Housing Options
Supported Accommodation
(General Support)
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South Norfolk Council works closely with many accommodation providers to ensure that people who seek housing advice can access appropriate supported accommodation in times of difficulty.

There are many supported housing providers working with people from various different backgrounds and with a variety of support needs although all are designed to be short to medium-term accommodation intended to help their residents move-on to independent accommodation.

The list below is not exhaustive but does provide basic contact details for the supported accommodation providers we most frequently help people to access. For further information regarding supported accommodation please call the housing and advice team on 0808 168 2222.

**Genesis Housing**

Genesis operates 4 supported accommodation houses in South Norfolk and many more in neighbouring authorities. Genesis aims to provide supported accommodation for single people who are either homeless or unsuitably housed and provide resettlement support to enable residents to successfully move-on to independent accommodation. They aim to work in a way that enables people to achieve their individual goals, at their own pace, in their own communities.

The South Norfolk schemes are:

**Chedgrave** - Baynard House, 26/32 Norwich Road, Chedgrave NR14 6BG - 01508 528797

**Diss** - Rush House, Denmark Street, Diss, Norfolk IP22 4LF - 01379 641244

**Costessey** – Cannell Court, 2a Roundwell Road, Costessey, Norwich NR5 0PA – 01603 748134

Other Genesis supported houses include:

- Dereham – 01362 694305
- Thetford - 01842 765608 & 01842 766731

**Norwich schemes:**

- Cromer Road – 01603 491241
- Reepham Road – 01603 408542
- Thorpe Road – 01603 442024
- Aviary House - 01603 442026
- College Road – 01603 442023
- Hope House – 01603 442027

**Wilkinson House**

Wilkinson House is based in Wymondham and managed by Stonham Homegroup. They provide supported accommodation for single men aged 18-60, including ex-offenders. A key worker system means support is provided for daily living skills, family issues, employment, education and training as well as budgeting. There is a planned resettlement programme to help residents move to independent accommodation when they are ready.

Contact Details:
Wilkinson House, 17 Avenue Road, Wymondham, NR18 0QF – 01953 602456

**Solo Supported Housing**

Solo Housing have a well developed supported housing project in Diss. Their scheme aims to enable people to develop skills for independent living and to assist people in seeking move-on accommodation.

Solo’s accommodations includes a hostel, bedsit flats and self-contained move-on flats and are suitable for applicants with low to medium support needs.

Contact details:
Solo Housing, 12a St Nicholas Street, Diss, Norfolk IP22 4LB – 0800 6520155
**Bishopbridge House**

Bishopbridge House is a direct access hostel in Norwich with 30+ bed spaces and a comprehensive support and move-on service. They can even accept people with dogs. Stays at Bishopbridge are short and those who are street homeless are prioritised. Demand on the service is high and it is often necessary to present to the hostel or contact them on a daily basis (before 4pm) to secure accommodation.

Contact details:
Bishopbridge House, 45 William Kett Close, Gas Hill, Norwich NR1 4FD – 01603 666563

**Umbrella (lone parents only)**

Umbrella are a supported housing provider who operate solely to help lone parents who would benefit from support. Umbrella are based in Norwich (around the Unthank Road area). They can help with various support issues and provide budgeting and benefits advice, advice on training and educational opportunities and life skills too. The accommodation that Umbrella offers is all completely self-contained, mainly flats and houses.

Contact details:
Umbrella Housing 11a Unthank Road, Norwich, NR2 2PA - 01603 618527

**Hinde House (women only)**

Managed by Orwell Housing, Hinde House provides women with a safe, manageable and comfortable home with the support they need to enable them to make choices and decisions about the way they live. Hinde House is a project specifically for women aged 16-40 who are homeless or unsuitably housed and can also accept applicants with mental health or substance misuse issues.

Hinde House also have 9 move on flats and a well established move-on and resettlement service.

Contact details:
Hinde House, 61 Bethel Street, Norwich NR2 1NR - 01603 625982

**YMCA Norfolk**

YMCA have a range of supported accommodation for 16-25 year olds, including an assessment and accommodation centre at YMCA Central, Norwich, a small number of Supported Lodgings spaces within a family environment and even short term emergency accommodation with families through their NightStop scheme.

The YMCA Central comprises 34 en-suite single bed-sitting rooms, training rooms, communal sitting rooms, staff rooms, offices, launderette, restaurant and training kitchen. This accommodation gives housing related support, life skills support and resettlement and aims to prepare it’s residents for independent living. The support also includes the identification and acquisition of more appropriate, longer-term sustainable accommodation for move-on.

The Supported Lodgings scheme provides young adults with accommodation in a home environment, with the aim of helping the lodger gain the confidence and skills they will need to become independent. The supported lodgings scheme offers young people their own room, some meals and a lot of security and support

YMCA Contact details:
Norwich Central - 10 Winalls Yard, Off All Saints Green, Norwich NG1 3GX – 01603 877950

Supported Lodgings - 01603 877950

For more information about the NightStop scheme please contact the South Norfolk Housing and Advice team on 0808 168 2222

**St Johns Housing – Phoenix House**

Phoenix House provides supported housing for young single people between the ages of
16-25. Their accommodation consists of 21 single occupancy bedrooms, some with en-suite facilities. Other facilities include a communal lounge and dining room, IT Suite and gymnasium.

The Centre provides 3 meals a day; a self-service breakfast and 2 freshly prepared meals.

Residents are encouraged and supported to take up education, training and employment. Phoenix House works closely with a number of providers and local initiatives including the Prince's Trust, the Yard Project, Lowestoft College and Connexions.

Staff at Phoenix House actively encourage service users to socialise with one another and provide a variety of activities to facilitate this including; cookery classes, quiz nights, movie nights and pool competitions.

Contact details:
Phoenix House, 45 – 46 Kirkley Cliff Road, Lowestoft, NR33 0DF - 01502 587061

Other useful Contacts:

The CAPS team at St Martins Housing Trust works mainly with rough sleepers and vulnerably housed. CAPS work on the streets with those sleeping rough, late at night and in the early hours of the morning. Their objective is to engage with rough sleepers and follow up their contacts during the day in order to meet their housing and other needs.

CAPS Team, Bishopbridge House, Norwich, NR1 4FD - 01603 666563.

Mancroft Advice Project (MAP)
MAP is an independent information, advice and counselling service for young people aged between 11 and 25 and they are based in Norwich. They can be contacted on 01603 766994 and they are based at The Risebrow Centre, Chantry Road, Norwich, NR2 1RF.