

Oxfordshire Directory of Housing Related Support Services (Supporting People)

October 2012

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What is Housing Related Support (Supporting People)?

Housing related support services provide help to vulnerable groups of people including older people, enabling them to continue to live independently in their own home.

The services are provided through a partnership of the County Council, five District Councils, the Thames Valley Probation Service and the Primary Care Trust. The Oxfordshire County Council Joint Commissioning Team manages and funds the services which different agencies provide for vulnerable people living in Oxfordshire.

Information in the Directory and how to use it

The services within this Directory are sorted by primary client group, by district and by ward.

For each entry the following information is given

Ward (unless service is provided in more than one ward where it is listed as various)

Service name and **name of organisation** providing the service

Service manager's name

Contact details for the service manager (postal address, telephone and fax number and email address). Where there is no particular named manager, the contact details for the provider of the service are given.

General service type This indicates broadly the type of service, whether it is permanent (a long term service lasting more than two years), medium or short term, whether there is a warden resident or visiting, whether there is an alarm call service.

Self referral This indicates whether you can apply to the service directly yourself and if not, how you can be referred, whether emergency referral is possible and if there is a waiting list.

Cost of services

Short term services are always free of charge but there may be a charge for permanent services (those intended to last more than two years).

Anyone wishing to find out if they can get help should contact the Supporting People Payments Team for a Supporting People Subsidy Application Form. For people in receipt of or applying for Housing Benefit, the cost of the service will usually be paid directly to whoever provides the service.

People who do not qualify for Housing Benefit may be able to get help with payment by asking the Supporting People Payments Team for an assessment by a Fairer Charging Visiting Officer. The assessment will determine whether the user is eligible to pay nothing, pay at a reduced charge or will be expected to pay all the costs of their service.

Further information

Joint Commissioning Team

County Hall
New Road
Oxford
OX1 1ND

Tel: 01865 894850 (Lorraine Donnachie)
Or 01865 894854 (Duncan Hall)

E-mail: supporting.people@oxfordshire.gov.uk
Website: www.oxfordshire.gov.uk/supportingpeople

Supporting People Payments Team

Financial & Management Accounting
Supporting People Payments Team
Shared Services
Oxfordshire County Council
Unipart House
Garsington Road
OXFORD OX4 2GQ

Tel: 01865 797455
Fax: 01865 783171

E-mail: sppayments@oxfordshire.gov.uk

Other useful sources of information

Elderly Accommodation Counsel

This provides advice to help older people make decisions about where to live, and any support or care they need. It helps older people maintain, adapt or improve their home; find care or home help services; or move to retirement, or extra care housing, or to a care home. The Counsel has a complete database of all sheltered housing in Great Britain to rent as well as to buy.

For more information visit the website www.housingcare.org or telephone 020 7820 7867

'Young people's survival guide for Oxfordshire'

Oxfordshire County Council
Integrated Youth Support Service
Macclesfield House
New Road
Oxford
OX1 1NA

Tel: 01865 815166

Email: youthsupportservices@oxfordshire.gov.uk

‘Survival Guide for homeless families and single people in Oxford’ Oxford City Council, November 2009

Oxford City Council
PO Box 10
Oxford
OX1 1EN
Tel: 01865 249811

www.oxford.gov.uk

‘The Mind guide to mental health services in Oxfordshire’

Oxfordshire Mind
2 Kings Meadow
Osney Mead
Oxford OX2 0DP
Tel: 01865 263730
Fax: 01865 263732

<http://www.omhi.org.uk>
info@oxfordshire-mind.org.uk
www.oxfordshire-mind.org.uk

‘From Supported to Independent Living (SIL)’

SIL support services are for people with a range of mental health difficulties. The purpose of these services is to help people to live in the community and to achieve recovery. The services include supporting people in their own home or providing both accommodation and support. The services are funded by Oxfordshire County Council (Supporting People and Adult Social Care) and NHS Oxfordshire.

The SIL web link is: <http://bit.ly/mentalhealth-SIL>

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Generic - County Wide					
Various	Stonham Generic Floating Support Home Group Ltd (Stonham)	Brian Monnery (West Oxfordshire and Cherwell districts)	14 Church Green, Witney, Oxfordshire OX28 4AW E: brian.monnery@homegroup.org.uk T: 01993 864936 or T: 07795 436175 F: 01993 862884	The housing related support service will develop and achieve independence and be targeted at vulnerable adults of all age groups who are resident in Oxfordshire. The service will provide flexible support to both people establishing a new home and those already housed. Those supported may be homeless, living in rented or supported accommodation or be homeowners. The service will be provided for as long as it is needed, up to two years, with a clear exit strategy.	Generic part Self Referral welcome. Emergency Referrals will be prioritised as far as possible. We aim to avoid waiting lists but will be clear about any waiting times at point of referral
		and	and		
		Teresa Harman (Oxford City, South Oxfordshire and Vale of White Horse districts)	1st Floor, 213 Barns Road, Oxford OX4 3UT E: teresa.harman@homegroup.org.uk T: 01865 335326 F: 01865 335321	The offender service is part of the Stonham floating support service providing housing support in Oxfordshire. We aim to provide a post custody service to those returning to the community from custody, or moving on from approved premises. Clients must be linked to the probation service or Integrated Offender Management teams	Offender part Self referrals are not accepted. Referrals are accepted from probation officers and police

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Generic - County Wide Various	Connection Generic Floating Support Connection	Audrey Irons	Connection Floating Support Team, The Pathway Building, Dunnock Way, Blackbird Leys, Oxford, OX4 7EX E: enquiries@connectionfs.org T: 01865 711267 F: 01865 395444	<p>The housing related support service will develop and achieve independence and be targeted at vulnerable adults of all age groups resident in Oxfordshire. These services will be providing flexible support to both people establishing a new home and those already housed. Those supported may be homeless, living in rented or supported accommodation or be homeowners. The service will be provided for as long as it is needed, up to two years, with a clear exit strategy.</p> <p>The Offenders Floating Support Service provides housing related support across Oxfordshire. The service is aimed at medium/ high risk and or/ prolific offenders who need to move from approved premises, other short term accommodation or returning from custody. Clients are</p>	<p>Generic part Self Referral welcome. Emergency Referrals will be prioritised as far as possible. We aim to avoid waiting lists but will be clear about any waiting times at point of referral.</p> <p>Offender part Self referrals are not accepted for this service. Referrals from the Police or Probation Service only</p>

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
				required to be linked to the Probation Service or if prolific offenders the Integrated Offenders Management Team.	
Generic (Former People with Learning Disabilities) - County Wide					
Various	Shared Lives Scheme Oxfordshire Shared Lives Scheme	Sally Ellis	2 Foxcombe Court, Wyndyke Furlong, Abingdon, Oxfordshire OX14 1DZ E: sharedlives@oxfordshire.gov.uk T: 01865 897971 F: 01865 894930	The Shared Lives service provides a place to live in the home of an approved Shared Lives carer. The service is open to older people, people who have mental health difficulties or any other vulnerable adult as well as people who have a learning disability.	No, via social services Emergency Referral No waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Older people with support needs – County Wide Alert Service					
Various	Oxfordshire Alert Service <u>Equipment (County Wide)</u> = Tunstall Health Care <u>24/7 Response (County Wide)</u> = Community Voice <u>Planned Support (Cherwell)</u> = Charter HA <u>Planned Support (Oxford City)</u> = OCHA (Green Square) <u>Planned Support (South & West)</u> = Community Voice <u>Planned Support (Vale)</u> = Vale HA	N/A	<p>The Alert service main point of contact is Community Voice Ltd Telephone: 01865 882231 Fax: 01865 884130 oxfordshirereferrals@communityvoice.org.uk</p> <p>Head Office Telephone: 0870 005 6411 Fax: 01706 216499</p> <p>Chief Executive Officer at Community Voice is Victoria Shead.</p>	<p>The Alert Service is a countywide service, available to vulnerable and older people, who are 18 years and older, in their chosen home. This service has a maximum capacity of 5,000.</p> <p>It is made up of:</p> <ul style="list-style-type: none"> • The provision, installation and maintenance of alarm and associated Telecare equipment • 24/7 emergency visiting response service • Day time planned support service • Monitoring centre. <p>There are 2 levels of the Alert Service</p> <p><u>Level 1</u> - Provision of an alarm (Telecare) base unit and trigger/sensors giving access to a monitoring centre, registered and</p>	<p>The referral to the Alert Service for new service users will be on submission of a completed contact assessment form (.doc format, 347 Kb) and an Alert Service Request Form (ASRF1) (.doc format, 260 Kb). (Updated 28/07/10). Unless the forms are completed in full it will not be possible to provide feedback to referrers on the outcome of the Community Voice assessment.</p> <p>The preferred option of sending forms is by fax on 01865 884130, however if you wish</p>

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
				<p>accredited by the Telecare Services Association, to provide a 24/7 voice response to alarms calls only. The service user will need to provide names and contact numbers for at least two appropriate responders. These can be family, friends, carers or neighbours. They need to be able to respond appropriately when contacted.</p> <p><u>Level 2</u> - Provision of an alarm base unit and trigger/sensors giving access to a monitoring centre, registered and accredited by the Telecare Services Association, to provide a 24/ 7 voice response to alarms calls only. The service users <u>are not required</u> to provide named responders at this level of service.</p>	<p>to send by email, sent to oxfordshirereferrals@communityvoice.org.uk</p> <p>You need to password protect both documents before you return them to Community Voice (County care line).</p>

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Older people with support needs - Cherwell					
Various	Cherwell Home Improvement Agency Cherwell District Council	Mark Taylor and Penny Price	Cherwell District Council, Bodicote House, White Post Road, Bodicote, Banbury OX15 4AA E: mark.taylor@cherwell-dc.gov.uk T: 01295 221658 F: 01295 221642 E: penny.price@cherwell-dc.gov.uk T: 01295 221757 F: 01295 221642	Home Improvement Agency Includes: Small Repairs Service, Hospital Discharge Service, Home Security, Assistance with DFG, and other housing grant applications. Casework including benefits advice and housing advice within Cherwell District	Yes - Cherwell HIA Bodicote House White Post Rd Bodicote OX15 4AA Tel:01295 221757 or visit www.cherwell-dc.gov.uk . No Emergency Referral No waiting list.
Older people with support needs - Oxford					
Various	Oxford Home Improvement Agency Oxford City Council	Marcus Robinson (HIA Grants Officer) Liz Edwards (HIA Caseworker)	Oxford City Home Improvement Agency, St Aldates Chambers, 109 St Aldates Chambers, Oxford, OX1 1DS E: environment@oxford.gov.uk T: 01865 252014 F: 01865 252344 E: environment@oxford.gov.uk T: 01865 252503 F: 01865 252344	Home Improvement Agency: Small Repairs Service and Hospital Discharge Service delivered within Oxford City Council. Assistance with DFG and other housing grant applications. Casework including benefits advice.	Self Referral direct to agency, or via third party. Service user group disabled, and infirm over 60, and other vulnerable groups.

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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Michael J Johnson
(HIA Support Officer)
E: environment@oxford.gov.uk
T: 01865 252788
F: 01865 252344

Older people with support needs - South & Vale

Various	South & Vale Home Improvement Agency Mears Home Improvement Ltd	Jay Whistler	Mears Home Improvements South & Vale, C/O South Oxfordshire District Council, Benson Lane, Wallingford, Oxfordshire OX10 8BF E: jay.whistler@mearsgroup.co.uk T: 01491 823888 F: 01491 823893	Home Improvement Agency, handy person service and hospital discharge service delivered in the South Oxfordshire and Vale of White Horse districts	Yes, c/o SODC, Benson Lane, Crowmarsh Gifford, Wallingford, OX10 8BF - Tel = 01491 823888 (Main agency) 01491 823895 (Small repairs), Fax = 01491 823893, mhioxfordshire.enquiries@mearsgroup.co.uk
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Older people with support needs - West Oxfordshire					
Various	West Oxon Home Improvement Agency West Oxfordshire District Council	Phil Measures	West Oxfordshire District Council, New Yatt Road, Witney, Oxfordshire OX28 1PB E: Philip.Measures@WESTOXON.GOV.UK T: 01993 861376 F: 01993 861053	Home Improvement Agency, handy person service and hospital discharge service delivered in the West Oxfordshire district. Assistance with DFG. Casework including benefits advice.	Yes - West Oxfordshire District Council, Elmfield, Witney, Oxfordshire, OX28 1PB. 01993 861000 or visit www.westoxon.gov.uk/HIA No Emergency Referral No waiting list.
		Stuart Rawlinson	E: stuart.rawlinson@westoxon.gov.uk T: 01993 861385 F: 01993 861053		

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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People with a Physical or Sensory Disability - Cherwell

Adderbury	Summers Close Bungalows Ability Housing Association	Madeline Jones	10 Southern Court, South Street, Reading, RG1 4QS E: madelinej@ability-housing.co.uk T: 01189 567210 F: 01189 575285	Summers Close Bungalows is for adults with a physical disability. The Bungalows are all self-contained wheel chair standard bungalows for long term accommodation. Summers Close is currently staffed by two Housing Support Workers who are on site between 9-5 Monday to Friday.	Self Referral info needed from the provider Emergency Referral No waiting list
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People with a Physical or Sensory Disability - Cherwell

Adderbury	Summers Close House Ability Housing Association	Madeline Jones	10 Southern Court, South Street, Reading, RG1 4QS E: madelinej@ability-housing.co.uk T: 01189 567210 F: 01189 575285	Summers Close House is for adults with a physical disability. It is made up of six bedsits with some shared facilities and is deemed to be short term accommodation with a view to moving on within 2 years. These units are self-contained bedsits for individuals, which each have a front and back door and include a kitchen area and level access shower room. Tenants also have access to	Self Referral info needed from the provider Emergency Referral No waiting list
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
				<p>a large shared lounge, fully equipped kitchen and shared laundry facilities. It is currently staffed by two Housing Support Workers who are on site between 9-5 Monday to Friday.</p> <p>Both Summer Close House and Bungalows are on the same grounds.</p>	
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People with a Physical or Sensory Disability - Cherwell & West					
Various	Oxfordshire Physical Disability Team Cherwell Adult Social Care Team	Melanie Pearce	Samuelson House, Tramway Road, Banbury, Oxfordshire, OX16 5AU E: melanie.pearce@oxfordshire.gov.uk T: 01865 323879 F: 01865 783141	Floating support for adults under 65 with a physical or sensory disability, working alongside service users identifying and providing appropriate levels of support, developing skills which will enable them to continue living independently within the community.	Self Referral info needed from the provider Emergency Referral Waiting list
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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People with Drug Problems - Cherwell

Various	Cherwell Supported Housing Project Connection	Catharine Standing	Connection Floating Support Team, 49a Castle Street, Banbury, Oxfordshire OX16 5NU E: enquiries@connectionfs.org T: 01295 701880 F: 01295 701440	The purpose of the service is to provide visiting housing related support for 6 people with drug and/or alcohol problems, living in self contained accommodation. This service will support 6 single people aged 18+ who have a connection to Cherwell District Council area and who are motivated to work with the support provider and the treatment services to address their drug and/or alcohol problems. They must be, or about to be, homeless (but not accepted as priority homeless) and may have a history of offending.	Self Referral welcome It usually takes some time to access the accommodation but pre-tenancy support is provided.
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
People with Drug Problems - Oxford					
Osney	Osney Court St Mungo Community Housing Association Ltd	Jess Willsher	St Mungo's, Flat 1, Osney Court, Oxford, OX2 0HL E: jessica.willsher@mungos.org T: 01865 721329 F: 01865 240840	To provide on site housing related support in a block of self-contained flats for 7 people with drug problems (history of class A use). This service will support 7 single people aged 18+ with an Oxfordshire connection who have a current care plan and are actively engaged with a drug and alcohol treatment provider, including clients on a Drug Rehabilitation Requirement (DRR). Clients should be abstinent from illicit drugs and prescribed substitutes (eg methadone) Based at Osney	No, via social / housing / health / probation services Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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People with Drug Problems - Oxford

East Oxford	Project 195 St Mungo Community Housing Association Ltd	Jess Willsher	St Mungo's, Flat 1, Osney Court, Oxford, OX2 0HL E: jessica.willsher@mungos.org T: 01865 721329 F: 01865 240840	To provide on site housing related support for 7 single people with drug problems (history of class A use), who have completed a programme of drug treatment and have been abstinent from illicit drug use for at least 3 months. Support for clients will be provided by the Aftercare Service, all clients will be expected to have a (Aftercare) care plan within 3 weeks where clients are coming from a detox / rehabilitation. Based at Iffley Road	No, via social / housing / health / probation services Emergency Referral Waiting list
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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People with Learning Disabilities - County Wide

Various	Learning Disability Pool Oxfordshire County Council	N/A	<p>Learning Disabilities Team (North) Redlands Centre, 11 Neithrop Avenue, Banbury, OX16 2NT T: 01295 257727 F: 01295 278837</p> <p>Learning Disabilities Team (Oxford & South Cherwell), Knights Court, 21 Between Towns Road, Cowley, Oxford, OX4 3LX T: 01865 323357 F: 01865 783127</p> <p>Learning Disabilities Team (South), Foxcombe Court, Wyndyke Furlong, Abingdon Business Park, Abingdon, OX14 1DZ T: 01865 897974 F: 01865 783128</p> <p>Access Team, PO Box 780, Oxford, OX1 9GX T: 0845 050 7666 F: 01865 783111 access@oxfordshire.gov.uk</p>	Shared or self-contained supported housing providing permanent support. Mostly individual tenants living in their own homes, with support in all aspects of daily lives according to needs assessed. Access to interpreter status, support for visual and hearing impairment status. Services throughout Oxfordshire	No, via Social & Health Services Community Care Assessment. Emergency referral. No waiting list. Please contact via the local Learning Disabilities Team or Access Team
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
People with Mental Health Problems – Oxford City					
Various in Oxford City	Intensive Supported Housing Response Organisation	Referrals Co-ordinator	AG Palmer House, Morrell Crescent, Oxford OX4 4SU. E: support@mindandresponse.org.uk T: 01865 397951 F:	Services in Oxford City offering a high level of support with 24 hour cover in various locations; Rowan House, Kate Turnbull House, Morrell Crescent and Newman Court (Cave Street). Accepts county wide referrals	Yes, via referrals co-ordinator
People with Mental Health Problems – County Wide					
Various in County	Transitional Supported Housing Mind Response Housing Partnership	Referrals Co-ordinator	AG Palmer House, Morrell Crescent, Oxford, OX4 4SU E: support@mindandresponse.org.uk T: 01865 397951 F:	Short term services (up to an average of 2 years) offering 09:00-17:00 Monday-Friday accommodation based support. The support will focus on recovery and empowering people to progress to greater independence within 2 years. 112 places are currently available across the City of Oxford, Bicester, Banbury, Didcot, Abingdon and Witney. Accepts county wide referrals.	Yes, via referrals co-ordinator

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
People with Mental Health Problems – Oxford City					
Various in Oxford City	Longer Term Supported Housing Response Organisation	Referrals Co-ordinator	AG Palmer House, Morrell Crescent, Oxford, OX4 4SU E: support@mindandresponse.org.uk T: 01865 397951 F:	30 places of shared and self contained accommodation in Oxford City, providing support to people with longer term needs. Accepts county wide referrals	Yes, via referrals co-ordinator
People with Mental Health Problems – County Wide					
Various in County	Mental Health Floating Support Connection Oxford Ltd	Audrey Irons	The Pathway Building, Dunnock Way, Blackbird Leys, Oxford, OX4 7EX E: enquiries@connectionfs.org T: 01865 711267 F:	Countywide floating support visiting individuals at their home or in the community. For people with mental health difficulties who live in independent or non mental health supported housing settings.	Yes
People with Mental Health Problems – County Wide					
Various in County	Elmore Mental Health Floating Support Team Elmore Community Services	Simon Newton	174b Bullingdon House, Cowley Road, Oxford, OX4 1UE E: info@elmorecommunityservices.org.uk T: 01865 200130 F: 0871 750 1993	Countywide floating support visiting individuals at their home or in the community. For people with mental health difficulties who live in independent or non mental health supported housing settings.	Yes. If you would like to self refer but do not wish to fill in a form, please ring and we can take your referral over the phone. You can make a self referral before 12.30.

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
People with Mental Health Problems – County Wide					
Various in County	Elmore Team Elmore Community Services	Liz Patterson and Charlotte Hicks	174b Bullingdon House, Cowley Road, Oxford, OX4 1UE E: info@elmorecommunityservices.org.uk T: 01865 200130 F: 0871 750 1993	Providing intensive outreach and floating support in Oxfordshire to people with complex, multiple needs including mental health.	Yes. If you would like to self refer but do not wish to fill in a form, please ring and we can take your referral over the phone. You can make a self referral before 12.30.

Full detail of the mental health services – type of service, and where to send the referral form to is available from the following link:
<http://www.oxfordshirepct.nhs.uk/your-health/mental-health/documents/SILservicesandproviders.pdf>

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Single Homeless with Support Needs - Oxford					
Carfax	O Hanlon House Oxford Homeless Pathways	Simon Pitkin	O'Hanlon House, PO Box 177, Oxford OX1 1SF E: Simonpitkin@oxhop.org.uk T: 01865 304617 F: 01865 304627	O'Hanlon House provides a housing related support service 24/7 for single homeless people and couples primarily aged 22 to 65 years enabling them to develop and achieve independence, and to assist in the prevention of homelessness and the reduction of rough sleeping. The No Second Night Out Hub is based in O'Hanlon House, and rough sleepers are prioritised into these beds for assessment first.	Yes, O'Hanlon House, Luther Street, Oxford, OX1 1UL - Tel = 01865 304600, Fax = 01865 304627, E = info@oxhop.org.uk Referral via Oxford City Outreach Team, (priority to verified rough sleepers). NSNO referral forms can be requested: Tel = 01865 304611, E = info@nsno-oxford.org
Single Homeless with Support Needs - Oxford					
Carfax	Simon House A2 Dominion North Ltd	Khalid Boutayeb	Simon House, 1-5 Paradise Street, Oxford OX1 1LD E: khalid.boutayeb@a2dominion.co.uk T: 020 8825 1066 F: 020 8825 1966	The hostel will provide a housing related support service 24 hours a day, seven days per week for single homeless people and couples primarily aged 22 to 65 years enabling them to develop and achieve independence, and to assist in the prevention of homelessness and the	No, referral from agency only. Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
				reduction of rough sleeping.	
Single Homeless with Support Needs - Oxford					
Carfax	Lucy Faithfull House Two Saints Limited	Charlotte Blake	Two Saints Limited, 8 Speedwell Street, Oxford, OX1 1PX E: charlotte.blake@twosaints.org.uk T: 01865 243071 F: 01865 297976	The hostel will provide a housing related support service 24 hours a day, seven days per week for single homeless people and couples primarily aged 25 to 65 years enabling them to develop and achieve independence, and to assist in the prevention of homelessness and the reduction of rough sleeping.	Referral only system co-ordinated with Street Services Team Emergency Referral Waiting List
Single Homeless with Support Needs - Oxford					
Various	Julian Housing Project Oxford Homeless Pathways	Toby Blake	Crown House, 193 Cowley Road, Oxford, OX1 1UT E: info@julianhousing.org.uk T: 01865 201992 F: 01865 251202	The second stage move on service has 83 units of accommodation providing a visiting housing related support service to single homeless people and couples aged 25 to 65 years who are ready to move out of the hostels network in Oxford and live more independently. This is a short-term service of up to two years duration.	No, referrals via Julian Housing, Crown House, 193 Cowley Road, Oxford OX1 1UT - Tel = 01865 201992, Fax = 01865 251202, Email = info@julianhousing.org.uk No Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Single Homeless with Support Needs - Vale of White Horse / South Oxfordshire					
Abbey	The Vineyard Oxford Homeless Pathways	Toby Blake	Julian Housing Crown House, 193 Cowley Road, Oxford, OX1 1UT E: info@julianhousing.org.uk T: 01865 201992 F: 01865 251202	The service is based at 45 Vineyard in Abingdon and provides supported housing for single homeless people as the primary client group (aged 22 to 65 years, with flexibility around the age group). The service offers accommodation for up to 2 years to clients primarily with <u>high needs</u> and moving into lower needs as they progress towards moving on. Support is given by minimum of weekly key work sessions plus phone support.	No, via housing services Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Teenage Parents - Cherwell					
Banbury Grimsbury and Castle	Rachel House Sanctuary Carr- Gomm	Louise Powell	Rachel House, 2 Dashwood Road, Banbury OX16 5HA E: louise.powell@sanctuary-housing.co.uk T: 01295 267792 F: 01295 257339	Offering accommodation to young parents 16-25 with housing and support needs. Aims to develop independent living and parenting skills and access to education or employment. Works in partnership to facilitate access to services in the project and the community which develop life skills. Staffed 24hours.	No, via district referral co-ordinator. Alison Adkins T: 01295 221677 or 01295 221809. Alison.adkins@cherwell-dc.gov.uk Emergency Referral Waiting list Priority to Cherwell area but other referrals accepted.
Teenage Parents - Cherwell					
Bicester East	Lucan House Home Group Ltd (Stonham)	Karon Sirett	11 Pembroke Way, Bicester OX26 4TX E: karon.sirett@homegroup.org.uk T: 01869 248758 F: 01865 335321	Lucan House is a young families service with 4 units for people aged 16-24 who are pregnant or have children and who are at risk of being homeless. Medium to high level support.	No, via district referral co-ordinator. Alison Adkins T: 01295 221677 or 01295 221809. Alison.adkins@cherwell-dc.gov.uk Emergency Referral No waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Teenage Parents - Oxford					
Various	Oxford Young Families Home Group Ltd (Stonham)	Adam Evans	<p>113a – 117b Bullingdon Road Oxford, OX4 1QP (12 units)</p> <p>14 Trafford Road, Headington Oxford, OX3 8BE (5 units)</p> <p>1st Floor, 213 Barns Road, Oxford, Oxfordshire, OX4 3UT E: adam.evans@homegroup.org.uk T: 01865 335328 F: 01865 335321</p>	This is a Supported Housing Service which provides 17 units of supported accommodation for young parents. The service offers medium to high support to young parents aged 16 - 24 for up to two years. 24 hour support is available as staff are on-call during out of hours for emergencies and there is a concierge service at night.	No, Office hours – via re-connection and district referral co-ordinator. Sonia Titus / Kat Lancaster T: 07966 800 138 ypreferraloxford@bcha.org.uk
Teenage Parents - West Oxfordshire					
Witney Central	Godstow Cottage Home Group Ltd (Stonham)	Natasha Peternel	<p>1a Great Western Drive, Didcot, Oxfordshire OX11 7PB E: natasha.peternel@homegroup.org.uk T: 01235 819140 F: 01235 819140</p>	Godstow Cottage provides 6 units of high level support for families aged 16-24 who are pregnant or have children and who are at risk of homelessness. This service has 5 self contained flats with staff on site during office hours and also an outreach flat for move on.	No, via district referral co-ordinator. Nicky Muncaster T: 01993 861010 nicky.muncaster@westoxon.gov.uk Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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Women at Risk of Domestic Violence - Cherwell

Various	Cherwell Refuge Service A2 Dominion North Ltd	Marilyn Anderson	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: marilyn.anderson@a2dominion.co.uk M: 07595 055722 T: 01865 513510 Mobile phone is the preferred form of contact for Marilyn Anderson	The purpose of the service is to provide a safe place to live and housing related support for single women and women with children fleeing actual or threatened domestic violence and abuse.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.
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Women at Risk of Domestic Violence - Cherwell

Various	Cherwell Access & Resettlement Service A2 Dominion North Ltd	Marilyn Anderson	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: marilyn.anderson@a2dominion.co.uk M: 07595 055722 T: 01865 513510 Mobile phone is the preferred form of contact for Marilyn Anderson	Delivery of housing related support to women prior to entry into the refuge to facilitate smooth access. The service will also deliver resettlement support when women are ready to move out into the community.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Women at Risk of Domestic Violence - West					
Various	Domestic Abuse Outreach Service For Cherwell And West A2 Dominion North Ltd	Marilyn Anderson	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: marilyn.anderson@a2dominion.co.uk M: 07595 055722 T: 01865 513510 Mobile phone is the preferred form of contact for Marilyn Anderson	The purpose of the service is to provide support and advocacy to women or men at risk of, or suffering domestic abuse. Support for up to 2 years. This is across all tenures, and does not necessitate a stay in the refuge. Safety planning, and target hardening (Sanctuary Scheme) for victims choosing to stay in their homes, with links to civil remedies.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.
Women at Risk of Domestic Violence - Oxford					
Various	Oxford Refuge Service A2 Dominion North Ltd	Marilyn Anderson	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: marilyn.anderson@a2dominion.co.uk M: 07595 055722 T: 01865 513510 Mobile phone is the preferred form of contact for Marilyn Anderson	The purpose of the service is to provide a safe place to live and housing related support for single women and women with children fleeing actual or threatened domestic violence and abuse. It will enable women to remain safe, be able to secure and sustain their independence and plan how to safeguard their future well being.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Women at Risk of Domestic Violence - Oxford					
Various	Oxford Access & Resettlement Service A2 Dominion North Ltd	Marilyn Anderson	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: marilyn.anderson@a2dominion.co.uk M: 07595 055722 T: 01865 513510 Mobile phone is the preferred form of contact for Marilyn Anderson	Delivery of housing related support to women prior to entry into the refuge to facilitate smooth access. The service will also deliver resettlement support when women are ready to move out into the community.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.
Women at Risk of Domestic Violence - South Oxfordshire					
Various	South Refuge Service A2 Dominion North Ltd	Michelle Charlesworth	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: Michelle.Charlesworth@a2dominion.co.uk M: 07786 962022 Mobile phone is the preferred form of contact for Michelle Charlesworth	The purpose of the service is to provide a safe place to live and housing related support for single women and women with children fleeing actual or threatened domestic violence and abuse. It will enable women to remain safe, be able to secure and sustain their independence and plan how to safeguard their future well being.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
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Women at Risk of Domestic Violence - South Oxfordshire

Various	South Access & Resettlement Service A2 Dominion North Ltd	Michelle Charlesworth	A2 Dominion Group, Godstow Court, 5 West Way, Oxford, OX2 0GE E: Michelle.Charlesworth@a2dominion.co.uk M: 07786 962022 Mobile phone is the preferred form of contact for Michelle Charlesworth	Delivery of housing related support to women prior to entry into the refuge to facilitate smooth access. The service will also deliver resettlement support when women are ready to move out into the community.	Yes. Via 0800 731 0055 . Agency referral via MARAC, email oxfordshiredomestic@a2dominion.co.uk Emergency Referral: Police or IDVA only.
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Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Young People at Risk - Cherwell					
Banbury Grimsbury and Castle	Banbury Foyer Sanctuary Carr- Gomm	Maggie Davies	The Foyer, 3 Mawle Court, 58 George Street, Banbury OX16 5BP E: maggie.davies@sanctuary-housing.co.uk T: 01295 270075 F: 01295 273148	Young person housing with support and training. The principal aim of this service is to support young people to increase their ability to sustain a tenancy, live independently and access training, work related activities and employment.	No, via district referral co- ordinator. Alison Adkins T: 01295 221677 or 01295 221809. Alison.adkins@cherwell-dc.gov.uk Emergency Referral Waiting list
Young People at Risk - Cherwell					
Bicester Town	Oxford House (Formally Bicester Moving On) Home Group Ltd (Stonham)	Karon Sirett	Oxford House, Kings End, Bicester, OX26 6DS E: karon.sirett@homegroup.org.uk T: 01869 356010 F: 01865 335321	Oxford House provides 9 units of housing offering medium to high support for single males and females aged 16-24 at risk of being homeless in self contained flats/bedsits with staff on site. There is a night concierge service for out of hours.	No, via district referral co- ordinator. Alison Adkins T: 01295 221677 or 01295 221809. Alison.adkins@cherwell-dc.gov.uk Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Young People at Risk - County Wide					
Various	Oxfordshire Supported Lodgings Scheme Home Group Ltd (Stonham)	Teresa Harman	1st Floor, 213 Barns Road, Oxford, Oxfordshire, OX4 3UT E: teresa.harman@homegroup.org.uk T: 01865 335326 F: 01865 335321	Supported Lodgings is a scheme whereby a host family provides a room in their house which enables Young People to live as part of a family and develop confidence and skills to live independently. Professional staff provide medium to high levels of support to both young people and the family within the units.	No, via placement duty team in children's services T: 01865 323300 PlacementDutyTeam@oxfordshire.gov.uk (16-17 years). Re-connection and referral co-ordinator for Oxford City Referral co-ordinator for Cherwell, South West and Vale. (18+ years) Emergency referral to Crash Pad scheme. Waiting list ??

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Young People at Risk - Oxford Various	Windmill House Service BCHA	Robert Elkins	157a Windmill Road, Headington, Oxford, OX3 7DW E: robelkins@bcha.org.uk T: 0845 1551483 F: 01865 762065	This service provides 27 units of medium to high support accommodation to young single adults between the ages of 16 and 24 who are homeless or otherwise in housing need. The service provides waking and sleeping cover overnight. The service consist of the main Windmill house with 17 ensuite and 3 self contained flats, other service users are supported in dispersed houses.	No, via re-connection and district referral co-ordinator / social housing Sonia Titus T: 01865 252342 YPreferral.oxford@cri.org.uk Emergency Referral Waiting list kept and places allocated according to Oxfordshire priority guidelines.

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Young People at Risk - Oxford St Mary's	One Foot Forward BCHA	Robert Elkins	3-5 Iffley Road, Oxford OX4 1EA E: robelkins@bcha.org.uk T: 01865 794410 F: 01865 203663	One Foot Forward provides 20 units of supported housing to young people aged 16-24. The service is split into 7 units of direct access accommodation for up to 28 days and 13 units of short stay accommodation for young people with high support needs for up to 6 months. Referrals are only accepted for direct access service. Access to the short stay units following assessment in direct access service.	No, Office hours – via re-connection and district referral co-ordinator. Sonia Titus T: 01865 252342 YPreferral.oxford@cri.org.uk Out of office hours – direct to service onefootforward@hyfed.org.uk Emergency referrals will be accepted when there are vacancies. Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Young People at Risk - South Oxfordshire					
Didcot North	The Hagbournes Home Group Ltd (Stonham)	Natasha Peternel	1a Great Western Drive, Didcot, Oxfordshire OX11 7PB E: natasha.peternel@homegroup.org.uk T: 01235 819140 F: 01235 819140	The Hagbournes provides 11 units of medium to high level support for single young people at risk and/or leaving care aged between 16-24 years. There is 24 hour cover with concierge service at night. There are eleven fully-furnished units, one which is wheelchair accessible.	No, via district referral co-ordinator. Melissa Cripps T: 01491 823343 or 01491 823000 Kwan.yip@southoxon.gov.uk Emergency Referral Waiting list
Young People at Risk - South Oxfordshire / Vale of White Horse					
Ock	Abingdon Foyer The Guinness Trust	Gill Wilsker	8 The Square, Abingdon, Oxfordshire OX14 5FT E: Gill.Wilsker@guinness.org.uk T: 01235 540192 F: 01235 540199	This is a supported housing project. Accommodation comprises of thirteen cluster units and eight one bedroom self-contained flats for vulnerable youngsters between the ages of 16-24, who are considered to be medium to high risk. Communal facilities include a TV room, training suite and a laundry.	No, via district referral co-ordinator. Phil Dore T: 01235 520202 Leah.bennion@whيتهhorsedc.gov.uk Emergency Referral Waiting list

Ward	Service name/organisation name	Service Manager	Contact details	General service type	Self referral?
Young People at Risk - West Oxfordshire					
Various in Winey, Carterton and Chipping Norton	West Oxfordshire Single Homeless Pathway Service St Mungo Community Housing Association Ltd	Jess Willsher	St Mungo's, Flat 1, Osney Court, Oxford, OX2 0HL E: jessica.willsher@mungos.org T: 01865 721329 F: 01865 240840	This is a service for homeless people aged 16 to 59 with 19 of the 27 beds reserved for those aged 16 to 24 within the West Oxfordshire district. The service provides two short notice units as part of the overall provision.	No, via district referral co-ordinator. Nicky Muncaster T: 01993 861010 nicky.muncaster@westoxon.gov.uk Emergency Referral Waiting list