

April 2014

Accessing supported housing and hostels



➤ **Factsheet 11.**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Supported housing and hostels are accommodation where you receive support from trained staff. This ranges from weekly visits to intensive 24-hour support. To be placed in supported housing or a hostel, you need to be assessed by the Council's Single Homeless Team as needing a programme of support before moving on to independent living.

If you are homeless, you can be referred to the team by:

- the Homelessness Team in the Council's Housing Needs Department; or
- a professional service such as a community mental health team, social services or probation. If you think you would benefit from supported housing you should talk to your care coordinator.

To be assessed for supported housing, you must:

- be able to prove you have been living in Kensington and Chelsea and have an established connection with the borough
- be homeless and/or in housing need.

We will offer you an assessment to work out whether you need a supported housing placement. If so, we will find suitable accommodation with support to help you prepare to move to independent living when you are ready to. If we cannot provide you with supported housing, we will advise you on your options for finding alternative accommodation.

Supported housing is not designed to be a long-term or permanent home. While you are living there, support staff will work with you to help you to prepare for independent living in the future. When you are ready to leave, you will not automatically have preference for social housing (Council or housing association). Unless you have been working for six months or

longer or are in exceptional need, your move will be into private rented accommodation. Staff will help you to explore your housing options.

How to find out more

By phone:

Single Homeless Team 020 7341 5184

By fax:

020 7751 1071

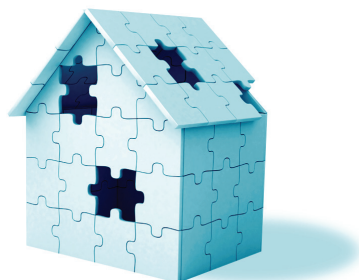
By email:

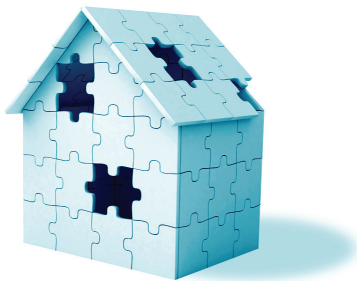
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Information from this document can be made available in alternative formats and in different languages. Please contact Housingline on **020 7361 3008** or email **housing@rbkc.gov.uk**





www.rbkc.gov.uk