



Providing more attentive support for vulnerable and complex rough sleepers

Councils often need temporary accommodation solutions for duty homelessness cases and complex rough sleepers with staffing on-site, 365 days a year.

We offer more than a roof

- Obtaining identification
- Completing housing applications
- Referring to outside agencies
- Providing emergency food provision
- Raising safeguarding and community care concerns
- Accessing and supporting with managing welfare
- Providing emotional support

Who we are

- A trusted provider of accommodation, managing over 1,200 self-contained properties and 350 shared accommodation rooms in more than 65 local authorities
- We work exclusively to provide self-contained temporary accommodation, supported shared properties, and other specialist accommodation
- Our team has over 40 years' experience supporting people in the housing market
- We have an extensive network for sourcing properties for social housing use, along with deep expertise in managing and maintaining properties and engaging with complex tenants
- Our head office is in Bedfordshire with a full time staff of almost 90 people along with multiple hubs across the UK

"This was an excellent example of collaboration with a partner organisation and shows what best practice looks like."

Cllr Andy Mercer – North Northamptonshire Council's Executive member for Housing and Community

Who we have partnered with:

North Northamptonshire Council

Complex rough sleepers often need round-the-clock supervision and support. We established Seen & Heard with North Northamptonshire Council to provide just this. Our 18-bed home provides temporary accommodation with the added support of 24 hours staffing and security.

Providing better and more attentive support for complex rough sleepers is something we can't do alone. We have therefore worked with multiple agencies including:

- local outreach services
- police and neighbourhood officers
- local charities and mental health services
- social services
- the local authority housing options team.

We have also worked closely with The Kettering Hub, Corby Outreach and the Daylight Centre. We are pleased and proud that within the first eight weeks, six service users successfully moved into more settled or independent accommodation.



33%

Within the first eight weeks, six out of 18 service users successfully moved into more settled or independent

“It was especially welcome that the entire process from go-ahead decision until the first clients were safely accommodated took just over two and a half weeks. This was critically important, as we needed to get these vulnerable people off the streets and into a warm and safe environment before the really bad weather set in.”

Cllr Andy Mercer –
North Northamptonshire Council’s
Executive member for Housing
and Community

Our commitment to you and our residents

- 1 Our staff are experienced and fully trained to work with sometimes vulnerable and chaotic residents. All staff also have to complete 7 mandatory safeguarding training
- 2 We provide 24/7 maintenance to fix problems, day or night
- 3 We install and monitor CCTV in all common areas
- 4 We understand the challenges with shared accommodation and know how to support residents – our property and resident support managers are highly experienced
- 5 Property cleaned 3 times a week

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