DIRECTORY OF SUPPORTING PEOPLE SERVICES IN DONCASTER
# CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>4</td>
</tr>
<tr>
<td>People with Substance Misuse Problems</td>
<td>5</td>
</tr>
<tr>
<td>Riverside Care and Support Substance Misuse Accommodation and Support Service</td>
<td>6</td>
</tr>
<tr>
<td>Generic</td>
<td>7</td>
</tr>
<tr>
<td>Riverside Care and Support Floating Support</td>
<td>8</td>
</tr>
<tr>
<td>People with Learning Disabilities</td>
<td>9</td>
</tr>
<tr>
<td>Keyring Living Support Network</td>
<td>10</td>
</tr>
<tr>
<td>People with Mental Health Problems</td>
<td>11</td>
</tr>
<tr>
<td>Creative Support Milton Court</td>
<td>12</td>
</tr>
<tr>
<td>Doncaster Mind - Morley Road</td>
<td>13</td>
</tr>
<tr>
<td>Riverside Care and Support - Mental Health Floating Support Service</td>
<td>14</td>
</tr>
<tr>
<td>Offenders or People at Risk of Offending</td>
<td>15</td>
</tr>
<tr>
<td>Target Housing &amp; M25 - Supported Housing and Floating Support</td>
<td>16</td>
</tr>
<tr>
<td>Older People with Support Needs</td>
<td>17</td>
</tr>
<tr>
<td>Chevin Housing Association - Harrogate Court</td>
<td>18</td>
</tr>
<tr>
<td>- Moss Haven, Shining Cliff and Wellgate</td>
<td>19</td>
</tr>
<tr>
<td>Riverside ECHG Sheltered Housing</td>
<td>20</td>
</tr>
<tr>
<td>The Guinness Partnership</td>
<td>21</td>
</tr>
<tr>
<td>Hanover Housing Association</td>
<td>22</td>
</tr>
<tr>
<td>Housing &amp; Care 21 - Minden Court 1, Minden Court 2 and Raleigh Court</td>
<td>23</td>
</tr>
<tr>
<td>Sanctuary Housing Association - Sheltered Housing with Scheme Manager</td>
<td>24</td>
</tr>
<tr>
<td>- Floating Support</td>
<td>25</td>
</tr>
<tr>
<td>- Sheltered Housing with Community Alarm Only</td>
<td>26</td>
</tr>
<tr>
<td>South Yorkshire Housing Association</td>
<td>27</td>
</tr>
<tr>
<td>Yorkshire Metropolitan Housing Association</td>
<td>28</td>
</tr>
</tbody>
</table>
Single Homeless
St Leger Homes - Home Options Tenancy Support Service
Riverside Care and Support
- Wharf House (Direct Access)
- Wharf House (Accommodation Based Service)
- Open House Plus
- Outreach Service

Teenage Parents and Family Support Service
Sheffield YWCA Green Gables and Floating Support Service

Domestic Abuse
Riverside Care and Support Victims Service

Young People at Risk and/or Leaving Care
Doncaster Housing For Young People - Supported Lodgings/ Floating Support
Doncaster YMCA - Goodall House
Salvation Army Housing Association - Doncaster Foyer
FOREWORD

The Supporting People programme has brought enormous potential to improve the quality of housing support to vulnerable people in order to enable them to live independently in the community.

This Directory of Supporting People Services brings all of the commissioned housing support services together in one easy to use guide.

For further information/advice, please contact:

Doncaster Council
Adults, Health and Wellbeing
Commissioning and Contracts Team
Civic Office
Waterdale
Doncaster
DN1 3BU

Tel: (01302) 737067/8
E-mail: supporting.people@doncaster.gov.uk
People with Substance Misuse Problems
Client Group
People with substance misuse issues

Service Name
Substance Misuse Accommodation and Floating Support Service

Description
The service comprises a number of elements including Garnham House, Dispersed Housing and Floating Support for people with substance misuse issues. Garnham House provides 6 units of temporary self-contained accommodation in Balby. This service provides a supportive and enabling environment for individuals with a history of substance misuse and addictions who are committed to exploring positive, substance-free lifestyles. 24-hour support is provided on site, with a random drug-testing programme for all individuals. Dispersed housing is also available for people moving on from Garnham House along with a floating support service to enable people with substance issues and ongoing tenancy issues to receive support and live independently in the community.

Service Type
Supported Housing and Floating support

Support Provision
24 hour support at Garnham House

Ages Supported
16+ years

Types of Households Supported
Single people with substance misuse issues

Client Exclusions
No specific exclusions

Referral Route
RDaSH New Beginnings, DDAS, St Leger Home Options Team, drug/alcohol agencies or self-referral.

Duration of Support
Up to 2 years (based on individual support needs)
Generic
Client Group
Generic

Service Name
GENERIC HOMELESS FLOATING SUPPORT SERVICE

Description
Riverside’s Homeless Floating Support Service is a community-based service, providing tenancy support for people who are at risk of losing their home and/or need support to maintain their tenancy. The service provides practical support and advice to help people maintain their tenancy and fulfil their tenancy obligations.

Service Type
Floating support

Support Provision
Monday to Friday between 8am and 8pm
During weekends between 9am and 5pm
The floating support team also offers out-of-hours visits.

Ages Supported
16+

Types of Households Supported
Generic

Client Exclusions
No specific exclusions

Referral Route
Riverside services, Self-referral, Adult Contact Team, St Leger Home Options Team and any other agency working for the benefit of a vulnerable client.

Duration of Support
Short term - up to 2 years
People with Learning Disabilities
Client Group
People with a Learning Disability

Service Name
Living support network (Bentley and Rossington)

Description
Keyring provides community supported living for people with learning disabilities, who want their own place with support. Keyring believes that people can be surprisingly resourceful and have potential for developmental growth. These capacities need to be acknowledged by services if people are truly to live independently.

Service Type
Supported Housing

Support Provision
Floating / visiting support, Warden support on site

Ages Supported
18+

Types of Households Supported
All Groups

Client Exclusions
No specific exclusions

Referral Route
Self referral, Doncaster Council, GP

Duration of Support
Unlimited
People with Mental Health Problems
Client Group
People with Mental Health problems

Service Name
Milton Court

Description
Short term rehabilitation and recovery service for clients with mental health problems

Service Type
Supported Housing

Support Provision
24 hour support staff with sleep in staff

Ages Supported
16 - 65 years old

Types of Households Supported
Single

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
RDaSH, Community Mental Health Team

Duration of Support
Short term, dependant on need, average 2 years
Client Group
People with Mental Health Problems

Service Name
Supported Housing Project

Description
Doncaster Mind supported housing project comprises of eight self contained flats and offers individually tailored packages of support designed to promote independent living, achievement of personal goals and full social inclusion.

Service Type
Supported Housing

Support Provision
Day time staff on site with emergency call out

Ages Supported
16+

Types of Households Supported
Single People

Client Exclusions
No specific exclusions, decided on a case by case basis

Referral Route
Self referral, Statutory / Voluntary agencies

Duration of Support
2 Years maximum
Client Group
People with Mental Health problems

Service Name
Doncaster Mental Health Floating Support Service

Description
Housing related support to individuals with mental health issues in their own home. Working within the recovery model of support, we offer the clients individual support plans based on their needs and risk which are reviewed every 12 weeks, or when a need has been highlighted. We work closely with the client’s mental health worker to deliver a package of support which includes health, education, training, confidence building, budgeting, life skills, housekeeping skills and advice on any housing related need to help the client to live independently. We will offer peer support groups and work in partnership with Doncaster MIND to deliver specialist services.

Service Type
Floating support.

Support Provision
Support staff deliver agreed structured support to assist and enable independent living, promote social inclusion and enable recovery. One-to-one and group sessions.

Ages Supported
16+

Types of Households Supported
All household types

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Self-Referrals, Access Team, Home Options Team, Housing Associations, Health, Probation, Social Services and Voluntary Agencies
Offenders or People at Risk of Offending
Client Group
Offenders, Ex Offenders, People at risk of offending with support needs due to homelessness

Service Name
Supported Housing and Floating Support

Description
To provide a range of supported accommodation and floating support to offenders, ex-offenders and those at risk of offending with support needs due to homelessness.

Service Type
Supported Housing / Floating Support

Support Provision
Supported Housing with on call service

Ages Supported
16+

Types of Households Supported
Single People

Client Exclusions
People with pets, couples, people with children

Referral Route
Probation Services, Prisons, St Leger Home Options Team, Youth Offending Team, Doncaster Royal Infirmary, Other Voluntary agencies

Duration of Support
Up to 2 years
Older People With Support Needs
Client Group
Frail elderly people with support needs, People with a physical or sensory disability

Service Name
Harrogate Court Extra Care Scheme

Description
Harrogate Court provides 50 properties for elderly/frail elderly clients with support needs, who require an extra care facility in order to maintain their independence

Service Type
Supported Housing

Support Provision
On-site support workers deliver housing related support as part of a package of support for frail elderly people; there is also a community alarm system

Ages Supported
55+

Types of Households Supported
Single people, Couples without dependent children

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Self referral, Doncaster Council, Housing, Health, CAB, Probation, Care Trust

Duration of Support
Permanent
Client Group
Older people with support needs, People with a physical or sensory disability

Service Name
Moss Haven, Askern, Shining Cliff Court, Bawtry, Wellgate, Conisbrough

Description
The services are aimed at helping older people maintain their independence. All accommodation is linked to our alarm call system.

Service Type
Supported Housing

Support Provision
Community Alarm System

Ages Supported
50+

Types of Households Supported
Single people, Couples without dependent children

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Self referral, Doncaster Council, Housing, Health, CAB, Probation, Care Trust

Duration of Support
Permanent
Client Group
Older persons, Disabled persons

Service Name
Rostholme, Bentley; Low Lands Close, Bentley; Bloomhill Grove, Moorends

Description
Bungalows & flats in Bentley & Moorends for older persons. 24 hour alarm monitoring with emergency warden.

Service Type
Category one sheltered

Support Provision
24 hour alarm

Ages Supported
50+

Types of Households Supported
Couples, Single persons

Client Exclusions
People with pets in some properties

Referral Route
Doncaster Council, DMBC Housing, Self referral, Other agencies

Duration of Support
Permanent
Client Group
Older People

Service Name
Heron Court, Wheatley, Markham Court/Cottages, Conisbrough, Woodside Court, Woodlands, Church Meadow, Rossington, East Lane, Stainforth and Victoria Close Stainforth

Description
All sites have a 24 hour community alarm system
Heron Court has a number of bungalows designed to “mobility specification”
Markham Court/Cottages and Woodside Court are quiet schemes comprising 2 bedroom bungalows, some of which have been adapted for disabled use.
Church Meadow is a small complex comprising of 1 bedroom bungalows.
East Lane/Victoria Close, Stainforth, the accommodation comprises 1 & 2 bedroom apartments and a number of bungalows, (some adapted for disabled clients). There is a communal lounge and a laundry room room on site, along with an active resident association that organises regular social events

Service Type
Supported Housing

Support Provision
Sheltered housing for older people with a Community Alarm System

Ages Supported
55+

Types of Households Supported
Couples without dependent children, Single people

Client Exclusions
There are no specific exclusions and each application is decided on a case-by-case basis

Referral Route
Direct application, Local Authority nomination, Housing Department

Duration of Support
Permanent
Client Group
Older People

Service Name
Campsall Park Road, Campsall

Description
These 8 bungalows are managed by Hanover on behalf of Alfred Stubbs Almshouse Trust.

Service Type
Sheltered Bungalows

Support Provision
On call system, Dispersed estate manager

Ages Supported
60+

Types of Households Supported
Couples without dependent children, Single people

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Self referral

Duration of Support
Permanent
Client Group
Older People

Service Name
Minden Court, Bentley; Raleigh Court, Intake

Description
Sheltered housing for older people, providing housing related support such as help with gaining access to other services, managing finances.

Raleigh Court is a community alarm service only

Support Provision
Minden Court offers Warden Support with an alarm on-call system.
Raleigh Court offers an alarm on-call system only

Ages Supported
60+

Types of Households Supported
Couples with no children, Single people

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Self referral

Duration of Support
Permanent
Client Group
Older people

Service Name
Hawksley Court & Close, Armthorpe;

Description
Category 2 sheltered housing and community alarm system to either the scheme manager or Doncaster Council emergency call centre.

Service Type
Sheltered Housing

Support Provision
Scheme Manager Support, plus alarm-call system

Ages Supported
55+

Types of Households Supported
Single People, Couples without dependent children

Client Exclusions
Pets excluded from communal schemes, permission required for dispersed schemes

Referral Route
Direct applications, Doncaster Council Nominations

Duration of Support
Permanent
Client Group
Older people

Service Name
East Lane/Victoria Close, Stainforth and Patrick Stirling Court (Phase 1), Hexthorpe

Description
Floating support with a visiting scheme manager plus access to a community alarm system.

Service Type
Sheltered Housing

Support Provision
Floating support, plus alarm-call system

Ages Supported
55+ for East Lane/Victoria Close, 60+ for Patrick Stirling Court Phase 1

Types of Households Supported
Single People, Couples without dependent children

Client Exclusions
Pets excluded from communal schemes, permission required for dispersed schemes

Referral Route
Direct applications, Doncaster Council Nominations

Duration of Support
Permanent
Client Group
Older people

Service Name
Church Street, Bawtry; Wood Street/Shrewsbury Street, Mexborough; King George Close, Rossington; Flowitt Street, Mexborough; Wheatfields, Thorne

Description
Sheltered Housing with Community Alarm

Service Type
Sheltered Housing

Support Provision
Community Alarm System only

Ages Supported
55+

Types of Households Supported
Single People, Couples without dependent children

Client Exclusions
Pets excluded from communal schemes, permission required for dispersed schemes

Referral Route
Direct applications, Doncaster Council Nominations

Duration of Support
Permanent
Client Group
Older People

Service Name
Hatter Drive, Edlington

Description
Sheltered housing with a community alarm

Service Type
Sheltered Housing

Support Provision
Community Alarm System

Ages Supported
55+

Types of Households Supported
Single people, couples without dependent children

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Direct Applications, Doncaster MBC referrals

Duration of Support
Permanent
Client Group
Older People

Service Name
Kingfisher Close, Wheatley; School Walk, Bawtry; Laneside Close, Hexthorpe; Bullcroft Close, Carcroft; Hill Top Gardens, Denaby Main; Masham Court, Cantley.

Description
Sheltered housing

Service Type
Older persons accommodation

Support Provision
Alarm on call system

Ages Supported
55+

Types of Households Supported
Singles, Couples

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Local Authority, Housing Department, Self-Referral

Duration of Support
Permanent
Single Homeless
Client Group
Homeless or at risk of becoming homeless.

Service Name
HOMELESSNESS TENANCY SUPPORT SERVICE

Description
Provides short term accommodation with support to enable people to gain the knowledge and skills to enable them to move on to alternative housing and floating support to equip people to maintain their tenancy and participate in the wider community.

Service Type
Short-term tenancy support service

Support Provision
Structured support with Homelessness Tenancy Support Worker

Ages Supported
All Ages

Types of Households Supported
All household types

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Referrals are made through Doncaster Council's Housing Department

Duration of Support
Short term - maximum of two years
Client Group
Homeless people in urgent need of accommodation

Service Name
WHARF HOUSE (DIRECT ACCESS)

Description
Direct access accommodation. 14 bed spaces, if there are any vacancies and the client is accepted clients can move in immediately. The accommodation is aimed at people who have no accommodation. Two meals per day will be provided.

Service Type
Supported Housing

Support Provision
24-hour waking provision

Ages Supported
16+

Types of Households Supported
Single people, but couples could be accommodated under certain circumstances.

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Riverside services, Self-referral, St Leger Home Options Team, Adult Contact Team, Other agencies. Prospective clients wishing to self-refer can go directly to Wharf House and speak to a worker or they can call on 01302 326604.

Duration of Support
Very short term
Client Group
Homeless people

Service Name
WHARF HOUSE (ACCOMMODATION BASED SERVICE)

Description
16 en-suite rooms in groups of four rooms clustered around a shared communal kitchen. These rooms are aimed at clients who have a commitment to addressing their needs and working with the project to move on. Stays in the hostel will usually be for up to 6 months, with intensive support provided to enable clients to develop the skills necessary to live independently.

Service Type
Supported Housing

Support Provision
24 hour waking cover

Ages Supported
16+

Types of Households Supported
Single homeless people, couples can be accommodated in certain circumstances

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Riverside services, Self-referral, St Leger Home Options Team, Adult Contact Team, Other agencies. Prospective clients wishing to self-refer can go directly to Wharf House and speak to a worker or they can call on 01302 326604.

Duration of Support
Short term accommodation
Client Group
Homeless

Service Name
OPEN HOUSE PLUS

Description
26 units of supported accommodation in a purpose built hostel for single homeless people aged over 16, with issues that have led them to be homeless or have put them at risk of homelessness and who have accepted the need to change.

Service Type
Supported Housing

Support Provision
24 hour - waking cover

Ages Supported
16+

Types of Households Supported
Single people

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
St Leger Home Options Team - 100% nominations. Agencies that contact the hostel direct to make a referral will be rerouted via the Home Options Team.

Duration of Support
Short term accommodation
Client Group
Rough sleepers, homeless

Service Name
HOMELESSNESS OUTREACH SERVICE

Description
Homeless outreach service working directly with people sleeping rough between 6am and 1pm and 6pm and 1am daily. The service operates daily street walks as well as a round the clock homeless alert line with a rapid response team. The service also delivers a daily drop-in service at the Wharf House hostel offering tenancy related advice. Riverside’s ‘experts by experience’ team help people away from the streets and into safe and secure accommodation.

Service Type
Outreach support

Support Provision
6am - 1pm and 6pm - 1am daily

Ages Supported
16+

Types of Households Supported
Rough sleepers, homeless

Client Exclusions
No specific exclusion: decided on case by case basis

Referral Route
Self-referral, agency referral, public reporting line

Duration of Support
Dependent on individual circumstances
Teenage Parents
Client Group -
Accommodation Based: Young Mums & Mums to be Age 16 - 25 Years.
Floating Support: Mothers, Fathers, Grandparents, Carers who have a child/ren in their care of any age.

Service Name
GREEN GABLES ACCOMMODATION AND FLOATING SUPPORT SERVICE

Description
Green Gables provides accommodation and floating support to parents/carers of a child of any age. The project will provide a programme of independent living including the provision of specialist services, life and parenting skills and parenting courses which will enable parents/carers of a child/ren to overcome the disadvantages of their past, and fulfil their potential as parents.

Service Type
Supported Housing and Floating Support

Support Provision
On site staffing, 9am — 10pm Monday to Saturday

Ages Supported
16 - 25 Years for Accommodation or 16+ Years for Floating Support

Types of Households Supported
Pregnant young women, young women with children, Fathers, Mothers, Grandparents or Carers of a child

Client Exclusions for Accommodation
Violent offenders (schedule 1), current drug users, arsonists, young women who present support needs which cannot be adequately met by the project

Client Exclusion for Floating Support
None

Referral Route
Any organisation whose legitimate purpose is to assist vulnerable families e.g. DMBC Housing Option team, children centres, health visitors, midwives, colleges, colleges, school mentors, schools, police.

Duration of Support
Up to 2 years
Domestic Abuse
Client Group
Women/men/children feeling domestic abuse

Service Name
DOMESTIC ABUSE VICTIMS SERVICE

Description

Refuge: Victoria House 7 units of accommodation provides initial refuge provision for women and their children fleeing domestic violence. The service aims to help them feel safe and secure whilst staff assess their needs and develop a support plan prior to moving the service user to a dispersed property. The length of stay is 28 days.

Dispersed Housing: 6 units of accommodation that are situated around the borough that are a move on stage for service users from the refuge and male victims of domestic abuse. These are let on a 6 month tenancy and have a dedicated support worker who will ensure the service user has an individual person centred base support plan.

Floating Support: is available for men/women who are moving on from the dispersed properties that need extra support to help them resettel into a permenant tenancy. The service is also suitable for men and women who have been in an abusive relationship and wish to stay in their own home but may need extra support and help emotionally as well as helping them to sustain their accommodation. We also offer floating support to men and women who wish to stay in a relationship but need help, guidance and support to break a cycle of violence. The perpetartor of the violence does however need to be on a recognised perpetrator programme.

Therapeutic Programme: This is the nationally recognised Freedom Programme and You and Me Mum. Referrals are taken from Victoria House, Dispersed and Floating Support Service Users. This is to help victims of abuse understand the cycle, how to break free and the impact witnessed abuse has on their children.

Children’s Service: This is a service we offer for children in refuge, dispersed and the floating support service to help the children come to terms with the trauma of witnessed abuse as well as offering them protective behaviours which helps them to recognise feelings of fear and develop safety networks. We also support the service users to adopt postive parenting styles.
**Helpline:** This is a service we offer from the Domestic Abuse Hub at the Mary Wollett Centre. It is a freephone helpline service manned from 9.00am-10.00pm which the public and professionals can call for help and advice. This number can also be used to make referrals for both the refuge accommodation, dispersed housing and floating support services.

**Service Type**
Supported Housing, Floating Support, Helpline, Therapeutic Programme and Children’s Service

**Support Provision**
Staff are on site at the refuge from 7.30am until 10:30pm with out of hours cover for admissions from the police. Helpline available from 9.00am-10.00pm.

**Ages Supported**
16+ for accommodation

**Types of Households Supported**
Single Women, Women with Children, Single Men, Men with Children (men only accommodated in dispersed and on the Floating Support Service) and Couples (only on Floating Support). The Refuge Accommodation is female only.

**Client Exclusions**
None

**Referral Route**
Self or Agency

**Duration of Support**
Victoria House 28 days (may be slightly longer depending on need)
Dispersed 6 months
Floating Support 6 months (may be longer depending on need)
Young People at Risk or Leaving Care
Client Group
Young People at Risk

Service Name
YOUNG PEOPLE SUPPORTED LODGINGS AND FLOATING SUPPORT

Description
The Supported Lodgings Service provides a stepping stone to independent living for young people aged between 16 and 25 in a family type environment. Householders in the community offer a room in their home along with practical and emotional support. This service also provides 1 bedspace for young people accessing the Youth Offending Service and who require support with resettlement.

The Floating Support Service provides assistance to find, set up and maintain accommodation along with other support such as: benefits advice / information; life skills learning; housing advice and help to access other services.

Service Type
Accommodation based service and a floating support service

Support Provision
Supported Lodgings and Floating Support

Ages Supported
16 - 25 years

Types of Households Supported
Single People for Supported Lodgings and all Household types for Floating Support

Client Exclusions
No specific exclusions, decided on case-by-case basis

Referral Route
Self referral, Doncaster Council, Housing, Health, Citizens Advice Bureau, Probation, Care Trust and Other statutory and non-statutory agencies.

Duration of Support
Up to 2 years
Client Group
Young people at risk

Service Name
GOODALL HOUSE

Description
Goodall House offers supported accommodation for up to 26 young people. During their time at the project residents will be allocated a keyworker to assist them gain the skills necessary to cope in independent accommodation.

Service Type
Supported Housing

Support Provision
Staffed 24 hours

Ages Supported
16-30

Types of Households Supported
Single People

Client Exclusions
People with pets, couples, people with children

Referral Route
Self or agency - Application form can be picked up from reception or sent out

Duration of Support
Up to 2 years
Client Group
Young People

Service Name
Doncaster Foyer

Description
Doncaster Foyer provides access to 40 units of accommodation with support and training for young single people aged between 16 and 25. It aims to prepare young people for independent living by providing a complete bridge from dependence to independence.

Service Type
Supported Housing

Support Provision
24 hour staff cover, on call system

Ages Supported
16 - 25 years

Types of Households Supported
Single People

Client Exclusions
No specific exclusions

Referral Route
Self referral, Agency referral

Duration of Support
2 Years