



Cobseo  
**The Confederation  
of Service Charities**

**Housing Cluster**

**Directory of Housing**

**and**

**Support Services for  
Veterans**

**As at 8 August 2017**

## INTRODUCTION AND ACKNOWLEDGEMENTS

This directory lists the known housing and accommodation services available to the ex-Service community, both supported, sheltered and general needs, together with various wrap around services. It is posted on the Cobseo Housing Cluster website and updated as necessary.

Where organisations provide both supported and general needs accommodation, and other services, they are listed under the relevant sections.

Potential users of the services listed should contact providers directly for further details and to check up-to-date policies and procedures.

Thanks go to:

- Anwen Jones and Deborah Quilgars at the Centre for Housing Policy , University of York for collating the supported housing and wrap around services
- Forces in Mind Trust for providing the grant enabling the York University research, and
- all the providers in this directory for providing information as part of the research on housing and support for veterans conducted by the University of York for Riverside and Stoll.

Providers should in the first instance send amendments / updates to [rory.im@haighousing.org.uk](mailto:rory.im@haighousing.org.uk).

## DEFINITIONS OF PROVISION

**Supported Accommodation** – providing temporary accommodation for veterans, with support

**Long Term Housing** – providing settled accommodation for veterans, with or without support

**General Needs.** Unsupported housing for members of the ex-Service community unable to buy or rent on the open market. Tenants will usually be self sufficient, but may need to avail themselves of some of the floating support listed. Some adapted properties may be available or adaptations arranged as necessary.

**Floating Support.** Services delivered by visiting workers to people in their own homes to help people maintain their settled accommodation.

**Outreach Services.** Mostly covers work with rough sleepers or people in temporary accommodation to help them access more settled accommodation and any support needs.

**Day Centres.** The provision of activities and support to homeless and vulnerably housed people. (Also called by some providers 'drop-in' facilities.)



Rory Ingleby-Mackenzie  
Haig Housing Trust  
On behalf of the Cobseo Housing Cluster

Amended as at 8 August 2017

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# **SECTION 1 – SUPPORTED ACCOMMODATION**

<b>Service Provider</b>	<b>AF&amp;V Launchpad – Avondale House</b>
Service provider's address	Avondale House, 50 Raby Way, Newcastle upon Tyne, Tyne and Wear NE6 2FR
Local authority area	Newcastle City Council
Organisation name	AF&V Launchpad Limited (Charity Number 1153185)
Organisation website	<a href="http://www.afv-launchpad.co.uk">www.afv-launchpad.co.uk</a> soon to be <a href="http://www.veteranslaunchpad.org.uk">www.veteranslaunchpad.org.uk</a>
Organisation telephone number	0300 11 11 238 and 0191 265 7039
Cobseo member?	Application submitted
Type of scheme	Supported accommodation: Residents rent their flats and use the communal facilities (IT suite, socialising / training space, laundry, garden); other organisations provide training, employment, housing and diversionary support.
Number of beds/ unit	32 x 1 double bedroom flats (max 62 in pairs)
Referral procedures	Website application, direct access; self-referral; Local Authority Housing Options Team or Homeless Persons' Unit; housing associations; social services; MOD; Police; Prison Service; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Min – 18; Max – N/A
Minimum length of Service	1 day
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible; 3 flats with disabled facilities.
Accepts people with serious mental health problems?	No; on-site care is not provided. Mild cases can be considered with external support.
Accepts people with substance misuse problems?	No
Will not accept	Children of resident veterans and pets.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; IT suite, laundry, wi-fi; gardens
Support provided	Accommodation in a modern flat with access to communal facilities. Advice and support in claiming benefits and managing money. Provision of education and training through other organisations. Advice and support to gain employment or set up own businesses. Advice and support to gain permanent housing. Life skills coaching. Sports and adventure training. Health advice. Mentoring. Other support provided to veterans from other organisations, usually in Avondale House.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system.
Key / named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes in specified areas.
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Licence to occupy

<b>Service Provider</b>	<b>AF &amp; V Launchpad – Speke House</b>
Service provider's address	Speke House, Heathgate Avenue, Speke, Liverpool, L24 7SH
Local authority area	Liverpool City Council
Organisation name	AF&V Launchpad Limited (Charity Number 1153185)
Organisation website	<a href="http://www.afv-launchpad.co.uk">www.afv-launchpad.co.uk</a> soon to be <a href="http://www.veteranslaunchpad.org.uk">www.veteranslaunchpad.org.uk</a>
Organisation telephone number	0300 11 11 238 and 0151 425 3886
Cobseo member?	Application submitted
Type of scheme	Supported accommodation: Residents rent their flats and use the communal facilities (IT suite, socialising / training space, laundry, garden); other organisations provide training, employment, housing and diversionary support.
Number of beds/ unit	50 x 1 double bedroom flats or bedsits (max 100 in pairs)
Referral procedures	Website application; direct access; self-referral; Local Authority Housing Options Team or Homeless Persons' Unit; housing associations; social services; MOD; Police; Prison Service; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Min – 18; Max – N/A
Minimum length of Service	1 day
Local connection needed?	No
Disabled facilities	4 flats on the ground floor with wet rooms, suitable for those with mobility issues but not wheel chair accessible.
Accepts people with serious mental health problems?	No; on-site care is not provided. Mild cases can be considered with external support.
Accepts people with substance misuse problems?	No
Will not accept	Children of resident veterans and pets.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; IT suite, laundry, wi-fi; gardens
Support provided	Accommodation in a modern flat with access to communal facilities. Advice and support in claiming benefits and managing money. Provision of education and training through other organisations. Advice and support to gain employment or set up own businesses. Advice and support to gain permanent housing. Life skills coaching. Sports and adventure training. Health advice. Mentoring. Other support provided to veterans from other organisations, usually in Speke House.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system.
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes in specified areas.
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Licence to occupy

<b>Service Provider</b>	<b>Alabaré - Bristol Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Bristol City Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882/ 0117 947 0673
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	8
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License



<b>Service Provider</b>	<b>Alabaré – Gloucestershire Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Gloucester City Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 01452 507123
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	12
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré – Hampshire Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Gosport Borough Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 023 921 75230
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	16
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré – Plymouth Home for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Plymouth City Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 01752 265684
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	7
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré - Wiltshire Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Wiltshire Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 01722 323227
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	14
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré – Dorset Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Weymouth & Portland Borough Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 01305 760122
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	9
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	No
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré – South East Wales Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Cardiff Council, Rhondda Cynon Taf Borough Council, Merthyr Tydfil Borough Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 01443 492976
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	14
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré – South West Wales Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Carmarthenshire County Council, City and County of Swansea
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882 / 01267 243754
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	11
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License

<b>Service Provider</b>	<b>Alabaré – North Wales Homes for Veterans</b>
Service provider's address	Organisation address: Riverside House, 2 Watt Road, Salisbury, SP1 2AS
Local authority area	Bristol City Council
Organisation name	Alabaré Christian Care and Support
Organisation website	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
Organisation telephone number	01722 322 882
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	19
Referral procedures	Referral form must be completed and submitted by post or email. Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing Associations; Social Services; MOD; Prisons; NHS (including GPs); Veteran organisations; Other voluntary sector/third sector organisations; Other.
Gender	Mixed
Age range	18+
Minimum length of Service	1 day paid service
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Based on risk assessment
Accepts people with substance misuse problems?	Based on risk assessment
Will not accept	Based on risk assessment as do not provide 24hr cover, if someone possesses a risk which cannot be managed to themselves, other clients, staff or local residents.
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom, kitchen, communal lounge, gardens, most houses have at least one en-suite room.
Support provided	Support with: welfare benefits; legal advice (basic); debt/money advice; with health issues; substance misuse issues; education/employment/training services; individual counselling/ emotional support (links to other providers); groups counselling/ support group (links to other providers); social activities; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	Monday to Friday 9am – 5pm plus out of hours on call
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes, in gardens
Alcohol allowed?	No
Dogs allowed?	Dogs - looked at on an individual basis.
Tenancy Type	License



<b>Service Provider</b>	<b>Amicus Trust - Veterans Service</b>
Service provider's address	51 Sidney Road, Bedford
Local authority area	Bedford
Organisation name	Amicus Trust Ltd
Organisation website	<a href="http://www.amicustrust.org">www.amicustrust.org</a>
Organisation telephone number	01234 358478
Cobseo member?	Not currently
Type of scheme	Supported accommodation
Number of beds/ unit	3/1
Referral procedures	Direct referral can be made by anyone, email, telephone, or by filling in referral form
Gender	Male/Female
Age range	18-65
Minimum length of Service	1 day
Local connection needed?	No
Disabled facilities	No
Accepts people with serious mental health problems?	Yes
Accepts people with substance misuse problems?	Yes
Will not accept	High risk criminal offences
Self-contained units (own bathroom and cooking)	No
Other facilities	Shared kitchen, living and bathroom space
Support provided	Housing support
Any support unable to provide?	Physical support
Staff availability	Floating staff members
Key / named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Not in house
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	Excluded license

<b>Service Provider</b>	<b>Fry Housing Trust</b>
Service provider's address	104-106 Dawlish Road Selly Oak Birmingham
Local authority area	Birmingham
Organisation name	Fry Housing Trust
Organisation website	www.fryha.org.uk
Organisation tel	0121 472 5459
Email	<a href="mailto:frybham.services@frysupport.cjsm.net">frybham.services@frysupport.cjsm.net</a> (secure email for referrals)
Cobseo member?	No
Type of scheme	Supported housing for Veterans with an offending background
Number of beds/ unit	12 bed spaces divided into 3 houses. 4 in each House.
Referral procedures	Direct to the service via a secure email or telephone. Probation or Prison staff referrals.
Gender	Mixed.
Age range	Over 18.
Maximum length of Service	12 months
Local connection needed?	Yes
Disabled facilities	4 rooms/1 house with full disabled facilities.
Accepts people with serious mental health problems?	Yes. Risk assessed prior to acceptance.
Accepts people with substance misuse problems?	Yes as above
Will not accept	N/A
Self-contained units (own bathroom and cooking)	Own room with shared kitchen and bathrooms
Other facilities	None.
Support provided	9 – 5 staff on site Mon-Fri. Support to access benefits, work, education, training, health services, tenancy ready programmes of support and access to independent accommodation.
Any support unable to provide?	N/A
Staff availability	Mon – Fri 9 – 5.
Key/ named worker?	Senior worker manager Morrisen Mamutse 0121 472 5459
Follow on support provided?	12 months voluntary after care service and tenancy sustainment programme.
Smoking allowed?	In own rooms only.
Alcohol allowed?	In own rooms only.
Dogs allowed?	No pets policy
Tenancy type	Extended Licence Agreement
Entry Updated	November 2016

<b>Service Provider</b>	<b>Futures for Heroes - Assistance Scheme</b>
Service provider's address	Organisation address: The Round House, Discovery Park, Ramsgate Road, Sandwich, Kent, CT13 9ND
Local authority area	Thanet, Canterbury
Organisation name	Futures for Heroes
Organisation website	<a href="http://www.futuresforheroesuk.com/home.html">http://www.futuresforheroesuk.com/home.html</a>
Organisation telephone number	01304 802700
Cobseo member?	No
Type of scheme	Supported accommodation
Number of beds/ unit	Thanet – 6 direct access, 10 second stage accommodation. Canterbury – 5 second stage accommodation.
Referral procedures	Self referral; other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; veteran organisations; other voluntary sector/ third sector organisations.
Gender	Men only
Age range	
Minimum length of Service	None (proof of service via SSAFA)
Local connection needed?	No
Disabled facilities	
Accepts people with serious mental health problems?	Occasionally
Accepts people with substance misuse problems?	Occasionally
Will not accept	Have no dedicated facilities so are dependent on private housing stock, so currently have no dedicated accommodation for disabled veterans, those needing specific supervision or those with partners.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Shared bedroom; shared bathroom; shared kitchen; communal lounge; gardens
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with finding/ retaining private rented housing; support with practical help with moving.
Any support unable to provide?	
Staff availability	Out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	No
Alcohol allowed?	Yes
Dogs allowed?	Yes (dogs)
Tenancy type	Short-hold assured tenancy

<b>Service Provider</b>	<b>Home Group - West Midlands Veteran Housing (Birmingham)</b>
Service provider's address	Organisation address: 2, Gosforth Parkway, Gosforth Business Park, Newcastle Upon Tyne, NE12 8ET
Local authority area	Birmingham
Organisation name	Home Group Ltd
Organisation website	<a href="http://www.homegroup.org.uk">www.homegroup.org.uk</a>
Organisation telephone number	0345 141 4663
Cobseo member?	No
Type of scheme	Supported accommodation
Number of beds/ unit	19
Referral procedures	Self referral; housing associations; veteran organisations; other voluntary sector/ third sector organisations
Gender	Mixed
Age range	18 – 65
Minimum length of Service	No minimum requirement, but likely to have been from Falklands onwards.
Local connection needed?	No
Disabled facilities	At least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems
Accepts people with serious mental health problems?	Occasionally
Accepts people with substance misuse problems?	Occasionally
Will not accept	The services are open to all veterans with low-medium needs, who are able to engage with a support programme and be employment ready within 18 months.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; wi-fi access; gardens.
Support provided	Support with welfare benefits; debt/ money advice; education/ employment/ training services; individual counselling/ emotional support; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving; other (employment).
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	In rooms only
Alcohol allowed?	No
Dogs allowed?	Dogs- by permission
Tenancy type	AST

<b>Service Provider</b>	<b>Home Group - West Midlands Veteran Housing (Wolverhampton)</b>
Service provider's address	Organisation address: 2, Gosforth Parkway, Gosforth Business Park, Newcastle Upon Tyne, NE12 8ET
Local authority area	Wolverhampton
Organisation name	Home Group Ltd
Organisation website	<a href="http://www.homegroup.org.uk">www.homegroup.org.uk</a>
Organisation telephone number	0345 141 4663
Cobseo member?	No
Type of scheme	Supported accommodation
Number of beds/ unit	14
Referral procedures	Self referral; housing associations; veteran organisations; other voluntary sector/ third sector organisations
Gender	Mixed
Age range	18 – 65
Minimum length of Service	No minimum requirement, but likely to have been from Falklands onwards.
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible
Accepts people with serious mental health problems?	Occasionally
Accepts people with substance misuse problems?	Occasionally
Will not accept	The services are open to all veterans with low-medium needs, who are able to engage with a support programme and be employment ready within 18 months.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; wi-fi access; gardens; hub.
Support provided	Support with welfare benefits; debt/ money advice; education/ employment/ training services; individual counselling/ emotional support; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving; other (employment).
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	In rooms only
Alcohol allowed?	No
Dogs allowed?	Dogs- by permission
Tenancy type	AST

<b>Service Provider</b>	<b>Hull Veterans Support Centre - Direct Access Accommodation</b>
Service provider's address	Organisation address: HVSC, 502 Beverley Road, Hull, HU5 1NA
Local authority area	
Organisation name	Hull Veterans Support Centre
Organisation website	<a href="http://www.hullveteranssupportcentre.org.uk">www.hullveteranssupportcentre.org.uk</a>
Organisation telephone number	01482 423474
Cobseo member?	Application pending
Type of scheme	Supported accommodation (Direct Access)
Number of beds/ unit	4
Referral procedures	Direct access; self referral; local authority Housing Options Team or Homeless Persons' Unit; police; prisons; veteran organisations; other voluntary sector/ third sector organisations.
Gender	Men only, women only, mixed
Age range	Minimum – 18.
Minimum length of Service	1 day. Army, Navy, RAF, Reserves, TA, Merchant Navy
Local connection needed?	No
Disabled facilities	
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	
Self-contained units (own bathroom and cooking)	No
Other facilities	Shared bathroom; shared kitchen; communal lounge; wi-fi access
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with setting up new home; practical help with moving; after care and support for as long as the veteran needs support.
Any support unable to provide?	
Staff availability	On-site support 24 hours per day; on-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	No
Alcohol allowed?	No
Dogs allowed?	Yes clean dogs
Tenancy type	Short-hold assured tenancy. 6 month renewal.

<b>Service Provider</b>	<b>LOL Foundation – Canal Street, Congleton</b>
Service provider's address	85 Canal Street, Congleton
Local authority area	Cheshire East
Organisation name	LOL Foundation
Organisation website	<a href="http://www.lolfoundation.co.uk">www.lolfoundation.co.uk</a>
Organisation telephone number	01260 223152
Cobseo member?	No
Type of scheme	Supported accommodation
Number of beds/ unit	7
Referral procedures	Self referral; police; veteran organisations; other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	21 – 50
Minimum length of Service	None
Local connection needed?	No
Disabled facilities	At least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems.
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	Severe mental health issues.
Self-contained units (own bathroom and cooking)	No
Other facilities	Shared kitchen; communal lounge; wi-fi access; other (gardens, football pitch, gym, and work training support provided at day-centre LOL Farm Bosley).
Support provided	Support with welfare benefits; legal advice; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving; other (work experience training and help to find full time employment, at LOL Farm).
Any support unable to provide?	
Staff availability	Visiting staff only; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	No
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	Short-hold Assured Tenancy

<b>Service Provider</b>	<b>LOL Foundation – Lawton Street, Congleton</b>
Service provider's address	48/54 Lawton Street, Congleton
Local authority area	Cheshire East
Organisation name	LOL Foundation
Organisation website	<a href="http://www.lolfoundation.co.uk">www.lolfoundation.co.uk</a>
Organisation telephone number	01260 223152
Cobseo member?	No
Type of scheme	Supported accommodation
Number of beds/ unit	8
Referral procedures	Self referral; police; veteran organisations; other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	21 – 50
Minimum length of Service	None
Local connection needed?	No
Disabled facilities	Two units are wheelchair accessible; two units available for people with mobility problems.
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	Severe mental health issues.
Self-contained units (own bathroom and cooking)	All units
Other facilities	Shared kitchen; communal lounge; wi-fi access; other (gardens, football pitch, gym, and work training support provided at day-centre LOL Farm Bosley).
Support provided	Support with welfare benefits; legal advice; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving; other (work experience training and help to find full time employment, at LOL Farm).
Any support unable to provide?	
Staff availability	On site 24/7
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	No
Alcohol allowed?	No
Dogs allowed?	Yes
Tenancy type	Short-hold Assured Tenancy



<b>Service Provider</b>	<b>Mariners' Park</b>
Service provider's address	Trinity House Hub, 21 Webster Avenue, Mariners' Park, Wallasey, Wirral CH44 0AE
Local Authority area	Wirral
Organisation name	Nautilus Welfare Fund
Organisation website	<a href="http://www.nautiluswelfarefund.org">www.nautiluswelfarefund.org</a>
Organisation telephone number	0151 3468840
Cobseo member?	Yes
Type of scheme	Accommodation and Support Services
Number of beds/ unit	102 properties mostly bungalows and apartments. 18 are Extra Care units with staff available 24/7
Referral procedures	Self referral
Gender	Any
Age range	55 plus
Minimum length of Service	20 years merchant marine unless ill health forced retirement
Local connection needed?	No
Disabled facilities	90% of accommodation fully accessible and include a wet room
Accepts people with serious mental health problems?	Yes
Accepts people with substance misuse problems?	Yes
Will not accept	All cases will be considered
Self-contained units (own bathroom and cooking)	All 102 properties
Other facilities	Nursing Home also available on site with 32 en suite rooms. Can provide respite and long term care Additional communal facilities include onsite café, laundry, gym, activities room, social lounge, bowling green.
Support provided	Supporting People and Domiciliary care service. The Domiciliary Service provides both practical support and personal care. All properties include a community alarm Wide range of social and recreational activities provided
Any support unable to provide?	No
Staff availability	Staff available 24/7 in Trinity House Extra Care Hub Other care staff available from 8am-10pm
Key/ named worker?	YES
Follow on support provided?	No
Smoking allowed?	In your own home only
Alcohol allowed?	Yes
Dogs allowed?	Considered on an individual basis
Tenancy type	Licence

<b>Service Provider</b>	<b>Queen Victoria Seamen's Rest</b>
Service provider's address	The Queen Victoria Seamen's Rest, <u>121-131</u> East India Dock Road, London, E14 6DF
Local Authority area	Tower Hamlets
Organisation name	QVSR
Organisation website	<a href="http://www.qvsr.org.uk">http://www.qvsr.org.uk</a>
Organisation tel	020 7987 5466
Cobseo member?	No
Type of scheme	Direct Access Hostel providing short and long term accommodation with welfare support
Number of beds/ unit	160+ single bedrooms; 84 are currently en-suite with a further 18 to be completed by the end of 2015
Referral procedures	Self referral and agency; referral form can be downloaded from the website
Gender	Mixed
Age range	25+
Minimum length of Service	n/a
Local connection needed?	No
Disabled facilities	Two disabled en-suite rooms
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	Based on risk assessment and needs - only those with low support needs and in receipt of external support
Will not accept	People with high support needs
Self-contained units (own bathroom and cooking)	84 units with own bathroom – none with cooking facilities; board is bed& breakfast
Other facilities	Several communal lounges with satellite TV, restaurant, coffee shop, gym, activity centre, internet café, Chapel, multi-faith room, gardens
Support provided	Welfare Team provides daily support with welfare benefit applications, medical issues, training & employment, liaison with external support organisations, move-on options
Any support unable to provide?	Personal or nursing care
Staff availability	24 hours
Key/ named worker?	Yes
Follow on support provided?	No
Smoking allowed?	Yes, in residents' rooms
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	Licence Agreement
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Royal British Legion Industries – Gavin Astor House</b>
Service provider's address	Royal British Legion Village, Hall Road, Aylesford, Kent ME20 7NF
Local authority area	Tonbridge and Malling Borough Council
Organisation name	Royal British Legion Industries
Organisation website	<a href="http://www.rbli.co.uk">www.rbli.co.uk</a>
Organisation telephone number	01622 791056
Email Address	gah@rbli.co.uk
Cobseo member?	Yes
Type of scheme	High dependency nursing care and respite
Number of beds/ unit	50
Referral procedures	Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Young adults and older people
Minimum length of Service	None
Local connection needed?	No
Disabled facilities	Yes
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Cannot cater for mental health or drug abuse issues
Self-contained units (own bathroom)	Yes
Other facilities	Full nursing care, also resident activities Health and Welfare support
Support provide	Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities;
Any support unable to provide?	Cannot cater for mental health or drug abuse issues
Staff availability	24 hour seven day operation
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Not in the building
Alcohol allowed?	Mod
Dogs allowed?	Only Guide dogs
Tenancy type	None

<b>Service Provider</b>	<b>Royal British Legion Industries - Mountbatten Pavilion</b>
Service provider's address	Royal British Legion Village, Hall Road, Aylesford, Kent ME20 7NL
Local authority area	Tonbridge and Malling Borough Council
Organisation name	Royal British Legion Industries
Organisation website	<a href="http://www.rbli.co.uk">www.rbli.co.uk</a>
Organisation telephone number	01622 795900
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	27
Referral procedures	Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	
Minimum length of Service	None
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible; at least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Never
Accepts people with substance misuse problems?	Never
Will not accept	Cannot cater for mental health or drug abuse issues
Self-contained units (own bathroom and cooking)	
Other facilities	Shared bathroom; communal lounge; cooked meals
Support provided	Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	No
Follow on support provided?	No
Smoking allowed?	No
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	

<b>Service Provider</b>	<b>Royal British Legion Industries - Queen Elizabeth Court</b>
Service provider's address	Queen Elizabeth Court, Admiral Moore Drive, Royal British Legion Village, Aylesford, Kent ME20 7SU
Local authority area	Tonbridge and Malling Borough Council
Organisation name	Royal British Legion Industries
Organisation website	<a href="http://www.rbli.co.uk">www.rbli.co.uk</a>
Organisation telephone number	01622 717463
Email Address	<a href="mailto:gec.info@rbli.co.uk">gec.info@rbli.co.uk</a>
Cobseo member?	Yes
Type of scheme	Assisted living sheltered accommodation
Number of beds/ unit	40
Referral procedures	Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Over 55
Minimum length of Service	None
Local connection needed?	No
Disabled facilities	Yes
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Cannot cater for mental health or drug abuse issues
Self-contained units (own bathroom)	Yes
Other facilities	Domiciliary care agency on site, also resident activities Health and Wellbeing support
Support provide	Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities;
Any support unable to provide?	Cannot cater for mental health or drug abuse issues
Staff availability	07:00-21:00 seven day operation
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Not in the building
Alcohol allowed?	Moderate
Dogs allowed?	Only Guide dogs
Tenancy type	Assured Shorthold Tenancy

<b>Service Provider</b>	<b>Riverside – The Beacon</b>
Service provider's address	Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool, L24 8RF
Local authority area	Richmondshire
Organisation name	Riverside Care and Support
Organisation website	<a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Organisation telephone number	01748 833797
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	31
Referral procedures	Referrals through SPACES – 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 <a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Gender	Mixed
Age range	18 – 65
Minimum length of Service	1 days paid service
Local connection needed?	No
Disabled facilities	At least two units are wheelchair accessible.
Accepts people with serious mental health problems?	All veterans are assessed prior to being offered accommodation, we accept veterans with complex needs including those with mental health problems.
Accepts people with substance misuse problems?	Riverside cannot condone residents using illegal substances on the premises. Support staff will do all they can to help any resident with addictions as part of their stay.
Will not accept	Veterans who are risk assessed as too high risk to other users/lone working staff, such as those found guilty of arson. Each referral is judged on its own individual circumstances
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Wi-Fi access; gardens; gym; IT suite/ recording suite, bakery, multi-function room, pool room.
Support provided	Support with welfare benefits; independent living skills; debt/money advice; health issues; substance misuse issues; education/ employment/training services; individual counselling/ emotional support; group counselling/ support group; social activities. Support with applying to the local authority as homeless; with finding other temporary accommodation. Support with accessing/retaining social rented housing & with finding/retaining private rented housing. Support with accessing/retaining home ownership; & setting up a new home; practical help with moving; other (therapeutic baking and cooking), training and education for employment, Health & Wellbeing Centre
Any support unable to provide?	Child care
Staff availability	On-site staffing 24 hours per day, 365 days per year
Key/ named worker?	Yes
Follow on support provided?	Yes for clients resettling in the local area we can provide ongoing support..
Smoking allowed?	In the flats not in public areas of the building
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	License Agreement

<b>Service Provider</b>	<b>Riverside - Mike Jackson House</b>
Service provider's address	Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF
Local authority area	Rushmoor
Organisation name	Riverside Care and Support
Organisation website	<a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Organisation telephone number	01748 833797
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	25
Referral procedures	Referrals through SPACES – 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 <a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Gender	Mixed
Age range	18 to 65
Minimum length of Service	One days paid Service
Local connection needed?	No
Disabled facilities	At least one unit is wheelchair accessible.
Accepts people with serious mental health problems?	All veterans are assessed prior to being offered accommodation, we accept veterans with complex needs including those with mental health problems.
Accepts people with substance misuse problems?	Riverside cannot condone residents using illegal substances on the premises. Support staff will do all they can to help any resident with addictions as part of their stay.
Will not accept	Veterans who are risk assessed as too high risk to other users/lone working staff, such as those found guilty of arson. Each referral is judged on its own individual circumstances
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge, gardens, gym, IT suite
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site staffing 24 hours per day, 365 days per year
Key/ named worker?	Yes
Follow on support provided?	No
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	License Agreement

<b>Service Provider</b>	<b>Riverside – Hardwick House</b>
Service provider's address	Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF
Local authority area	Middlesbrough
Organisation name	Riverside Care and Support
Organisation website	<a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Organisation telephone number	01748 833797
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	20
Referral procedures	Referrals through SPACES – 01748: 883797/ 872940/ 830191 Catterick Military 94731 2940 <a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Gender	Mixed
Age range	18 to 65
Minimum length of Service	One days paid Service
Local connection needed?	No
Disabled facilities	At least one unit is wheelchair accessible.
Accepts people with serious mental health problems?	All veterans are assessed prior to being offered accommodation, we accept veterans with complex needs including those with mental health problems.
Accepts people with substance misuse problems?	Riverside cannot condone residents using illegal substances on the premises. Support staff will do all they can to help any resident with addictions as part of their stay.
Will not accept	Veterans who are risk assessed as too high risk to other users/lone working staff, such as those found guilty of arson. Each referral is judged on its own individual circumstances
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Multi-Function room, IT suite, training kitchen, reception seating area, Wi-Fi access
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with setting up new home; practical help with moving; Counselling Service, training and education for employment.
Any support unable to provide?	Child care facilities
Staff availability	On-site staffing 24 hours per day, 365 days per year
Key/ named worker?	Yes
Follow on support provided?	No
Smoking allowed?	In the flats not in public areas of the building
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	License Agreement



<b>Service Provider</b>	<b>Scottish Veterans Residences – Bellrock Close</b>
Service provider's address	Bellrock Close, Off Bellrock Crescent, Cranhill, Glasgow G33 3HU
Local authority area	Glasgow City Council
Organisation name	Scottish Veterans Residences
Organisation website	<a href="http://www.svronline.org">www.svronline.org</a>
Organisation telephone number	0141 766 2580
Cobseo member?	Yes
Type of scheme	Supported accommodation; long term housing
Number of beds/ unit	Supported accommodation – 30; long term housing – 21
Referral procedures	Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support).
Gender	Mixed
Age range	17 upwards
Minimum length of Service	1 paid day
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible; at least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	Sometimes
Will not accept	All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; library; pool room; wi-fi access; gardens; gym; full flat; transition facilities including classrooms, IT, AC, café, counselling rooms.
Support provided	Support with: welfare benefits; debt/ money advice; health issues; substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; applying to local authority as homeless; finding other temporary accommodation; accessing/ retaining social rented housing; finding/ retaining private rented housing; accessing/ retaining home ownership; setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site support 24 hours per day
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Yes
Tenancy type	Occupancy agreement/ Scottish Secure Tenancies

<b>Service Provider</b>	<b>Scottish Veterans Residences – Rosendael</b>
Service provider's address	3 Victoria Road, Broughty Ferry, Dundee DD5 1BE
Local authority area	Dundee City Council
Organisation name	Scottish Veterans Residences
Organisation website	<a href="http://www.svronline.org">www.svronline.org</a>
Organisation telephone number	01382 477078
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	44
Referral procedures	Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support).
Gender	Mixed
Age range	17 upwards
Minimum length of Service	1 paid day
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	Sometimes
Will not accept	All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact.
Self-contained units (own bathroom and cooking)	Single en-suite rooms, communal dining
Other facilities	Communal lounge; cooked meals; wi-fi access; gardens; en-suite bedroom; snooker; IT room; coffee shop.
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site support 24 hours per day
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Yes
Tenancy type	Occupancy agreement

<b>Service Provider</b>	<b>Scottish Veterans Residences – SVHA Housing</b>
Service provider's address	Organisation address: 53 Canongate, Edinburgh, EH8 8BS
Local authority area	City of Edinburgh Council
Organisation name	Scottish Veterans Residences
Organisation website	<a href="http://www.svronline.org">www.svronline.org</a>
Organisation telephone number	0131 556 0091
Cobseo member?	Yes
Type of scheme	Long term housing
Number of beds/ unit	24/2
Referral procedures	Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support).
Gender	Mixed
Age range	17 upwards
Minimum length of Service	1 paid day – points awarded in Allocation Policy – priority points awarded to homeless
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems.
Accepts people with serious mental health problems?	Occasionally
Accepts people with substance misuse problems?	Sometimes
Will not accept	All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Gardens; mainstream dwelling.
Support provided	Support with welfare benefits; support with accessing/ retaining social rented housing; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	N/A
Key/ named worker?	N/A
Follow on support provided?	N/A
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Yes
Tenancy type	Scottish Secure Tenancies

<b>Service Provider</b>	<b>Scottish Veterans Residences - Whiteford House</b>
Service provider's address	53 Canongate, Edinburgh, EH8 8BS
Local authority area	City of Edinburgh Council
Organisation name	Scottish Veterans Residences
Organisation website	<a href="http://www.svronline.org">www.svronline.org</a>
Organisation telephone number	0131 556 6827
Cobseo member?	Yes
Type of scheme	Supported accommodation
Number of beds/ unit	82
Referral procedures	Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (all referrals assessed on need for support).
Gender	Mixed
Age range	17 upwards
Minimum length of Service	1 paid day
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems; facilities available for people with a hearing impairment; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	Sometimes
Will not accept	All veterans assessed on need and whether we can meet that need. If the support issues are too extreme we will not offer the support and accommodation but will signpost to appropriate LA contact.
Self-contained units (own bathroom and cooking)	Single en-suite rooms, communal dining
Other facilities	Communal lounge; cooked meals; wi-fi access; gardens; gym; en-suite bedroom; bowls; snooker; IT room; coffee shop.
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site support 24 hours per day
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Yes
Tenancy type	Occupancy agreement

<b>Service Provider</b>	<b>SHAID – St Peters Court</b>
Service provider's address	St Peters Court, Front Street, Sacriston, County Durham, DH7 6FB
Local authority area	Durham
Organisation name	SHAID/ St Peters Court
Organisation website	<a href="http://www.shaid.org.uk">www.shaid.org.uk</a>
Organisation telephone number	0191 3719813
Cobseo member?	No
Type of scheme	Supported accommodation; long term housing
Number of beds/ unit	Supported accommodation – 16 flats, 1 emergency room; long term housing – move on accommodation
Referral procedures	Direct access; self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; prisons; NHS (including GPs); veteran organisations; other voluntary sector/ third sector organisations; other (families or friends, hospitals).
Gender	Men only, women only, mixed.
Age range	18 – 80
Minimum length of Service	Not stated
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible; at least one unit is wheelchair accessible; at least one ground-floor unit available for people with mobility problems; facilities available for people with a visual impairment.
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	Sex offenders due to tenants having their children staying over
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; wi-fi access; gardens
Support provided	Support with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with applying to the local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding / retaining private rented housing; support with accessing/ retaining home ownership/ support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site support 24 hours per day
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	No
Alcohol allowed?	No
Dogs allowed?	No
Tenancy type	Short-hold Assured Tenancy

<b>Service Provider</b>	<b>Stoll – Banstead Court</b>
Service provider's address	Banstead Court, The Westway, East Acton
Local authority area	Hammersmith and Fulham
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Long-term supported housing
Number of beds/ unit	20
Referral procedures	Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Minimum 18 – Maximum n/a
Minimum length of Service	Completed Basic Training
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible.
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Sometimes
Will not accept	Those with no support needs. Those who are unable to live independently, or work towards independent living.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; gardens; wide range of health and wellbeing activities provided.
Support provided	Support with welfare benefits; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	No although tenants who move on can access the outreach service.
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Yes
Tenancy type	Short-hold Assured Tenancy

<b>Service Provider</b>	<b>Stoll – Chiswick War Memorial Homes</b>
Service provider's address	Burlington Lane, Chiswick, London W4 3EU
Local authority area	Hounslow
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Long-term supported housing
Number of beds/ unit	36 units
Referral procedures	Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Minimum 18 – Maximum n/a
Minimum length of Service	Completed Basic Training
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible.
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Sometimes
Will not accept	Those with no support needs. Those who are unable to live independently, or work towards independent living.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; gardens; wide range of health and wellbeing activities provided.
Support provided	Support with welfare benefits; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	No, although all tenants who move on can access the outreach service.
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Assured Tenancy

<b>Service Provider</b>	<b>Stoll – Countess of Wessex House</b>
Service provider's address	537a Staines Road, Hounslow, Middlesex TW14
Local authority area	Hounslow
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Long-term supported housing
Number of beds/ unit	36
Referral procedures	Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Minimum 18 – Maximum n/a
Minimum length of Service	1 day
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible.
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Sometimes
Will not accept	Those with no support needs. Those who are unable to live independently, or work towards independent living.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; gardens; wide range of health and wellbeing activities provided.
Support provided	Support with welfare benefits; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	No, although all tenants who move on can access the outreach service.
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Assured Tenancy



<b>Service Provider</b>	<b>Stoll - Sir Oswald Stoll Mansions</b>
Service provider's address	446 Fulham Road, London, SW6 1DT
Local authority area	Hammersmith and Fulham
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Long-term supported housing
Number of beds/ unit	157
Referral procedures	Self-referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Minimum 18 – Maximum n/a
Minimum length of Service	Completed Basic Training
Local connection needed?	No
Disabled facilities	Fully wheelchair accessible, facilities available for people with a hearing impairment.
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Sometimes
Will not accept	Those with no support needs. Those who are unable to live independently, or work towards independent living.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; Wi-fi access; Gardens; Gym; wide range of health and wellbeing activities provided.
Support provided	Support with welfare benefits; Debt/money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding/ retaining private rented housing; support with accessing/ retaining home ownership; support with setting up new home; practical help with moving; domestic support for older/ disabled people.
Any support unable to provide?	
Staff availability	On-site staff during the day; out-of-hours on call system
Key/ named worker?	Yes
Follow on support provided?	No, although all tenants who move on can access the outreach service.
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Assured tenancy

<b>Service Provider</b>	<b>Veterans Aid</b>
Service provider's address	40 Buckingham Palace Road, London, SW1W 0RE.
Local authority area	None
Organisation name	Veterans aid
Organisation website	<a href="http://www.veterans-aid.net/">http://www.veterans-aid.net/</a>
Organisation tel	Freephone 0800 012 68 67 or 020 7828 2468. <a href="mailto:info@veterans-aid.net">info@veterans-aid.net</a>
Cobseo member?	Yes
Type of scheme	First line response for veterans with homelessness, alcohol and addiction problems. Victoria office / drop in centre. Rehabilitation and accommodation at New Belvedere House, 86 White Horse Road, Aldgate, E1 0ND. Onwards move to LA and other accommodation providers throughout UK.
Number of beds/ unit	Emergency housing for homeless veterans
Referral procedures	Direct contact through tels listed above.
Gender	Mixed.
Age range	None given.
Minimum length of Service	None given.
Local connection needed?	No
Disabled facilities	N/A
Accepts people with serious mental health problems?	Yes
Accepts people with substance misuse problems?	Yes
Will not accept	N/A
Self-contained units (own bathroom and cooking)	N/A
Other facilities	None.
Support provided	Support provided for those with mental health issues and substance misuse problems. As well as support in order to access further education and foreign and commonwealth issues.
Any support unable to provide?	N/A
Staff availability	N/A
Key/ named worker?	John Boyle / Deborah Langdon Welfare - 020 7828 2468
Follow on support provided?	Various support groups and support workers.
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	N/A
Entry Updated	Jan 15

# **SECTION 2 – FLOATING SUPPORT / OUTREACH SERVICES**

<b>Service Provider</b>	<b>Glasgow's Helping Heroes</b>
Service provider's address	Organisation address: 15-17 Duke Street, Glasgow, G4 0UL
Local authority area	Glasgow
Organisation name	Glasgow's Helping Heroes
Organisation website	<a href="http://www.glasgowshelpingheroes.org">www.glasgowshelpingheroes.org</a>
Organisation telephone number	0141 276 7199
Cobseo member?	No
Type of scheme	Floating support
Estimated number of veterans supported at any one time	200
Referral procedures	Self referral; housing associations; other voluntary sector/ third sector organisations; other (Jobs Centre Plus; Remploy Veterans; Glasgow City Council jobs service)
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Usually
Will not accept	
Support provided	Support with welfare benefits; debt/ money advice; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with retaining existing accommodation; support with finding alternative accommodation; support with setting up new home.

<b>Service Provider</b>	<b>Riverside – Access</b>
Service provider's address	Welfare Department, Military Correction Training Centre (MCTC), Berechurch Hall Road, Colchester, Essex, C02 9NU Telephone number: 01206 573614
Local authority area	Colchester
Organisation name	Riverside Care and Support
Organisation website	<a href="http://www.riverside.org.uk">www.riverside.org.uk</a>
Organisation telephone number	0345 111 0000
Cobseo member?	Yes
Type of scheme	Outreach / advice services for veterans leaving the Colchester Military Correction Training Centre
Estimated number of veterans supported at any one time	25- 30
Referral procedures	MOD only (MCTC)
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	
Support provided	Help with applying to the local authority as homeless; help with finding other temporary accommodation; help with accessing/ retaining social rented housing; help with finding/ retaining private rented housing; help with accessing/ retaining home ownership; help with setting up new home.

<b>Service Provider</b>	<b>SHAID – Floating support</b>
Service provider's address	St Peters Court, Front Street, Sacriston, County Durham, DH7 6FB
Local authority area	County Durham
Organisation name	SHAID/ St Peters Court
Organisation website	<a href="http://www.shaid.org.uk">www.shaid.org.uk</a>
Organisation telephone number	0191 3719813
Cobseo member?	No
Type of scheme	Floating support
Estimated number of veterans supported at any one time	29
Referral procedures	Self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; Social Services; MOD; police; NHS 9(including GPS); other voluntary sector/ third sector organisations.
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	Sex offenders
Support provided	Support with welfare benefits; legal advice; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; support with retaining existing accommodation; support with finding alternative accommodation; support with setting up new home; practical help with moving.

<b>Service Provider</b>	<b>Stoll – London Veterans Outreach Service</b>
Service provider's address	Organisation address: 446 Fulham Road, London SW6 1DT
Local authority area	All London LAs
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Floating support
Estimated number of veterans supported at any one time	100
Referral procedures	Ministry of Defence (Transition / PRU / HQ London District), self-referral; other services within Stoll; Local Authority Housing Options Teams; Housing Associations; other Veterans organisations.
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Usually
Will not accept	Non-Veterans; Veterans without support needs
Support provided	Support with welfare benefits; debt/ money advice; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with retaining existing accommodation; support with finding alternative accommodation; support with setting up new home; practical help with moving.

# **SECTION 3 – DAY CENTRES FOR VETERANS**



<b>Service Provider</b>	<b>Futures for Heroes</b>
Service provider's address	Organisation address: The Round House, Discovery Park, Ramsgate Road, Sandwich, KENT, CT13 9ND
Local authority area	Thanet
Organisation name	Futures for Heroes
Organisation website	<a href="http://www.futuresforheroesuk.com/home.html">http://www.futuresforheroesuk.com/home.html</a>
Organisation telephone number	01304 802700
Cobseo member?	No
Type of scheme	Day centre
Estimated number of veterans supported at any one time	18
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Usually
Will not accept	
Support provided	Help with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; help with applying to the local authority as homeless; help with finding other temporary accommodation; help with finding/ retaining private rented housing; practical help with moving; other (peer support and volunteering opportunities in social enterprises to become involved in helping local communities).

<b>Service Provider</b>	<b>Hull Veterans Support Centre – HSVC drop in centre (and advice referral service)</b>
Service provider's address	Organisation address: HVSC, 502 Beverley Road, Hull, HU5 1NA
Local authority area	Hull
Organisation name	Hull Veterans Support Centre
Organisation website	<a href="http://www.hullveteranssupportcentre.org.uk">www.hullveteranssupportcentre.org.uk</a>
Organisation telephone number	01482 423474
Cobseo member?	Pending
Type of scheme	Day centre (and advice referral service)
Estimated number of veterans supported at any one time	10 (3)
Accepts people with serious mental health problems?	Sometimes
Accepts people with substance misuse problems?	Sometimes
Will not accept	Physical disabled wheelchair access is not available from the front of the premises.
Support provided	Help with welfare benefits; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; help with applying to the local authority as homeless; help with finding other temporary accommodation; help with accessing/ retaining social rented housing; help with finding/ retaining private rented housing; help with accessing/ retaining home ownership; help with setting up new home; practical help with moving.

<b>Service Provider</b>	<b>LOL Foundation – LOL Farm, Bosley Lifeskills Centre</b>
Service provider's address	LOL Farm, Buxton Road, Bosley, Cheshire SK11 0PS
Local authority area	Cheshire East
Organisation name	LOL Foundation
Organisation website	<a href="http://www.lolfoundation.co.uk">www.lolfoundation.co.uk</a>
Organisation telephone number	01260 223152
Cobseo member?	No
Type of scheme	Day centre
Estimated number of veterans supported at any one time	25
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	
Support provided	Daily place of work and therapy for LOL veterans – 12 acre field, training facilities, therapy rooms and animals to interact with to facilitate transition to independent living in civvy street

<b>Service Provider</b>	<b>SHAID/ St Peters Court – Cree Project</b>
Service provider's address	St Peters Court, Front Street, Sacriston, County Durham, DH7 6FB
Local authority area	Stanley
Organisation name	SHAID/ St Peters Court
Organisation website	<a href="http://www.shaid.org.uk">www.shaid.org.uk</a>
Organisation telephone number	0191 3719813
Cobseo member?	No
Type of scheme	Day centre
Estimated number of veterans supported at any one time	10
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	
Support provided	Help with welfare benefits; debt/ money advice; support with health issues; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; group counselling/ support group; social activities; pet fostering service; help with applying to the local authority as homeless; help with finding other temporary accommodation; help with accessing/ retaining social rented housing; help with finding/ retaining private rented housing; help with accessing/ retaining home ownership; help with setting up new home; practical help with moving.

<b>Service Provider</b>	<b>Stoll – London Veterans Drop-in</b>
Service provider's address	Organisation address: 446 Fulham Road, London SW6 1DT
Local authority area	Hammersmith and Fulham
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Monthly Drop-in Service
Estimated number of veterans supported at any one time	40 per session (an average of 20 Veterans organisations attend each month, such as: RBL, SSAFA, Combat Stress, Veterans UK, NHS, Poppy Factory, Remploy, RFEA, H4H, Warrior etc)
Accepts people with serious mental health problems?	Usually
Accepts people with substance misuse problems?	Usually
Will not accept	Non-veterans
Support provided	. Help with welfare benefits; debt/ money advice; support with substance misuse issues; education/ employment/ training services; individual counselling/ emotional support; social activities; housing and accommodation issues; grants etc.

# **SECTION 4 - ACCOMMODATION PLACEMENT SERVICES**

<b>Service Provider</b>	<b>SPACES</b>
Service provider's address	Customer Service Centre, Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF
Local authority area	Richmondshire
Organisation name	Riverside Care and Support
Organisation website	<a href="http://www.spaces.org.uk">www.spaces.org.uk</a>
Organisation telephone number	01748: 883797/ 872940/ 830191 Catterick Military 94731 2940
Cobseo member?	Yes
Type of scheme	Accommodation placement & advice Service
Number of beds/ unit	N/A
Referral procedures	Via telephone, web site, 3 <sup>rd</sup> party organisations,
Gender	Mixed
Age range	16 upwards
Minimum length of Service	1 days service
Local connection needed?	No
Accepts people with serious mental health problems?	Always
Accepts people with substance misuse problems?	Always
Will not accept	
Other facilities	N/A
Support provided	<p>The Single Persons Accommodation Centre for the Ex Services (SPACES), is designed to help single ex-regulars from all 3 Services, find appropriate accommodation prior to discharge. This service reduces the likelihood of ex-service personnel becoming homeless or sleeping rough after discharge.</p> <p>The prime objective of SPACES is to assist single Service Leavers secure appropriate accommodation as they leave the Armed Forces, and existing veterans who are sofa surfing or roofless. In so doing we will be reducing the likelihood of them becoming long term homeless or rough sleepers.</p>
Any support unable to provide?	
Staff availability	Monday to Friday – 9 to 5
Named worker?	Yes
Follow on support provided?	Once a client is registered with SPACES they will be eligible for further housing advice should they become homeless at a later date.
Tenancy type	This is dependent on the type of housing accepted.

<b>Service Provider</b>	<b>Veterans Nomination Scheme</b>
Service provider's address	Stoll, 446 Fulham Road London SW6 1DT
Local authority area	National
Organisation name	Stoll
Organisation website	<a href="http://www.stoll.org.uk">www.stoll.org.uk</a>
Organisation telephone number	020 7385 2110
Cobseo member?	Yes
Type of scheme	Referral scheme for low support Veterans into permanent social housing
Number of beds/ unit	Up to 160 a year
Referral procedures	Via telephone, website or Email. Successful applicants have to be referred through an existing Veterans service.
Gender	Mixed
Age range	18 upwards
Minimum length of Service	Completed Basic Training
Local connection needed?	Sometimes – depends upon tenancy
Accepts people with serious mental health problems?	Rarely
Accepts people with substance misuse problems?	Rarely – only if in sustained recovery
Will not accept	High support needs
Other facilities	N/A
Support provided	This is a brokerage scheme enabling Veterans who are homeless or in temporary accommodation to access their own, permanent home in social housing.
Any support unable to provide?	Support is not usually offered.
Staff availability	Monday to Friday – 9 to 5
Named worker?	Yes
Follow on support provided?	None – although referrals can be made in exceptional circumstances.
Tenancy type	This is dependent on the type of housing accepted, but normally probationary tenancies or Assured Shorthold Tenancies.



**SECTION 5 - GENERAL  
NEEDS  
INCLUDING FAMILY,  
SHELTERED AND  
SPECIALIST HOUSING**

<b>Service Provider</b>	<b>Agamemnon Housing Association Limited</b>
Service provider's address	Agamemnon House, Lindisfarne Close, Cosham, Portsmouth, PO6 2SB
Local authority area	Portsmouth, Fareham and Gosport
Organisation name	Agamemnon Housing Association Limited
Organisation website	www.agamemnon.org.uk
Organisation telephone number	02392 387086
Email Address	enquiries@agamemnon.org.uk
Cobseo member?	TBC
Type of scheme	Sheltered Housing
Number of beds/ unit	236 flats
Referral procedures	Go to website or ring office
Gender	Mixed
Age range	60+
Minimum length of Service	N/A
Local connection needed?	No
Disabled facilities	Yes
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Animals except small caged birds etc.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Independent living with communal: lounge, laundry etc.
Support provide	Warden provides neighbourly support and some wellbeing visits provided
Any support unable to provide?	Care
Staff availability	Warden on-site, Chichester Care Line
Key/ named worker?	CEO – Pat Burns
Follow on support provided?	No
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Assured, none short-term

Service Provider	Bournemouth War Memorial Homes
Service provider's address	5b Woodsford Green Castle Lane West Bournemouth BH8 9TP.
Local authority area	Bournemouth
Organisation name	Bournemouth War Memorial Homes
Organisation website	<a href="http://www.bwmh.org.uk/">http://www.bwmh.org.uk/</a>
Organisation tel	01202 302881
Cobseo member?	No
Type of scheme	Long term housing.
Number of beds/ unit	50 properties. Bournemouth,
Referral procedures	Direct referral. Request an application form from the office.
Gender	Mixed.
Age range	All ages.
Minimum length of Service	None given.
Local connection needed?	No.
Disabled facilities	None
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	Those without a service connection.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	None
Support provided	None
Any support unable to provide?	N/A
Staff availability	The estate manager is available Monday to Fridays from 10.00am to 1.00pm
Key/ named worker?	None
Follow on support provided?	No
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	None provided.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Blind Veterans UK</b>
Service provider's address	Organisation Address: 12-14 Harcourt Street, London W1H4HD.
Local Authority area	N/A
Organisation name	Blind Veterans UK (formerly St Dunstan's)
Organisation website	<a href="https://www.blindveterans.org.uk/">https://www.blindveterans.org.uk/</a>
Organisation tel	020 7723 5021
Cobseo member?	Yes
Type of scheme	Long Term Housing
Number of beds/ unit	165 Properties used by Beneficiaries .A further 147 potentially available .Plus Centres in Brighton, Llandudno and Sheffield
Referral procedures	Via a Welfare Officer who makes application to the Welfare Housing and Grants Committee.
Gender	Mixed
Age range	Any
Minimum length of Service	None specified but evidence of Service is required
Local connection needed?	No
Disabled facilities	Accommodation is frequently adapted to meet the particular needs of the visually impaired and/or to enable independent living to continue notwithstanding other disabilities
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Applicants who are not Members i.e. not visually impaired
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Rehabilitation, Training and Holidays are available to Members satisfying the Charity's criteria.
Support provided	Physical and emotional support is provided via a network of Welfare Officers
Any support unable to provide?	N/A
Staff availability	See above
Key/ named worker?	N/A
Follow on support provided?	See above
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	Yes subject to suitability of property
Tenancy type	Usually an Assured Tenancy
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Care Ashore</b>
Service provider's address	Care Ashore. Springbok Estate. Alfold Cranleigh. Surrey. GU6 8EX
Local authority area	Surrey
Organisation name	Care Ashore
Organisation website	<a href="http://www.careashore.org">http://www.careashore.org</a>
Organisation tel	01403 752555
Cobseo member?	No
Type of scheme	Sheltered housing with support, and holidays, for ex Merchant and RN seamen, plus the fishing fleets.
Number of beds/ unit	11 flats for independent living - 8 for single seafarers and 3 for couples. Radcliffe House accommodates 21 supported units for singles.
Referral procedures	Call number listed above for referral.
Gender	None.
Age range	Over retirement age.
Minimum length of Service	None given.
Local connection needed?	No
Disabled facilities	Sheltered accommodation for the elderly.
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	Those under retirement age who do not require sheltered housing .
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal facilities include a social club, bar, gymnasium, library and lounges. The membership fee for these facilities is £5.00 annually.
Support provided	Sheltered accommodation. Limited transport is supplied and welfare officers work closely with tenants.
Any support unable to provide?	N/A
Staff availability	Welfare officers work with tenants and during out of office hours Waverley care line operates the call system in each property.
Key/ named worker?	Two Welfare Officers; Steve Sansom and Carol Jarrett
Follow on support provided?	Yes the welfare officers work with tenants.
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	None given.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>CESSA Housing Association</b>
Service provider's address	1 Shakespeare Terrace, 126 High Street Portsmouth PO1 2RH
Local Authority area	Portsmouth, Fareham, Gosport, Cornwall CC, Greenwich London
Organisation name	Church of England Soldiers' Sailors' and Airmen's Housing Association
Organisation website	<a href="http://www.cessaha.co.uk">www.cessaha.co.uk</a>
Organisation tel	02392829319/ 08000126625
Cobseo member?	Yes
Type of scheme	Sheltered Housing
Number of beds/ unit	286
Referral procedures	Application form – online or contact office
Gender	Mixed
Age range	60+
Minimum length of Service	Any
Local connection needed?	No
Disabled facilities	Yes, most schemes have 1 or 2 flats disabled adapted. All flats are wheelchair friendly.
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Under 60s
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal Lounge, laundry, Hairdresser salon, free internet access and wi-fi, Scheme Manager service, out of hours Careline
Support provided	Scheme Manager provides support to more vulnerable tenants
Any support unable to provide?	Only limited support provided
Staff availability	Monday – Friday; out of hours Careline
Key/ named worker?	Gill Peckham
Follow on support provided?	No
Smoking allowed?	Only in flats
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	Assured Non Shorthold
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Dashwood Alms Houses</b>
Service provider's address	26E Radbourne Rd, Balham, London, SW12 0EF
Local authority area	Lambeth
Organisation name	E Hayes Dashwood Foundation
Organisation website	<a href="http://www.hayesdashwood.org.uk/">http://www.hayesdashwood.org.uk/</a>
Organisation tel	020 8673 9655
Cobseo member?	Yes
Type of scheme	Almshouses (long term) for needy ex-Services with an infirmity
Number of beds/ unit	100
Referral procedures	Via ex-Service charities, MOD or direct from website
Gender	Either
Age range	Twenties upwards
Minimum length of Service	Min Services engagement term or less if medically discharged
Local connection needed?	No
Disabled facilities	Some, but not specialist
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Non British or EEA Nationals or those without indefinite permission to remain in the UK
Self-contained units (own bathroom and cooking)	Yes; also small garden
Other facilities	No communal facilities / services
Support provided	No
Any support unable to provide?	N/A
Staff availability	For building / fabric issues only
Key/ named worker?	No
Follow on support provided?	No
Smoking allowed?	Yes
Alcohol allowed?	Responsible consumption only
Dogs allowed?	Yes, subject to strict rules
Tenancy type	Occupation by Licence with approved co-occupiers only. Accommodation must be main residence.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Elizabeth Huggins Trust</b>
Service provider's address	Civic Centre. Windmill Street. Gravesend. Kent. DA12 1AU
Local authority area	Kent
Organisation name	Elizabeth Huggins trust.
Organisation website	<a href="http://www.charitychoice.co.uk/elizabeth-huggins-cottages-charity-144660">http://www.charitychoice.co.uk/elizabeth-huggins-cottages-charity-144660</a>
Organisation tel	01474 747693.
Cobseo member?	No
Type of scheme	Cottages for wounded / disabled veterans and their families; will consider general needs ex-Service applicants.
Number of beds/ unit	13
Referral procedures	Gravesend Council have nomination rights.
Gender	None given.
Age range	None given.
Minimum length of Service	None given.
Local connection needed?	Gravesend Council have nomination rights.
Disabled facilities	Housing specifically for those who have been disabled or injured.
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	N/A
Self-contained units (own bathroom and cooking)	Yes
Other facilities	None provided.
Support provided	N/A
Any support unable to provide?	N/A
Staff availability	N/A
Key/ named worker?	N/A
Follow on support provided?	N/A
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	N/A
Entry Updated	Jan 15



<b>Service Provider</b>	<b>Erskine</b>
Service provider's address	Erskine, Bishopton, Renfrewshire PA7 5PU
Local Authority area	Renfrewshire
Organisation name	Erskine Hospital
Organisation website	<a href="http://www.erskine.org.uk">www.erskine.org.uk</a>
Organisation tel	0141 812 1100
Cobseo member?	Yes
Type of scheme	General Housing
Number of beds/ unit	44 x 1,2 and 3 bedroom cottages
Referral procedures	Veterans Scotland Central Housing Register or direct
Gender	Mixed
Age range	Any
Minimum length of Service	1 Day
Local connection needed?	No
Disabled facilities	All DDA compliant and adaptations will be made to accommodate tenants
Accepts people with serious mental health problems?	No
Accepts people with substance misuse problems?	No
Will not accept	Only the above
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Access to estate grounds
Support provided	Advice through other visiting charity workers
Any support unable to provide?	NA
Staff availability	Monday – Friday during working hours
Key/ named worker?	Michelle Clark
Follow on support provided?	No
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Yes
Tenancy type	Scottish Assured Tenancy
Entry Updated	Nov 16

<b>Service Provider</b>	<b>Gurkha Homes - Abbeygate House</b>
Service provider's address	Abbeygate House, St Johns Green, Colchester, Essex CO2 7HA
Local authority area	Colchester
Organisation name	Gurkha Homes Limited
Organisation website	<a href="http://www.gurkha homes.org">www.gurkha homes.org</a>
Organisation tel	0118 9701103
Cobseo member?	Pending
Type of scheme	Long term housing
Number of beds/ unit	26 self contained flats
Referral procedures	Direct access; self referral; other services within our organisation; local authority Housing Options Team or Homeless Persons' Unit; housing associations; veteran organisations; other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	
Minimum length of Service	4 years, must have indefinite leave to remain in UK
Local connection needed?	No
Disabled facilities	At least one ground-floor unit available for people with mobility problems.
Accepts people with serious mental health problems?	Never
Accepts people with substance misuse problems?	Never
Will not accept	Project is aimed only at Gurkha veterans
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Communal lounge; wi-fi access; gardens; laundry room.
Support provided	Social support through Gurkha liaison officer – community events, accessing benefits, setting up bank accounts, registering with doctors, arranging language and literacy courses and general support for living in UK. Support with welfare benefits; debt/ money advice; education/ employment/ training services; social activities; practical help with moving.
Any support unable to provide?	
Staff availability	Visiting staff only; out-of-hours on call system
Key/ named worker?	Yes – local Gurkha liaison officer providing social support and signposting
Follow on support provided?	N/A
Smoking allowed?	No
Alcohol allowed?	Yes
Dogs allowed?	No
Tenancy type	AST

<b>Service Provider</b>	<b>Haig Housing Trust</b>
Service provider's address	Organisation address: Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS
Local authority area	Various
Organisation name	Haig Housing Trust
Organisation website	<a href="http://www.haighousing.org.uk/">www.haighousing.org.uk/</a>
Organisation tel	020 8685 5777
Cobseo member?	Yes
Type of scheme	Long Term Housing; some individual special housing needs and shared ownership
Number of beds/ unit	1350+ houses and flats.. 2, 3 and 4 bed family houses and flats UK wide. 76 single units mainly in Haslemere and Woolwich. Veterans Accommodation Fund flats (Veterans Pathway - linked to ECHG & Stoll) in Aldershot (12) and Colchester (10).
Referral procedures	Direct access
Gender	Mixed
Age range	n/a
Minimum length of Service	4 years unless medically discharged or other extenuating circumstances.
Local connection needed?	N
Disabled facilities	Some units are wheelchair accessible. Properties adapted as needed
Accepts people with serious mental health problems?	Occasionally on case by case basis E.G. PTSD
Accepts people with substance misuse problems?	Never
Will not accept	Those in debt or otherwise unable to sustain a tenancy.
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Gardens
Support provided	Support with welfare benefits; debt/ money advice; help to arrange provision of white goods and carpets on a case by case basis.
Any support unable to provide?	
Staff availability	Visiting staff only – housing managers
Key/ named worker?	No
Follow on support provided?	No
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Only one, with permission.
Tenancy type	AST
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Home of Devenish</b>
Service provider's address	EAC First Stop Advice. 3rd Floor, 89 Albert Embankment. London SE1 7TP
Local authority area	Weymouth
Organisation name	Home of Devenish
Organisation website	<a href="http://www.housingcare.org/housing-care/provider-8335-the-home-of-devenish.aspx">http://www.housingcare.org/housing-care/provider-8335-the-home-of-devenish.aspx</a>
Organisation tel	01305 813895
Cobseo member?	No
Type of scheme	Housing for Service or Church widows.
Number of beds/ unit	23 bungalows and 2 maisonettes on three estates near Weymouth.
Referral procedures	Call number listed above.
Gender	Female
Age range	Over retirement age.
Minimum length of Service	N/A
Local connection needed?	N/A
Disabled facilities	N/A
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	N/A
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Community service alarm
Support provided	N/A
Any support unable to provide?	N/A
Staff availability	N/A
Key/ named worker?	None provided.
Follow on support provided?	N/A
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	Assured shorthold. Social landlord.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Lord Leycester Hospital</b>
Service provider's address	Lord Leycester Hospital. 60 High Street. Warwick Warwickshire. CV34 4BH
Local authority area	Warwickshire
Organisation name	Lord Leycester Hospital
Organisation website	<a href="http://lordleycester.com/">http://lordleycester.com/</a>
Organisation tel	01926 491 422
Cobseo member?	Yes
Type of scheme	Sheltered accommodation.
Number of beds/ unit	Sheltered homes for 8 ex-Servicemen and families in Warwick
Referral procedures	Direct referral 01926 491422 enquiries@lordleycester.com
Gender	Mixed
Age range	Over 65 years old.
Minimum length of Service	None given.
Local connection needed?	No.
Disabled facilities	Yes for elderly tenants.
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	Those below the age of 65 years of age.
Self-contained units (own bathroom and cooking)	Yes.
Other facilities	None.
Support provided	No.
Any support unable to provide?	N/A
Staff availability	Not given.
Key/ named worker?	None provided.
Follow on support provided?	N/A
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	None given.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>RAF Benevolent Fund</b>
Service provider's address	Organisation address: RAF Benevolent Fund, 67 Portland Place, London W1B 1AR
Local authority area	N/A
Organisation name	Royal Air Force Benevolent Fund
Organisation website	<a href="http://www.rafbf.org/">http://www.rafbf.org/</a>
Organisation tel	0800 169 2942
Cobseo member?	Yes
Type of scheme	Provides practical, financial and emotional support to all members of the RAF family, regardless of rank, from childhood through to old age. Specialist housing is provided through a Housing Trust to seriously wounded, injured and sick service personnel facing a medical discharge where alternative housing provision cannot be sourced.
Number of beds/ unit	230 properties nationwide
Referral procedures	Direct access. Application form on website. <a href="http://www.rafbf.org/81/apply-for-help.html">http://www.rafbf.org/81/apply-for-help.html</a>
Gender	Mixed
Age range	All ages.
Minimum length of Service	None.
Local connection needed?	No.
Disabled facilities	N/A
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	To qualify for general support, you must have less than £16,000 in savings and less than £23,250 if you require care home top up assistance.
Self-contained units (own bathroom and cooking)	N/A
Other facilities	None.
Support provided	Emotional and financial support for RAF families. They also provide funding for disability adaptations and any equipment needed to aid mobility problems or other disabilities.
Any support unable to provide?	Mental health support.
Staff availability	Various.
Key/ named worker?	None.
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	N/A
Entry Updated	Nov 2016

<b>Service Provider</b>	<b>RIFLES Benevolent Trust</b>
Organisation website	<a href="https://www.army.mod.uk/documents/general/Riflesbenevolence01.pdf">https://www.army.mod.uk/documents/general/Riflesbenevolence01.pdf</a>
Organisation tel	01962 828598
Cobseo member?	No
Number of beds/units	21 units in Stanmore Lane, Winchester open to ex servicemen from all the forming and antecedent regiments of The Rifles. 3 x 2 bed houses; 10 x 1 bed flats; 2 x 1 bed flats, 2 x 2 bed flats; 4 x maisonettes.
Referral procedures	Direct referral. Call tel.
Gender	Mixed.
Age range	None provided.
Minimum length of Service	N/A
Local connection needed?	N/A
Disabled facilities	None.
Will not accept	N/A
Staff availability	N/A
Key/ named worker?	John Poole-Warren, Regt Sec RHQ Rifles
Follow on support provided?	None provided.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Royal British Legion Industries</b>
Service provider's address	Property Services, Hall Road, Royal British Legion Village, Aylesford, Kent ME20 7NL
Local authority area	Tonbridge and Malling Borough Council
Organisation name	Royal British Legion Industries
Organisation website	<a href="http://www.rbli.co.uk">www.rbli.co.uk</a>
Organisation telephone number	01622 795910
Email Address	property.services@rbli.co.uk
Cobseo member?	Yes
Type of scheme	Family and single accommodation
Number of units	106
Referral procedures	Self referral; Other services within our organisation; Local authority Housing Options Team or Homeless Persons' Unit; Housing associations; MOD; Police; Prisons; Veteran organisations; Other voluntary sector/ third sector organisations.
Gender	Mixed
Age range	Over 18 but conditional on completed application form, no upper limit
Minimum length of Service	On a case by case review basis
Local connection needed?	No
Disabled facilities	Some
Accepts people with minor mental health problems?	On a case by case review basis
Accepts people with substance misuse problems?	No
Will not accept	Cannot cater for serious mental health or drug abuse issues
Self-contained units	Yes, houses 2,3,& 4 bedroom, bungalows and 1 & 2 bedroom apartments
Other facilities	Domiciliary care agency on site if required, also Full Welfare support, resident activities Health and Wellbeing support. On site café and community service building
Support provide	Support with welfare benefits; debt/money advice; support with health issues; education/ employment/ training services; individual counselling/ emotional support; social activities; support with applying to local authority as homeless; support with finding other temporary accommodation; support with accessing/ retaining social rented housing; support with finding private rented housing.
Any support unable to provide?	Cannot cater for serious mental health or drug abuse issues
Staff availability	08:00-16:30 Mon – Friday office hours
Key/ named worker?	Yes
Follow on support provided?	Yes
Smoking allowed?	Yes
Alcohol allowed?	Moderate
Dogs allowed?	Some properties and Guide/pat dogs
Tenancy type	Assured Shorthold Tenancy



<b>Service Provider</b>	<b>Royal Hospital Chelsea</b>
Service provider's address	Organisation address: Royal Hospital Chelsea Royal Hospital Road,London.SW3 4SR
Local authority area	None
Organisation name	Royal Hospital Chelsea
Organisation website	<a href="http://www.chelsea-pensioners.co.uk/">http://www.chelsea-pensioners.co.uk/</a>
Organisation tel	020 7881 5516
Cobseo member?	No
Type of scheme	Sheltered housing.
Number of beds/ unit	Retirement and nursing home for some 300 British soldiers, including Infirmary for up to 100.
Referral procedures	Direct referral. 020 7881 5204 or Email admissions@chelsea-pensioners.org.uk
Gender	Mixed
Age range	Must be over retirement age.
Minimum length of Service	None given.
Local connection needed?	No
Disabled facilities	Yes
Accepts people with serious mental health problems?	N/A
Accepts people with substance misuse problems?	N/A
Will not accept	Those under the age of 65.
Self-contained units (own bathroom and cooking)	No.
Other facilities	Infirmary.
Support provided	Support for those suffering with dementia and those with a disability.
Any support unable to provide?	For those with severe mental health issues.
Staff availability	Care for the tenants at the home.
Key/ named worker?	None given.
Follow on support provided?	Yes care provided for those in the home.
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	N/A
Tenancy type	None given.
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Scottish Veterans' Garden City Housing Association</b>
Service provider's address	New Haig House, Logie Green Road, Edinburgh, EH7 4HQ
Local authority area	Scotland
Organisation name	Scottish Veterans' Garden City Housing Association Inc
Organisation website	<a href="http://www.housesforheroes.org.uk/">http://www.housesforheroes.org.uk/</a>
Organisation tel	0131 557 1188
Cobseo member?	Yes
Type of scheme	Long Term Housing (for disabled veterans only)
Number of beds/ unit	643 houses
Referral procedures	Veterans Scotland Central Housing Register
Gender	Mixed
Age range	N/A
Minimum length of Service	N/A
Local connection needed?	No
Disabled facilities	Yes. (new builds only)
Accepts people with serious mental health problems?	No but certain levels of PTSD
Accepts people with substance misuse problems?	Never
Will not accept	Those without a certifiable disability
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Gardens
Support provided	SVGCA Volunteers
Any support unable to provide?	Financial
Staff availability	SVGCA Volunteers
Key/ named worker?	Ann Hamilton. Telephone: 0131 557 1188 mail@svgca.org.uk
Follow on support provided?	Sign posted to Social Services or other relevant agencies
Smoking allowed?	Yes
Alcohol allowed?	Yes
Dogs allowed?	Only with written permission
Tenancy type	SAT
Entry Updated	November 2016

<b>Service Provider</b>	<b>SSAFA</b>
Service provider's address	Organisation address: SSAFA Central Office, 4 St Dunstan's Hill, London, EC3R 8AD
Local authority area	UK wide
Organisation name	SSAFA
Organisation website	<a href="https://www.ssafa.org.uk/">https://www.ssafa.org.uk/</a>
Organisation tel	0845 241 7141.
Cobseo member?	Yes
Type of scheme	Various
Number of beds/ unit	<ul style="list-style-type: none"> <li>• 42 Bungalows / Apartments for the vulnerable/ level access in Barnsley (14), Ryde (19), Blackpool (5), Wantage (4)</li> <li>• The Royal Homes (Wimbledon) (74 lady residents)</li> <li>• Two Stepping Stone homes (women and children, ex-service, serving and dependents)</li> <li>• Norton Houses near Headley Court &amp; QE Birmingham to support patients and their families. Also Fisher House at QEHB</li> <li>• St Vincent's Care home on the Isle of Wight (25 bed)</li> </ul>
Referral procedures	Direct referral. Self referral Online form. <a href="https://www.ssafa.org.uk/about-us/contact-us/if-you-need-our-help-or-support/">https://www.ssafa.org.uk/about-us/contact-us/if-you-need-our-help-or-support/</a> 0207 463 9287
Gender	Mixed
Age range	Current service men and women as well as veterans and the families and dependents of al.
Minimum length of Service	N/A
Local connection needed?	None.
Disabled facilities	At All schemes.
Accepts people with serious mental health problems?	PTSD and those who are patients at Headley and QEHB
Accepts people with substance misuse problems?	NA
Will not accept	Assessed case by case
Self-contained units (own bathroom and cooking)	Yes, excluding SSH
Other facilities	N/A
Support provided	SSAFA provides impartial housing support and support for homeless and vulnerable veterans. and their families
Any support unable to provide?	N/A
Staff availability	Central office 9am to 5.30pm, Monday to Friday All other schemes 24 hour on call and support. Care Home 24 Hour care.
Key/ named worker?	Yes at those providing support
Follow on support provided?	SSAFA provides health care and social work. SSAFA also runs various support groups for injured service personnel and bereaved families Welfare support and case work / grants..
Smoking allowed?	N/A
Alcohol allowed?	N/A
Dogs allowed?	Bungalows and apartments by permission.
Tenancy type	Licence and service agreements
Entry Updated	Jan 15

<b>Service Provider</b>	<b>Viscountess Barrington's Homes for Disabled Ex-Servicemen and Women</b>
Service provider's address	2 Friars Close, Shrivenham, Swindon, Wilts, SN6 8BW
Local Authority area	Vale of White Horse DC
Organisation name	Viscountess Barrington's Homes for Disabled Ex-Servicemen and Women. (Charity 205219)
Organisation website	N/A
Organisation telephone number	01793 783684
Cobseo member?	Associate?
Type of scheme	Supported (long term) accommodation
Number of beds/ unit	6 x 2 bedroom flats and 7 x 3 bedroom houses. Planning permission obtained for an additional 11 units, similar mixture of flats and house, due to come on stream in 2017
Referral procedures	Direct to the Clerk
Gender	Mixed
Age range	Not defined
Minimum length of Service	Not defined
Local connection needed?	Within 100 miles of Shrivenham
Disabled facilities	Very limited
Accepts people with serious mental health problems?	Not normally
Accepts people with substance misuse problems?	No
Will not accept	
Self-contained units (own bathroom and cooking)	Yes
Other facilities	Some with garden
Support provided	Very limited
Any support unable to provide?	
Staff availability	Not on site
Key/ named worker?	Clerk
Follow on support provided?	No
Smoking allowed?	No
Alcohol allowed?	Yes
Dogs allowed?	Limited - with prior permission
Tenancy type	Open ended

# **SECTION 6: OTHER USEFUL CONTACT DETAILS**

<p><b>Cobseo</b> 2nd Floor Mountbarrow House 6-20 Elizabeth Street, London, SW1W 9RB</p>	<p><a href="mailto:enquiries@cobseo.org.uk">enquiries@cobseo.org.uk</a> 0207 811 3224 <a href="http://www.cobseo.org.uk/">http://www.cobseo.org.uk/</a></p>
<p><b>The Royal British Legion</b> 199 Borough High Street, London SE1 1AA</p>	<p>Contact Centre helpline: 0808 802 8080 (8am to 8pm, 7 days a week) <a href="http://www.britishlegion.org.uk/">http://www.britishlegion.org.uk/</a></p>
<p><b>Veterans UK</b> Ministry of Defence, Norcross, Thornton Cleveleys, FY5 3WP</p>	<p><a href="mailto:veterans-uk@mod.uk">veterans-uk@mod.uk</a> Freephone helpline: 0808 1914 218 Hours: Mon – Thurs 07:30 - 18:30; Fri 07:30 - 17:00 <a href="https://www.gov.uk/government/organisations/veterans-uk">https://www.gov.uk/government/organisations/veterans-uk</a></p>
<p><b>The Almshouse Association</b> Billingbear Lodge, Carters Hill Wokingham, Berkshire, RG40 5RU</p>	<p>The Almshouse Association represents 1,700 independent almshouse charities throughout the UK, providing homes for over 35,000 people <b>but not all open to veterans</b>. Applications should be made to individual almshouses. Limited advice about location of Almshouses is available through 01344 452922 but the Association cannot take applications. More information and some vacancies are listed on the Association’s website: <a href="http://www.almshouses.org/almshouse-association/">http://www.almshouses.org/almshouse-association/</a></p>