

# Stonham HomeStay

## **Norfolk Floating Support**

Stonham HomeStay provides tailored housing-related support to people in the community. We support people to prevent homelessness, maintain tenancies, access accommodation, increase life skills and enable people to live more independently.

Your current housing may be insecure or inappropriate due to:

- Having nowhere to live, rough sleeping or being at risk of losing your home
- Living in temporary accommodation
- Living with friends or family on a temporary or emergency basis or 'sofa surfing'
- Facing eviction, abandonment or overcrowding
- Problems with anti-social behaviour
- Struggling with rent arrears or multiple debts
- Not feeling safe in your home

# Who we support

We can support you if you live in Norfolk, are aged 16 or over and you need **additional support** to find somewhere to live or to avoid becoming homeless. For example we can help:

- People with a history of street homelessness or previous accommodation breakdown
- People with physical and/or sensory impairments
- People affected by anti-social behaviour or hate crime
- People with learning difficulties
- People with mental health problems
- People with substance and alcohol misuse issues
- People affected by domestic abuse
- Young people including care leavers
- People with long term physical health conditions
- Ex-offenders and people at risk of offending

# We can assist you with:

- Accessing stable accommodation
- Understanding how to manage your accommodation rights and responsibilities
- Tackling complex debt problems, referring to specialist debt advice services where needed
- Increasing your safety and security
- Improving your health and wellbeing
- Developing life skills and increasing confidence
- Building and strengthening relationships with family, friends and your community
- Accessing services in your community to engage with specialist support and education, training, volunteering and employment opportunities

# About Stonham

Stonham's continued success is in providing specialist services customised to local needs. With around 500 services around the country, Stonham is England's largest specialist provider of housing and support. We help over 30,000 people every year some of whom are the most socially excluded people in society.

Some clients live in Stonham services whilst others live in their own homes with our support. Our services are designed with local people in mind providing high standards of specialist support for specific client groups.

## **We work with:**

- young people leaving care, single homeless people and refugees
- people with mental health problems
- people with learning disabilities or physical disabilities
- people who have been in prison
- men, women and their children who are escaping domestic violence
- people with drug and/or alcohol dependency problems.

## **When using Stonham, clients receive:**

- respect and confidentiality
- good liaison between Stonham staff and others involved in their care and support
- regular visits and reviews from allocated workers
- consultation about the service they receive and the right to challenge, complain and praise
- the right to change their mind.

## How to get in touch:

**Write to:** Stonham HomeStay  
Heath House  
5 Woolgate Court  
St Benedict's Street  
Norwich, NR2 4AP

**Tel:** 0845 155 0390 (local rate from landlines)

**Email:** [StonhamHomestayNorfolk@homegroup.org.uk](mailto:StonhamHomestayNorfolk@homegroup.org.uk)

### Secure Email:

[StonhamHomeStayNorfolk@homegroup.org.uk.cjasm.net](mailto:StonhamHomeStayNorfolk@homegroup.org.uk.cjasm.net)

## Office hours

Office hours are 9am to 5pm,  
Monday to Friday (excluding bank  
holidays).

Outside of this, please leave a  
message on the answer phone and  
someone will get back to you.

Please contact us to find out more  
about Stonham HomeStay or to  
make a referral.

### Stonham Head Office:

2 Gosforth Park Way, Gosforth Business Park,  
Newcastle upon Tyne NE12 8ET

T: 0845 155 1234

[www.homegroup.org.uk](http://www.homegroup.org.uk)



**business to support people**

Stonham is part of Home Group Limited, registered with the  
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