

## **An Introduction to Cleveland House and Cottage**

Cleveland House and Cleveland Cottage offer low/medium supported accommodation for young people and teenage parents aged 16–25. Young people housed within these projects may be moved on from Pathways Wells Road or directly through the application/referral process.

### **Accommodation**

Cleveland Cottage offers two rooms, on a licence agreement. Each client in the cottage has their own bedroom, but the cottage has a shared shower and toilet and kitchen dining area.

Cleveland House offers seven self-contained flats, two of which are designated for teenage parents.

Both projects provide housing management and low/medium support service with off-site cover and regular visits from staff from Pathways Wells Road. The aim of Cleveland House and Cottage is to assist young people in developing daily life skills for sustainable independent living.

It may also be provided as 'move on' accommodation from Wells Road before moving to more fully independent accommodation.

Cleveland House and Cottage have access to the IT UK On-Line Computer suite at Wells Road and all other activities held at the Pathways project.

### **Staffing**

Both Cleveland projects have access to the same staff team available at Pathways Wells Road which is staffed 24 hours a day, 7 days a week, and also a security number for out-of-hours emergencies. Support staff provide regular daytime visits, and clients are encouraged to contact Pathways staff by phone or in person for any additional advice, support, or questions required.

### **Supporting young people**

On entry, every client will have a comprehensive needs assessment, risk assessment and risk management plan and training needs assessment. Clients then work with their support worker to complete a mutually agreed support plan based on the outcome of the needs, training and risk assessments. Their involvement in this process is essential and core to the success of achieving aims and goals.

The above documents are reviewed every three months as standard and also at a client's request or in the event of an incident or significant change in circumstances. The aim of the Cleveland projects is to provide stable accommodation with a holistic approach in order to support young people to move on into medium and low support accommodation and independent living. Clients receive assistance in setting up and maintaining their accommodation, and we provide comprehensive advice on budgeting, benefits, drug and alcohol issues and offending behaviour. We also work closely with external agencies to help young people with any emotional or health needs they may have.

Cleveland Supported Housing also empowers young people to utilise our own in-house training services such as basic skills including literacy, numeracy and ICT. We can also provide assistance in preparing CVs and interview techniques. For those with more in-depth issues around offending, drug/alcohol use and mental health we recognise that we are not a specialist support service and Cleveland staff will refer and access specialist services in order to provide support in these areas.

### **Client involvement**

Clients are encouraged to be involved in the running of the project, and to attend group activities.

We currently have a cooking, art and gardening group and are also planning other ideas for the forthcoming year. Clients are also involved at a strategic level and we have currently have two client representative positions on the Board of Management and on the appeals and fundraising panel. Clients are also involved in creating and implementing our Involvement strategy to ensure inclusion for all our clients within the YPS service. We facilitate client meetings and also questionnaires which consult clients on the service that we provide and constantly seek ideas for improvement. We are committed to doing all that we reasonably can to ensure that clients take responsibility for and control over their lives by encouraging them to make their own choices and decisions within the remit and guidelines of our services. Our goal is to ensure all clients have as much respect, dignity and independent choice over issues in their lives.

### **How to apply**

Applications to Cleveland House and other Shape young persons' services are to be made through agencies such as Social Services, Off the Record, Project 28, Connexions and other local agencies working with young people. Self-referrals are not accepted. The application covers all young persons' projects and the decision as to where a young person will be housed is made by the staff interviewing and the client's own choice. It is also based on the written application, the interview, the support level identified for that young person and contribution from the referring agency.

Should you have any problems with your referral, need more advice or would like to visit the project please contact any of the following staff at Pathways who will be able to help you on 01225 339330.

**Hannah Newman Grimes, Supported Housing Administrator.**

**Paul Spriggs, Senior Supported Housing Officer/ Floating Support Officer**

**Lee Sainsbury, Supported Housing Officer**

**Kate True, Supported Housing Officer**

**Tom Box, Supported Housing Officer**

**Angela Wrigley, Outreach Worker**

**Anita Holden, Service Manager**

**This service is funded by B&NES Supporting People. Clients can access the service for a maximum of two years.**