TO PORCHLIGHT SERVICES



www.porchlight.org.uk



INVESTOR IN PEOPLE

Our Vision, Mission and Values

Porchlight is a forward thinking and innovative charity, passionate about helping people and communities. We work to change people's lives for the better. We help the most vulnerable and isolated people in our communities to access housing and related support services.

We have specialist service for those living with mental ill health or substance misuse, as well as tailored services for young people, ex-offenders and those with complex needs. We work with individuals, organisations and government to prevent the breakdown of our communities and reduce poverty.

We have a strong focus on empowering people to take control and change their lives; to enable people to develop the skills needed to live independently, increasing self-esteem and confidence.

Vision:

Porchlight strives for a society where the most excluded are included and where communities work together; a society where homelessness and poverty is a thing of the past and where vulnerable people are empowered to take control of their lives.

Mission:

Porchlight works to change people's lives for the better. By helping the most vulnerable and isolated people in our communities to access housing and related support services, we help change lives. We work with individuals, organisations and government to prevent the breakdown of our communities and reduce poverty. Through our success we challenge the negative attitudes and beliefs surrounding exclusion. By changing lives we can change attitudes; and through a change in attitudes, we can change more lives.

Values:

Porchlight is a forward thinking and innovative charity, passionate about helping people and communities. We value the commitment, integrity and honesty of our staff who believe in the holistic approach that our services provide. We respond to the needs of the individual, putting our service users at the core of all we do. We do not discriminate against anyone and believe that everyone deserves the opportunity to change.

Kent Outreach Service

Free 24 hour helpline 0800 567 7699



Romeny Place, Maidstone

The Kent Outreach Service provides invaluable support across Kent helping people sleeping on the streets to access emergency accommodation. Support is given to up to **214 service users** including prison outreach clients at any one time.

The team helps to provide **short term solutions to homelessness** including finding the most appropriate accommodation for each person. We encourage people to access other support services where necessary such as drug, alcohol or mental health services. The team is based in Canterbury and Maidstone and works throughout Kent.

Outreach workers will undertake street outreach sessions to locate people who are homeless. All calls notifying the team of people sleeping rough will be responded to. The service also has a focus on trying to prevent the number of people leaving prison homeless by working in partnership with prison resettlement teams. **Drop-in sessions** are run on a weekly basis in each local authority area as well as in prisons. Outreach workers also specialise in mental health, substance misuse and in helping ex-offenders and young people.

The service also works to **prevent people who have been homeless returning to the streets** through tenancy sustainment. For a limited amount of time, workers will provide support to people once housed. If longer term support is needed then we will refer people to other appropriate support.

The Kent Outreach Service offers advice in the following areas:

- Finance, benefits and debts
- Healthcare and Specialist drug and alcohol treatment services
- Education, training and employment
- Rebuilding family relationships
- Developing skills to live independently

Landlord Liaison

The Private Landlord Liaison service works one-to-one with landlords to accommodate people currently supported by Porchlight. Our aim is to move our service users out of temporary accommodation and into privately rented properties. With ongoing support we enable people to develop the skills necessary to live independently and successfully maintain their tenancies.

Community Support



The community support project that we provide is the Community Outreach Support Service (COSS) based in the Eastcliff area of Ramsgate. The service provides **practical and accessible support** directly to residents of Trove Court and Kennedy House and those living in the local community. These services are initially through **one to one support, drop-in surgeries and resident and neighbourhood group meetings**.

The aim of the project is to ensure that issues and concerns affecting the quality of life in the neighbourhoods are represented and tackled. We aim to achieve this through **empowering the community to have a voice** and working directly in the community, ensuring practical support, advice and information is available. The project co-ordinates regular drop-in surgeries, resident group meetings, training and workshops. The community support team is available to listen to concerns and offer practical support, advice and signposting.

There are also many **community groups** run from the project base for people to get involved in. These groups help to breakdown isolation and build up social networks, encouraging people to develop new interests and participate in activities. The groups also help to reinforce a lifestyle change for people, encouraging healthy eating, exercise, and developing life skills such as cookery, budgeting, basic skills and IT literacy. There are also groups such as photography, art and music run on a regular basis.

Community Link Worker

The Community Link Worker assists people with **low-level mental health needs** that are being caused or made worse by social issues such as benefits, debts, arrears or social isolation.

Referred via a GP, the worker can support each person for up to 8 weeks to help them access specialist services in their community. They will also **promote social inclusion** by supporting the person to access everyday services such as leisure centres, libraries and education where they have been too anxious to do this before.

The service currently works in partnership with two GP surgeries in Thanet.

Young Person's Services

We have **specialist services for 16-21 year olds** who are homeless or at risk of homelessness. There are 2 hostels in Canterbury providing supported accommodation to this age group. We also have a specialist mental health worker for young people.

Emergency direct access



74/76 Whitstable Road

74/76 Whitstable Road is an **emergency direct access hostel** for young people between the ages of 16 and 21. There are nine self-contained flats for both male and female residents. The hostel is staffed 24 hours a day providing support whenever it is needed. Individual needs are assessed and referrals made to appropriate specialist

agencies and other housing providers. Residents of the main house are issued with an initial licence of 12 weeks that can be extended and the two people sharing the flat are given a six month tenancy.

The project exists to support homeless young people and give them the stability they need in a safe environment. Through **regular quality keyworking**, the team supports them to positively address the issues that have made them homeless. Advice and assistance is given to them on areas such as housing benefits, budgeting, training and employment, health, appointments, social skills, self-esteem and confidence.

The garden at the hostel has recently been renovated to provide an accessible and usable outdoor space for the residents. There is also a communal area providing space for a variety of activities such as, life skills, encouraging them to access education or training opportunities, health promotion exploring issues such as drugs, alcohol, sex and diet, basic literacy and numeracy, as well as recreational cultural and educational excursions.

We aim to ensure that residents can find appropriate move-on accommodation and access other appropriate services for continued success. **Residents will often move-on within Porchlight's other accommodation projects.**

Young Persons Short Term Accommodation

New Town Street



New Town Street is a **hostel accommodating eight young people between the ages of 16 and 21**. The project provides medium support, with staff at the project Monday to Friday 9 -5pm. However, residents can access staff support at other times if necessary.

The hostel provides a **safe, stable environment in which the young people can move forward** in their lives. They can stay at the project up to two years, however many move-on before then. All residents are supported in pursuing meaningful activities, such as attending college, accessing training or seeking employment. **Tenants are encouraged to attend regular house meetings** to give their views and participate in the smooth running of the house. This year all the rooms will be refurbished and we will develop a resource and life skills room.

Young Persons Move-on Accommodation

There is a three bedroom move-on house near to the hostel which is supported by the New Town Street staff team. This house acts as a stepping stone from hostel life to living on your own. Staff provide regular support to residents, with weekly meetings and extra help at times if needed.

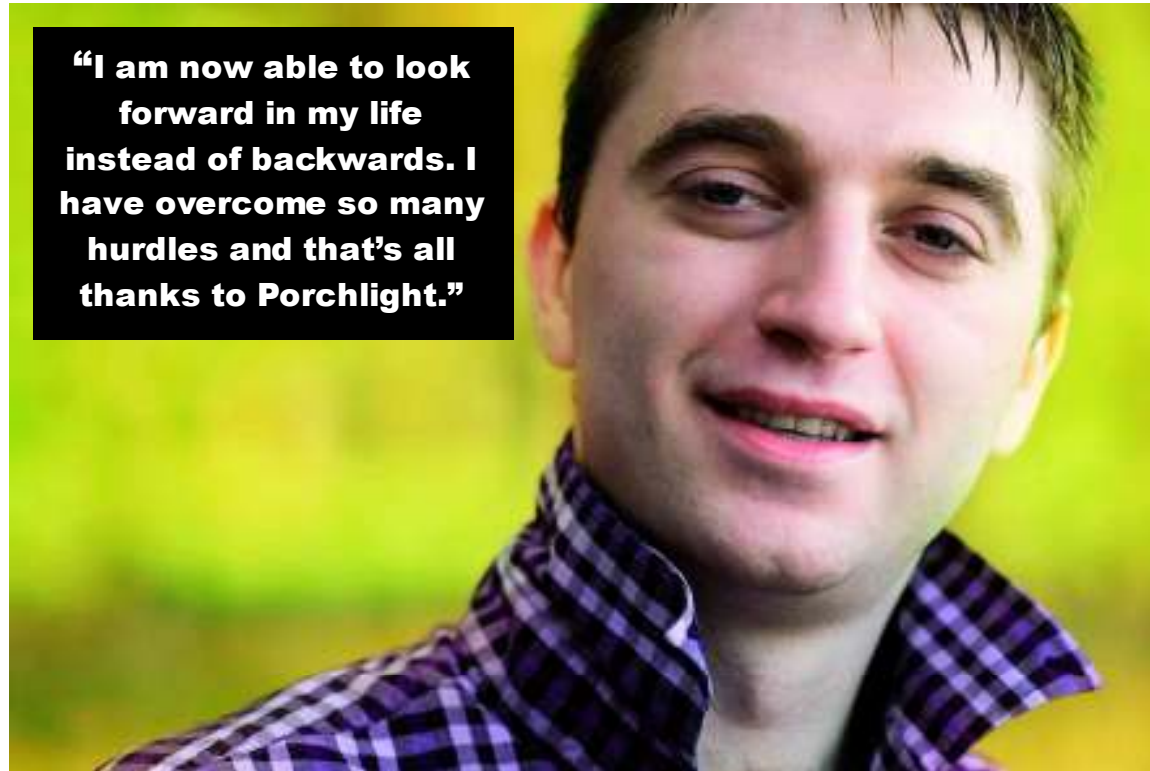
Young Persons Mental Health Service (YPMH)

The Young Persons Mental Health Service offers **support to 16-21 year olds who are homeless or at risk of becoming homeless and there is potential mental ill health**, such as depression. The service helps anyone who suffers from a diagnosed or an undiagnosed mental health issue and who is in housing need.

We aim to prevent young people from becoming homeless, however most of the people accessing this service are already homeless and so we will assist with their housing need. The other key aim is ensuring that young people can access appropriate mental health services where necessary.

This service provides a **full assessment of the individual's need on referral**. Staff can provide advocacy on behalf of the young person where required. As well as addressing an individual's mental health and housing needs, we will also assist the client to access **additional support services; education, training, employment and volunteering opportunities**.

Young people can self refer into the service or can be referred by another agency including mental health services, accommodation providers, Social Services, Local Authorities, young persons services, schools and colleges.



Homelessness Prevention

We work to **prevent homelessness through our floating support service**. This service provides one to one support to vulnerable people in their own homes who are at risk of homelessness. A floating support worker makes home visits and works with the individual to address the issues affecting their housing security.

We **offer confidential support through developing an Individual Support Plan** with each client based on their aims. We can help with all housing related issues, such as housing benefit, arrears, eviction and complaints; with accessing benefits and grant entitlements; accessing health care; help with budgeting; and we can advocate on someone's behalf where appropriate.

We can provide floating support to eligible people living in East Kent for up to two years. There is also a specific service to help ex-offenders and also people with complex needs. Support is offered in a friendly and approachable manner, it is completely confidential and non-judgemental. We aim to help people change their lives so they can **overcome the barriers that are preventing them from living in security and happiness**.

People who may benefit from the service will:

- Have difficulty paying rent
- Worry about losing your tenancy
- Not understand their benefits
- Feel like they don't have a voice
- Struggle with day to day living



Ashford Supported Accommodation

We have one project in Ashford accommodating 11 people at any one time in a medium support hostel environment.



Simon Mead House

Simon Mead House accommodates **11 men, aged between 18-65 years old**. It is staffed by a close team of Support and Resettlement Workers, Monday – Friday. The maximum length of stay depends on the individual and we offer a six month assured shorthold tenancy that can be extended as necessary.

Each tenant is assigned a keyworker, and together they **develop a support plan to help the individual address their housing and support needs**. Tenants meet with their keyworker on a regular basis to ensure support remains relevant and appropriate. Referral into more specialist services, such as drug or alcohol treatment services, can be made where necessary.

Staff also work closely with the local council and private landlords to **assist people to move-on to permanent, independent accommodation**. Once people move into their own home, further support can be provided to prevent repeat homelessness through our floating support scheme.

During their stay residents are encouraged to become actively involved in the day to day running of the project. There are regular house meetings to discuss any issues staff or residents may have.

Canterbury Supported Accommodation

We have a range of hostels and individual houses in Canterbury providing accommodation with different levels of support to meet an individuals' need.

Direct Access Emergency Accommodation

106 Whitstable Road



Our direct access hostel at 106 Whitstable Road provides **temporary accommodation to single homeless individuals between the ages of 18 and 65. The hostel can accommodate 16 individuals and is staffed 24 hours a day.** Residents are given a 12-week license for their own room, which can be extended where necessary. During this time a support plan is set up and resettlement options identified.

The aim of the project is to support residents to engage in the support services they require enabling them to address the issues that have led to their current circumstances. Their keyworker will help them address issues such as benefits, life skills, housing need, physical and mental health and move-on options. **Ultimately the project aims to enable residents to achieve independence and manage their own tenancies.**

During their stay residents are encouraged to become actively involved in the day to day running of the project. There are regular house meetings to discuss any issues staff or residents may have.

Short Term Supported Accommodation

Craddock House



Craddock House is a 21-bedded supported housing project available to individuals aged between 18 and 65 years old.

Residents can stay for up to 2 years on an Assured Shorthold Tenancy.

The project offers medium support and has two full-time Support and Resettlement Workers, working Monday to Friday.

Guildford Lodge



Guildford Lodge is a 21 bedded supported housing project available to individuals aged between 18 and 65 years old.

Residents can stay for up to 2 years on a non secure tenancy.

It is staffed 24 hours a day and is for medium to low support needs.

Whilst staying at our short term supported accommodation residents are expected to **engage in the keyworking and support planning process**. They are also able to access the Porchlight service user involvement, activities and volunteering programme if suitable. We encourage active participation in the hostel, including attendance at flat meetings and involvement in other service user activities.

Staff are there to support residents with varying problems such as accessing benefits, education, employment and move-on accommodation and liaising with other agencies that can assist them in addressing their individual issues. Our support **helps residents to deal with life on a day-to-day basis**, preparing them for independent living.

Move-on Accommodation

Shared Houses

We have 7 shared houses providing low support accommodation as a move-on step for people before living independently within the community. The Shared Houses project can house 17 people at any one time, consisting of five houses (accommodating three tenants in each) and two single, self-contained flats. These houses are situated in various residential areas around Canterbury.

Support is available Monday – Friday through two Support and Resettlement Workers, with key working sessions held on a regular basis.

Tenants are given six month Assured Shorthold Tenancies, renewable for up to two years. Tenants meet with their keyworker weekly or fortnightly. House meetings are held every two weeks where tenants can discuss any issues which may have arisen between themselves.

Managed Houses

Porchlight also acts as managing agent for 20 further properties in Canterbury which are home to 109 individuals.

These properties are privately owned and Porchlight works alongside Canterbury City Council in providing this service.

The properties can be used as move on from supported accommodation, or for people who are of low support need.

Ultimately, we aim to support and resettle tenants into suitable long-term accommodation and successful independent living.

Dover Supported Accommodation

We have one hostel in Dover providing high support to 12 individuals as well as a specialist mental health project for 7 people with enduring mental ill health.

Fern Court



Fern Court offers high support to 12 single, homeless people over the age of 18. The project is staffed 24 hours a day, seven days a week. The length of stay depends on the individual but the project is specifically short stay with people staying on average about six months.

The hostel contains 10 fully furnished flats. Seven of these flats are self contained, one is a two bedroom flat and one comprises of three en-suite rooms with a shared kitchen. There are laundry facilities on site for the residents to use.

Tenants are responsible for their day to day activities. They are encouraged to attend house meetings and to voice their opinions on the running of the project. **We also actively promote people to get involved in other activities** being run, such as art groups or training sessions. These activities are being further enhanced by an active Cultural Arts Group which organises trips and activities throughout the year including visiting the Tate Modern.

Prospects



Prospects provides the only supported accommodation specifically for **people living with enduring mental health issues in Kent.** It opened in 2005 and was named by one of the residents. **The project accommodates single people aged 18 to 65** with enduring mental health issues. All residents will be engaged with the enhanced mental health team, and will be allocated a community psychiatric nurse or a social worker.

Prospects is staffed from Monday to Friday, 9-5pm (flexible if needed), by two Mental Health Support and Resettlement Workers. There are staff available on a daily basis in the on-site resource centre where residents are encouraged to participate in groups and also receive support and training to develop life skills.

The aim is to **assist in promoting independence** for eventual move on into accommodation with tenancy support in place. The length of stay can be for six months and up to two years (in exceptional cases this can be extended).

Whilst at Prospects residents receive key working sessions with a fully trained mental health worker. They also receive intensive community support from the local mental health team.

Prospects accommodates seven people in individual flats, each one has a bedroom, lounge, kitchen and bathroom.

Thanet Supported Accommodation

We have a hostel in Ramsgate providing medium support to **4 residents at any one time**.

King Street Hostel



King Street is a short-stay **emergency supported accommodation project for single homeless men over the age of 18**. Residents are issued with a 12-week licence agreement that can be extended until appropriate move-on accommodation is secured. The project provides medium support and is staffed Monday to Friday 9 -5pm.

We aim to provide a safe and secure environment to give residents the time to deal with the issues that have led to their homelessness. We also spend time helping people to access appropriate move-on accommodation and more **specialised support** for issues such as mental ill health and substance misuse if required. We can help with accessing benefits, grants and healthcare; help with budgeting and understanding letters and forms; or we can provide advocacy.

We also work to **integrate residents into the surrounding community** by encouraging them to participate in activities and groups run by the Community Outreach Support Service. These activities aim to develop life skills such as cookery, budgeting, basic skills and IT literacy. There are also groups including photography, art and music run on a regular basis.

George Culmer Court



George Culmer Court in Margate is purpose built to support up to 7 residents with enduring mental ill health.

The project is the first of its kind in Kent, providing a range of support for residents aged 18 or over.

The building contains 7 purpose built, modern, fully furnished flats with staff on hand 7 days a week.

The project, part of one of several Horizons projects, is a **partnership** between Porchlight, the Kent and Medway NHS and Social Care Partnership Trust and Housing 21, a national provider of supported housing.

Support is provided by 3 Porchlight Support and Resettlement Workers, NHS Staff and the Housing 21 team. Staff are on site between 8am and 8pm Monday to Friday; 9am to 5pm at weekends.

Residents hold assured tenancies and the main aim of the intensive support given by the staff will be to promote recovery, social inclusion and encourage residents to engage with the local community by getting involved with meetings, projects and groups.

Referrals to the project require a Care Co-ordinator within the Community Mental Health Team who is able to refer their client via Thanet District Council.

Building Skills



Throughout all our **services we encourage our service users to become involved in the wider activities of the charity.** We provide training to our service users to increase their knowledge and skills to enable them to contribute and participate.

We believe in involving our service users as much as possible and feel that for some service users training can provide them with the knowledge and confidence

they need to get further involved. Our service user involvement training is **Open College Network accredited.**

Activity Worker

The Activity Worker engages service users with the wider community, getting them involved in activities that not only build confidence and life skills but can also **develop transferable skills that are useful in the workplace.**

Many service users are now actively involved with football projects, horse riding, gardening and drama groups to name but a few. Many of those involved are taking formal and vocational qualifications in areas such as football refereeing and horse grooming.

The Activity Worker also develops and maintains important links with stakeholders, community projects and statutory bodies and works in partnership with them to ensure service users have knowledge and access to opportunities in their community.

Contact and referral information

Kent Outreach Service

Ben Lester, Outreach Admin Assistant
Free phone: 0800 567 7699
E: outreach@porchlight.org.uk

Community Outreach Support Service

T: 01843 596769
E: coss@porchlight.org.uk

Young Person's Services

Claire Fowler, Service Manager

Whitstable Road young person's hostel

T: 01227 781158
F: 01227 767278
E: 74@porchlight.org.uk

New Town Street

Tel: 01227764887
F: 01227 768600
Email: newtownstreet@porchlight.org.uk

Young Persons Mental Health Service

T: 07734 595323
E: listen@porchlight.org.uk

Homelessness Prevention

Ashford Floating Support

Karen Fleet, Service Manager
T: 01233 643201
F: 01233 666671
E: floatingsupport@porchlight.org.uk

Canterbury Floating Support

Bev Russell, Service Manager
T: 01227 768667
F: 01227 766964
E: floatingsupport@porchlight.org.uk

Dover Floating Support

Roger Jarrett, Service Manager
T: 01304 205809
F: 01304 205898
E: floatingsupport@porchlight.org.uk

Thanet Floating Support

Kay Eastoe, Service Manager
T: 01843 863015
E: floatingsupport@porchlight.org.uk

Ashford Supported Accommodation

Simon Mead House
Karen Fleet, Service Manager
T: 01233 645151
F: 01233 650440
E: smh@porchlight.org.uk

Canterbury Supported Accommodation

Whitstable Road adult hostel
Trevor Joyce, Service Manager
T: 01227 785037
F: 01227 784981
E: 106@porchlight.org.uk

Craddock House

Yusupha Tunkara, Service Manager
T: 01227 788544
F: 01227 766964
E: craddock@porchlight.org.uk

Guildford Lodge

Karen Fleet, Service Manager
T – 01227 464905
F – 01227 479100

Shared Houses

T: 01227 452028
F: 01227 766964
E: sharedhouses@porchlight.org.uk

Dover Supported Accommodation

Roger Jarrett, Service Manager
Fern Court
T: 01304 216325
F: 01304 216471
E: ferncourt@porchlight.org.uk

Prospects

T: 01304 205809
F: 01304 205898
E: prospects@porchlight.org.uk

Thanet Supported Accommodation

Kay Eastoe, Service Manager
King Street
T: 01843 853540
F: 01843 596321
E: kingstreet@porchlight.org.uk

George Culmer Court

T: 01843 232420
F: 01843 296070

Board of Directors

Porchlight is governed by a volunteer board of directors. The Chair, Anne Norris, can be contacted at:

c/o 2nd Floor Watling Chambers
18-19 Watling Street
Canterbury
Kent
CT1 2UA
T: 01227 760078
F: 01227 453331
E: headoffice@porchlight.org.uk

More information is available at our website: www.porchlight.org.uk

Head Office

The following members of staff are based at Head Office:

Chief Executive
Deputy Chief Executive
Head of Human Resources
Human Resources Assistant
Human Resources Advisor
Finance Director
Finance Assistants
Head of Development and Communications
Communications and Press Officer
Strategic Area Manager for Canterbury and Ashford
Strategic Area Manager for the Kent Outreach Service
Involvement Manager
PA the Chief Executive
Administration Assistant

Contact:

2nd Floor Watling Chambers
18-19 Watling Street
Canterbury
Kent CT1 2UA

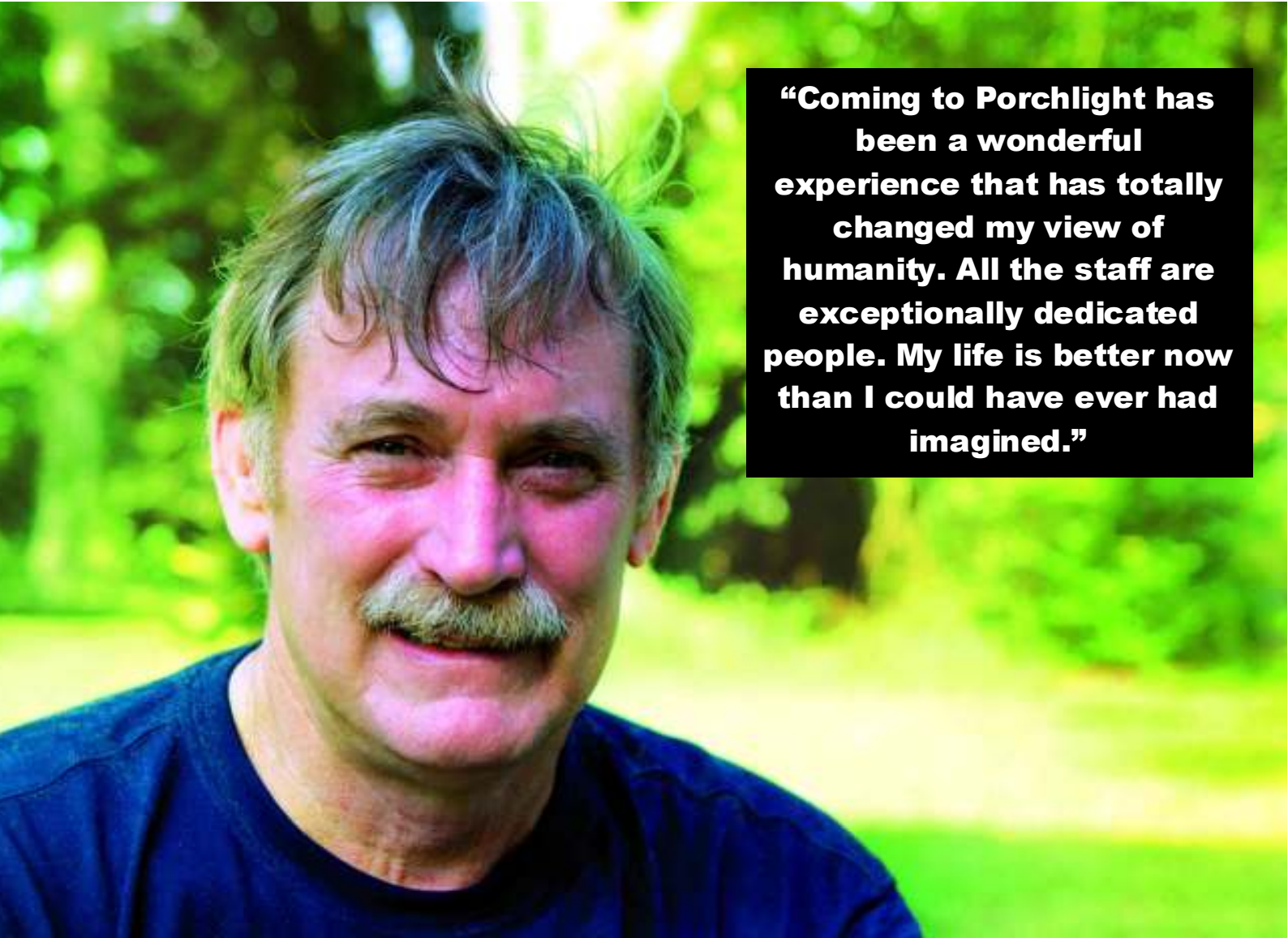
T: 01227 760078
F: 01227 453331
E: headoffice@porchlight.org.uk

Notes:

Notes:

Notes:

Porchlight is a limited company registered in England
and Wales. Registered Company No: 1157482.
Registered Charity No: 267116.



“Coming to Porchlight has been a wonderful experience that has totally changed my view of humanity. All the staff are exceptionally dedicated people. My life is better now than I could have ever had imagined.”

Follow us

