

Factsheet 12

Supported Accommodation



Supported Accommodation comes in many forms. Most schemes have specific criteria that people wanting to live there have to meet, such as being a young person under 25, or a need to have a mental health diagnosis or involvement with probation services. This is because many schemes provide tailored support to different groups of vulnerable individuals.

For most schemes you can complete a self-assessment and this will then be risk assessed by their staff. If you meet their criteria, they will normally invite you to an interview to discuss your application and what the scheme can offer, then they will make a final decision whether to accept your referral. Depending on whether the scheme has any spaces, you may have a wait for a vacancy before you are able to move in, once accepted.

In all cases there will be support provided by trained professional staff and it will be a requirement for you to engage with this. This normally focuses on how to keep a home, pay bills, budget your income etc.

You will be charged rent and potentially a service charge but your assigned support worker will normally help you apply for the Housing Element of Universal Credit or Housing Benefit if you are on a low income.

Most schemes across Kent cater for single individuals but not couples or families.

Tenancy Type

Your occupancy rights will generally vary between having an Assured Shorthold Tenancy or a Licence Agreement. If you breach any terms in these occupancy agreements – such as failing to pay rent, behaving in an anti-social way, bringing drugs on site, etc – you are likely to be given notice to leave. If you do receive a notice, come to your nearest Council for further advice but also work with your support worker, and change your behaviour to try to resolve the issue.

Moving On

How long you can live at the scheme may vary, so check with your occupancy agreement so that you understand what is expected of you and what rights you have. Your support worker will often help you to move on when you are ready.

Supported Accommodation Providers

Please note that the below list does not include young person or young parent accommodation (under 25) as you will need a referral from Social Services or your Council's local Housing team.

PROVIDER	CONTACT DETAILS	AREA	CRITERIA
Porchlight	0800 567 7699 www.porchlight.org.uk	Across Kent	Various – schemes include 18 – 65, mental health
Emmaus	01304 204550 www.emmaus.org.uk/dover	Dover – but Emmaus are also in Medway	Over 18. Part of your agreement would be to work in their charity shop
AMAT	0800 698 1000 Email – services@amatuk.org www.amatuk.org	Medway and Kent	Over 25 single or couple and with pets.
Amber Project	0800 652 1081 / 07719 047 398 https://amberweb.org	Ashford	Single young people age 18-30
CGL	01303 220719 / 01227 477117 Email - Kentrecovery.info@cgl.org.uk www.changegrowlive.org	Folkestone & Canterbury	18 – 65. Substance misuse issues and not currently using
Rethink	01303 227220 willowlodge@rethink.org	Folkestone	Over 18. Must have a current CPN/ Care coordinator and mental health diagnosis. Referrals from professionals only
Riverside	01795 471 376 www.riverside.org.uk	Across Kent	Over 18.
Richmond Fellowship	01732 743 392 www.richmondfellowship.org.uk	Sevenoaks	Over 18. Must have dual diagnosis – substance misuse (not currently using) + mental health diagnosis. Professionals referrals only.
Phoenix Support	01622 682535 info@phoenixkent.com	Maidstone	18+. Must be open to Adult Social Services and have a care manager.
Pathways to Independence	01634 819649 www.beyondhomelessness.org.uk	Folkestone & Ramsgate	Over 18 and recovering from substance misuse, has mental health issues, or is an ex-offender.
Sanctuary	01303 242574 Request a referral form from: supported.living@sanctuary-housing.co.uk	Folkestone & Hythe	Over 18 with mental health or physical disabilities