



IPSWICH LOCALITY HOMELESSNESS PARTNERSHIP

ILHP Information Exchange Event: Resource Pack

**Resource Pack for Frontline
Workers: Directory of Local
Organisations and Service
Providers**



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Organisation	Anglia Care Trust (ACT)
Specific service/s	Housing Services/Alcohol Recovery Service
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich and County wide (ie across Suffolk)
Service description	Housing: Providing supported accommodation to Offenders and Single Homeless individuals in across Suffolk. Alcohol Recovery: Providing outreach support to profiled Street drinkers with the aim of facilitating recovery and sourcing appropriate accommodation.
Services	Accommodation and/or Housing Recovery (alcohol)
Who can access service/s	Anyone
How do people access service/s	Referral by a professional Self-referral
Service User access	Opening times for service users: 09:00 – 17:00 Mon – Fri Telephone number for general enquiries: 01473 622 888 Email address for general enquiries: admin@angliacaretrust.org.uk Website for general information: www.angliacaretrust.org.uk
Access for professionals	Same as above
Referral process, if applicable	Housing: Referral form completed via HRS Access. Alcohol Recovery: Users are profiled during monthly multi-agency Start Afresh meeting having come to the attention of agencies within the Locality.
Anything else partners need to know about service/s	As well as Supported Housing, ACT is able to provide independent accommodation via the public sector for those no longer requiring support to maintain their home using 'Triangle Tenancy Service'. This can be accessed via direct referral form.
What one thing people may not know about organisation	ACT employs over 60 staff and has nearly 100 volunteers across the region.



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Organisation	Genesis Housing Association
Specific service/s	Withipoll Street Hostel Scheme
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich
Service description	Withipoll Street is a female only hostel providing supported accommodation for homeless, vulnerable and socially-excluded single women (16+) who are either homeless or unsuitably housed. There are 10 units offering supported short term accommodation up to 18 months.
Services	<p>The aim of the service is to support customers to achieve greater independence, increased quality of life and to have all the tools and information to access services appropriate to their needs. Support Worker will discuss the customers support needs and how they best want to achieve these.</p> <p>A specific My Plan is created tailored to the individual based on need. Support is then reviewed every three months to monitor progress made and where further support is required in certain areas. Dependant on need, customers will be signposted to external services such as, The Lighthouse, mental health services, Health services, 4YP, voluntary and learning opportunities.</p> <p>We'll then look at exploring realistic move on options based on the customer's preferences and availability within the local area. The move on then takes place; the customer can still receive six weeks' resettlement support to ensure things are set up and they are able to continue their independent journey with the knowledge and skills available to them should they need access to further help and support.</p>
Who can access service/s	Adults (single adults only) 16+ Female only
How do people access service/s	Access is by referral by a professional / Self-Referral through the HRS referral portal. Applicants are invited for a Needs and Risk Assessment to determine if they meet the eligibility criteria.
Service User access	As above
Access for professionals	As above
Referral process, if applicable	Access is by referral by a professional / Self-Referral through the HRS referral portal. Applicants are invited for a Needs and Risk Assessment to determine if they meet the eligibility criteria.



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Anything else partners need to know about service/s	<p>We are a female only environment. Males are not permitted on the premises.</p> <p>We promote resident involvement through activities and events. Residents have the opportunity to put themselves forward as house reps.</p> <p>We also work closely with other organisations to provide a tailored support package in-line with customer's needs.</p>
What one thing people may not know about organisation	<p>Genesis is one of the largest housing associations in the South East of England.</p>



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Organisation	Genesis Housing Association
Specific service/s	Cavendish Lodge
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	County Wide (Suffolk)
Service description	<p>Cavendish Lodge, Ipswich, is a supported housing service accommodation for 24 single homeless customers who have a range of support needs in the main hostel. The age range for access to the service is 18+. At Cavendish Lodge we provide housing related support; if customers require care or alternative support services, we can work with them and refer them to more specialised providers. We offer supported short term accommodation up to 18 months.</p> <p>Cavendish Lodge also offers Emergency Night Services on a direct access based system. Customers can either be referred by the Local Authority or a self-referral and enquire about availability. There are 4 available beds in the Short Stay Emergency Accommodation (SSEA) available for up to 28 nights, Emergency Direct Access Beds (EDABS) which is offered from one or four nights at a time. 3 available beds through Short term emergency Beds Provision (STEPS), the length of stay will depend upon each individual’s circumstances. We also offer a Severe Weather Emergency Protocol beds (SWEP).</p> <p>Customers wanting to enquire for service availability need to arrive at the scheme at 6pm.</p>
Services	<p>The aim of the service is to support customers to achieve greater independence, increased quality of life and to have all the tools and information to access services appropriate to their needs. Support Worker will discuss the customers support needs and how they best want to achieve these.</p> <p>A specific My Plan is created tailored to the individual based on need. Support is then reviewed every three months to monitor progress made and where further support is required in certain areas. Dependant on need, customers will be signposted to external services such as, drug and alcohol, mental health, Health services, voluntary and learning opportunities.</p> <p>We’ll then look at exploring realistic move on options based on the customer’s preferences and availability within the local area. The move on then takes place; the customer can still receive six weeks’ resettlement support to ensure things are set up and they are able to</p>

Information provided by individual organisations, compiled by ILHP.



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	continue their independent journey with the knowledge and skills available to them should they need access to further help and support.
Who can access service/s	(Single adults only) 18+
How do people access service/s	Direct Access, e.g. walk-in, for the SSEA & EDABS services (STEPS) Referral from Housing Options/Needs teams, Street Link alerts, existing outreach services and/or supported housing providers. Referral by a professional / Self-Referral through the HRS referral portal.
Service User access	As above
Access for professionals	As above
Referral process, if applicable	Direct Access for the SSEA & EDABS services (STEPS) Referral from Housing Options/Needs teams, Street Link alerts, existing outreach services and/or supported housing providers Access for the main hostel is by referral by a professional / Self-Referral through the HRS referral portal Applicants are invited for a Needs and Risk Assessment to determine if they meet the eligibility criteria
Anything else partners need to know about service/s	We promote resident involvement through activities and events. Residents have the opportunity to put themselves forward as house reps We also work closely with other organisations to provide a tailored support package in-line with customer's needs.
What one thing people may not know about organisation	Genesis is one of the largest housing associations in the South East of England.



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Organisation	Ipswich Housing Action Group
Specific service/s	Housing Services
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich
Service description	IHAG provides 55 units of shared, supported accommodation in 14 properties across Ipswich. Clients must be over 18, either single or couples with no dependents wanting to live with them. IHAG supports clients while in the houses and through the move on process ensuring that they are equipped to cope in their new home.
Services	Accommodation and/or Housing Support and Welfare
Who can access service/s	Adults (Single Adults over 18 years) IHAG will house couples without dependants
How do people access service/s	Referral made through HRS Access Transfers between providers can be accommodated
Service User access	22 - 24 Carr Street Ipswich Opening times for service users to visit the office without an appointment: 10.30am - 1pm Tuesday – Friday Clients have access to the service as above and in addition to this will have contact with a team of housing support co-ordinators who will provide person centred support. Telephone number for general enquiries: Monday – Friday 9am – 5pm 01473 213102 Email address for general enquiries: ihag@ihag.co.uk Website for general information: www.ihag.co.uk/housing
Access for professionals	Same as above
Referral process, if applicable	People can walk in and receive help to apply for Housing Related Support (HRS) for either supported accommodation or community support via the online HRS Access referral form. HRS is a commissioned service from Suffolk County Council. IHAG is happy to offer advice and if needed signpost to relevant agencies or resources to anyone in housing need.
Anything else partners need to know about service/s	IHAG welcomes partnership working with other agencies to ensure clients get the best possible service.
What one thing people may not know about organisation	IHAG runs a drug free house for those people needing to sustain their recovery.



Organisation	SELIG Suffolk Trust
Specific service/s	Ipswich Winter Night Shelter Ipswich Hope into Action
Type of organisation	Charity
Sector	Voluntary Community
Geographical area	Ipswich
Service description	Throughout the coldest months of the year, our winter night shelter provides 12 guests with a hot nourishing evening meal, a warm and safe place with friendly company, a clean and comfortable bed and a good breakfast in the morning. Our two Hope into Action houses provide motivated tenants with supported transitional housing in partnership with local churches. Our tenants are supported by our full time Support Worker plus a team of volunteer befrienders from the church.
Services	Accommodation and/or Housing Basic welfare, e.g. food and drink, clothing, showers Support and Welfare Voluntary work placements
Who can access service/s	Adults (over 18)
How do people access service/s	Night shelter guests need to ask one of our Booking Partners to make a Booking request. We will work with at least 8 local Booking Partners to ensure that our beds are easy to access.
Service User access	Telephone number for general enquiries: 01473 487011 Email address for general enquiries: julia@selig.org.uk Website for general information: www.selig.org.uk
Access for professionals	Telephone number for professional enquiries: 01473 487012 Email address for professional enquiries: marlene@selig.org.uk Website for professional information: www.selig.org.uk
Referral process, if applicable	Referrals for our Hope into Action houses can be made via marlene@selig.org.uk
Anything else partners need to know about service/s	The Selig Suffolk Trust is the charity that delivers both the Ipswich Winter Night Shelter and Ipswich Hope into Action. We have a full time Manager and a full time Support Worker but we rely on volunteers (we have over 350 active volunteers) and local churches (we work with over a dozen churches) to help us deliver our projects. We are developing a third project that will work with churches to tackle domestic abuse.
What one thing people may not know about organisation	



Organisation	Orwell Housing Association
Specific service/s	Christchurch House
Type of organisation	Service Provider
Sector	Housing Association
Geographical area	Ipswich
Service description	Christchurch House is a Supported Housing Scheme that offers temporary accommodation in conjunction with a Support and Risk Management Package to people aged between 16 and 24. The aim of the Service is to provide clients with a safe and supportive environment where individuals are enabled to work towards independent living and planned resettlement within the community.
Services	Accommodation and/or Housing Support & Welfare Advice
Who can access service/s	Younger people (16-21)
How do people access service/s	Referral by a professional Self-referral
Service User access	
Access for professionals	Telephone number for professional enquiries: 01473 228788 Email address for professional enquiries: ali.newman@orwell-housing.co.uk
Referral process, if applicable	Please use Suffolk co-ordination service HRS ACCESS and then appropriate referrals will be invited to interview and will need to provide 2 references.
Anything else partners need to know about service/s	
What one thing people may not know about organisation	Christchurch House is a hostel in Ipswich that provides support to young people aged 16-21. We offer housing related support as well as lots of life experiences through our voluntary group Impact.



Organisation	Salvation Army Suffolk
Specific service/s	Lyndon House
Type of organisation	Service Provider
Sector	Statutory Charity
Geographical area	Ipswich
Service description	Accommodation and/or Housing Advice Basic welfare, e.g. food and drink, clothing, showers Benefits advice Education and/or Employment and/or Training Gateway to Local Welfare Assistance (LWA) Support & Welfare
Services	Homeless hostel for males over the age of 18.
Who can access service/s	Adults (over 18)
How do people access service/s	Referral by a professional. Self-referral. All have to go through HRS ACCESS as well.
Service User access	107 Fore Street, Ipswich Opening times for service users: 24/7 for residents – non-residents 09:30-11pm Telephone number for general enquiries: 01473251070 Website for general information: www.salvationarmy.org.uk
Access for professionals	Telephone number for professional enquiries: 01473 251070 Email address for professional enquiries: Sharon.Ralph@salvationarmy.org.uk Louise.brookes@salvationarmy.org.uk
Referral process, if applicable	Housing Related Support
Anything else partners need to know about service/s	We constantly seek innovative ways to address this and support people in changing their lives. We operate a person centred approach with a strong emphasis on resident engagement and involvement in the running of the Lifehouse. We are passionate about ensuring that the individual is the key focus in all that we do, and that we meet their needs at every stage of engagement with them.
What one thing people may not know about organisation	We have a Chaplain who supports both staff and residents alike. The Chaplaincy programme is unique to The Salvation Army.



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Organisation	Sanctuary Supported Living
Specific service/s	Anglesey Rd, Berners St, Langley Close
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich and Felixstowe
Service description	Providing supported accommodation for 50 people across 2 boroughs for people between 16-65, mothers & babies and 2 disability adapted flats. Promoting independence with a view to move on through a tailor made support package working on needs & aspirations.
Services	Access to healthcare Accommodation and/or Housing Advice / Money Advice Basic welfare, e.g. food and drink, clothing, showers etc. Benefits advice Education and/or Employment and/or Training Gateway to Local Welfare Assistance (LWA) Recovery (Alcohol & Drugs) Support and Welfare
Who can access service/s	Younger people (16-24) Families Younger people (16-18) Adults (over 18)
How do people access service/s	Referral by a professional Self-referral
Service User access	
Access for professionals	Ipswich 01473 286273 Felixstowe 01394 277024 Email address for professional enquiries: Helen.jones@sanctuary-housing.co.uk
Referral process, if applicable	Referrals received by HRS ACCESS and contact with local authorities When we know we have a vacancy coming up, we will contact applicants that fit the age group or criteria for the scheme and arrange an interview.
Anything else partners need to know about service/s	
What one thing people may not know about organisation	



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Organisation	YMCA Suffolk
Specific service/s	Accommodation
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	County wide (Suffolk)
Service description	YMCA Suffolk provides supported accommodation to young people aged 16-21 as part of our HRS provision. We have different types of accommodation, for example Hostel, flats and houses for the different needs young people face. We also offer accommodation for Parent and child and we have housing for UASC and CYPS young people aged 16-18 years.
Services	Accommodation and/or Housing in Ipswich, Bury St Edmunds and Stowmarket.
Who can access service/s	Younger people (16-18) Adults (single people only)
How do people access service/s	Direct Access, eg walk-in. Referral by a professional. Self-referral. HRS ACCESS
Service User access	YMCA Ipswich 2 Wellington Street, Ipswich, IP1 2NU Tel: 01473 252456 Bury YMCA 56 Westgate Street, Bury St Edmunds, IP33 IQG Tel: 01284 701697 The Mix Stowmarket 127 Ipswich Street, Stowmarket IP14 1BB Email address for general enquiries: admin@ymcasuffolk.org.uk Website for general information: www.ymcasuffolk.org.uk
Access for professionals	As above
Referral process, if applicable	Completing the single referral form accessible through the HRS Portal database. Referrals also can be made by Central Resource Team.
Anything else partners need to know about service/s	In Suffolk we provide Supported Housing, including emergency beds, Youth Work and Nursery care to young people across Suffolk. We have a Fitness Suite, Sports Hall, meeting and conference rooms and a function room. YMCA Suffolk is one of 114 YMCAs in England. Each YMCA meets the unique needs of their community.
What one thing people may not know about organisation	Help people believe in themselves, inspire them to raise their aspirations to achieve their goals.



Organisation	Healthwatch Suffolk
Specific service/s	
Type of organisation	Statutory & independent consumer champion of health and social care services within Suffolk
Sector	Statutory Voluntary Community
Geographical area	County wide (Suffolk)
Service description	We are the consumer champion of health and social care services listening to local people about their views and experiences of services, sharing comments with service providers, influencing change. We have statutory powers to elicit responses from providers and give information to help people navigate health and social care services.
Services	We listen to feedback about people's experiences of health and social care and use this to improve these services.
Who can access service/s	Anyone
How do people access service/s	Direct access
Service User access	Opening times for service users: 8:30-5pm but answer phone at other times Telephone number for general enquiries: 0800 448 8234 Email address for general enquiries: info@healthwatchesuffolk.co.uk Website for general information: www.healthwatchesuffolk.co.uk
Access for professionals	01449 703949 / 01473 760960 Email & Website - Same as above
Referral process, if applicable	
Anything else partners need to know about service/s	Healthwatch Suffolk welcomes feedback about all statutory funded health and social care services in Suffolk. Please leave your feedback on our website, www.healthwatchesuffolk.co.uk and read other people's reviews, nearly 4,000 submitted thus far.. Healthwatch Suffolk uses feedback to influence and improve services, working with Providers, Commissioners and Inspectors.
What one thing people may not know about organisation	



Organisation	Julian Support
Specific service/s	Mental Health Support
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich West Norwich Bury St Edmunds
Service description	West Ipswich - providing support to clients living in supported housing schemes and outreach support to community clients living in their own homes. Working in partnership with NSFT at 'Woodland' - Heath Road hospital supporting Patient discharge.
Services	We signpost clients to other services and support with accessing.
Who can access service/s	Adults (over 18)
How do people access service/s	Referral by mental health professionals. (IDT)
Service User access	We collaborate with Ipswich Library, Northgate Street, Ipswich, and Suffolk Mental Health Foundation to run Open Space on Wednesday afternoons. Opening times for service users/everyone welcome 1-3pm Website for general information: www.suffolklibraries.co.uk/health/open-space
Access for professionals	Telephone number for professional enquiries: 01473 350610 Email address for professional enquiries: Service Manager – s.almamun@juliansupport.org Website for professional information: www.juliansupport.org
Referral process, if applicable	Service users may be referred to mental health services, Integrated Delivery Team at Mariner House and other IDTs at Suffolk. Once assessed Suffolk Allocation panel will decide placement based on individual needs for housing. Community support can be provided on a weekly basis depending on needs.
Anything else partners need to know about service/s	The service we offer is commissioned by Suffolk County Council.
What one thing people may not know about organisation	We believe that services have a duty to be flexible and adaptable so that they can change, as a person's needs change. Our services have changed through the experiences of the people who use them. We focus on what you tell us is important to you and the things that you think will work, and will help you with your recovery. Our staff will help you to put this information into a plan, which you can work on together, in partnership.



Organisation	OneLife Suffolk
Specific service/s	
Type of organisation	Healthy Lifestyle Service
Sector	Private (commissioned by Suffolk County Council)
Geographical area	County wide (Suffolk)
Service description	OneLife Suffolk is a free service commissioned by Public Health at Suffolk County Council. We offer weight management for adults and children, stop smoking support, health walks and NHS health checks.
Services	Healthy lifestyle support
Who can access service/s	Anyone
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional. Self-referral.
Service User access	Opening times for service users: 9-5pm - Groups run in evening as well. Telephone number for general enquiries: 01473 718193 Email address for general enquiries: info@onelifesuffolk.co.uk Website for general information: www.onelifesuffolk.co.uk
Access for professionals	Same as above
Referral process, if applicable	Referral form either paper form or can be sent electronically via NHS account onelifesuffolk@nhs.net Or self-referral. Client is then triaged to establish what service is appropriate for them.
Anything else partners need to know about service/s	Offer MECC (Making Every Contact Count) training to organisations.
What one thing people may not know about organisation	



Organisation	Health Outreach NHS
Specific service/s	Marginalised & Vulnerable Adults Team
Type of organisation	Service Provider
Sector	Service Provider Essex Partnership University NHS Foundation Trust
Geographical area	County wide (Suffolk – but NOT Waveney)
Service description	Health Outreach: <ul style="list-style-type: none"> • Provides direct services to individual client’s county wide (excluding the Waverney area). • Enables clients to access all mainstream services • Influences and Empowers mainstream services to understand the lifestyle and difficulties of this client group in order to be inclusive. <p>We work with a needs-led approach, utilising care planning to identify need and manage risks to health.</p>
Services	What we offer: Care and support is offered in client homes, hostels, on the street or other community setting county wide. Workers involved in practical support, informal care coordination, advocacy as well as medical and therapeutic input What we aim to achieve: Promotion of the social inclusion of clients , Focus on their immediate needs and maximise their strengths and abilities
Who can access service/s	Adults (over 18), Health Outreach recognises that some of our adult clients have children in these cases we work in the best interest of the family. Criteria Groups: The Homeless, Migrant workers, Gypsies & Travellers, Refugee & Asylum Seekers, Offenders/ex-Offenders who have fallen outside of mainstream health services, use Emergency Departments and Ambulance Services inappropriately or unable/unwilling register with a GP.
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional. Self-referral.
Service User access	Opening times for service users: Telephone number for general enquiries: 01473 341763 Email address for general enquiries: suffolk.smash@nhs.net
Access for professionals	Same as above.
Referral process, if applicable	Professional referrals are requested. Please call or email and a referral form can be emailed out directly.
Anything else partners need to know about service/s	Health Outreach provides advocacy across all health and social care services on behalf of our clients, training to partners, community partnership work and direct advice in specialist areas of care.
What one thing people may not know about organisation	We are a multi-disciplinary team made up of Nurses, Social Workers, Outreach Practitioners, Support workers, a GP, Counsellor and Trainer.

Information provided by individual organisations, compiled by ILHP.



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Organisation	Turning Point
Specific service/s	Integrated Drug and Alcohol Service
Type of organisation	Service Provider
Sector	Statutory
Geographical area	County wide (Suffolk)
Service description	Psycho-social and pharmacological interventions. Counselling. Funding applications for inpatient rehabilitation and detoxification services. Working with Addiction. Criminal Justice, drug test on arrest, prison releases. Prison Link Work, Young People's service. BBV screening etc.
Services	Benefits Advice & Signposting Recovery (Alcohol & Drugs)
Who can access service/s	Adults (over 18) Younger people (16-18) (Youth Team)
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional / Self -referral Via SPOC number 0300 123 0872
Service User access	Sanderson House 17-19 Museum Street Ipswich IP1 1HE Open Access 10-3pm Tuesday door opens at 1pm 9-8pm Monday for scheduled appointments Telephone number for general enquiries: 0300 123 0872 Single Point of Contact out of hours Switchboard 01473 220240 Email address for general enquiries: ECHUB.turningpointsuffolk@nhs.net Website for general information: www.wellbeing.turning-point.co.uk/Suffolk
Access for professionals	Same as above
Referral process, if applicable	Self - referral can be done in person or over the phone. Referral forms are available on the wellbeing cloud for professionals as well as the general public.
Anything else partners need to know about service/s	Bury St Edmunds hub: 01284 766554 Lowestoft hub: 01502 531138 Leiston satellite runs every Monday from the Town Clerk Offices between 10-3pm.
What one thing people may not know about organisation	We currently have 4 volunteer peer mentors working within our team delivering groups alongside our recovery workers.



Organisation	Ipswich Housing Action Group (IHAG)
Specific service/s	Money Advice Service
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	County wide (Suffolk)
Service description	Debt and benefit advice and casework – by telephone or face-to-face appointments, at emergency Drop-In sessions or at money advice surgeries held at agreed outreach locations. Financial Capability Training for clients – by prior arrangement through client’s support agency or the MAS Service Administrator.
Services	Money & Benefits Advice Gateway to Local Welfare Assistance (LWA) Financial Capability Training
Who can access service/s	Anyone
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional Self-referral.
Service User access	22-24 Carr Street, Ipswich, IP4 1EJ Opening times for service users: 1.30pm to 2.30pm Tuesdays and Thursdays for Emergency Money Advice Drop-in sessions Telephone number for general enquiries: Local Welfare Allowance Gateway Tue-Fri 1.30-2.30 01473 213102 (option 1) Email address for general enquiries: mas@ihag.co.uk Website for general information: www.ihag.co.uk
Access for professionals	Same as above
Referral process, if applicable	Self-referrals and referrals by another agency can be made via telephone or in person during opening hours, or by completing the referral form on the website and emailing this to mas@ihag.co.uk or bringing this in/posting it to the office.
Anything else partners need to know about service/s	A prioritised service could be provided for clients of a specific organisation if funding were available for this. Please speak to the MAS manager if you wish to discuss this possibility.
What one thing people may not know about organisation	IHAG runs a quarterly Money Advice Forum in Ipswich for professionals to network and expand knowledge with presentations from expert speakers.



Organisation	Lighthouse Women's Aid
Specific service/s	Community Women's Centre
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	County wide (across Suffolk)
Service description	Lighthouse Women's Aid is a charitable organisation based in Suffolk providing support to women and their children experiencing domestic abuse in their personal or family relationships. "Our mission is to support and empower women and children affected by domestic abuse or violence." "We aim to do this by raising awareness, providing a safe, supportive environment and by developing and implementing preventative and therapeutic services".
Services	Advice & Money Advice Education and/or Employment and/or Training Support and Welfare
Who can access service/s	Families (women with children) Younger People (16 – 18 years)
How do people access service/s	Direct Access e.g. walk -in Referral by a professional Self-referral
Service User access	37 Berners Street, Ipswich IP1 3LN Opening times for service users: Monday – Friday 9am – 5pm Telephone number for general enquiries: 01473 228270 Email address for general enquiries: info@lighthousewa.org.uk Website for general information: www.lighthousewa.org.uk
Access for professionals	Same as above
Referral process, if applicable	Download our referral form from our website and email the form to info@lighthouse.org.uk
Anything else partners need to know about service/s	Lighthouse has an open day on Thursday 24th November 2016 12pm – 2pm for professionals to come and see the service we provide.
What one thing people may not know about organisation	The women & children who access Lighthouse Community Women's Centre tell us that it is a welcoming, friendly, supportive & empowering place to be.



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Organisation	IHAG – Chapman Centre
Specific service/s	Advice and Support
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich
Service description	The Chapman Centre provides a Walk-in Advice for vulnerable and marginalised adults, incl people who are homeless and rough sleepers, on issues such as Welfare Benefits, Housing, Debt Advice and Meaningful Activities, incl a drop-in practical support (laundry, showers, lunch etc.) for rough sleepers and others without access to such facilities elsewhere.
Services	<ul style="list-style-type: none"> • The Chapman Centre provides advice and support to marginalised and vulnerable people over 18 on a wide range of issues, such as housing, welfare benefits, debt and money advice, access to drug & alcohol and health services. • The Centre also offers services to people who are homeless and/or rough sleeping via an Outreach service based at the Centre. • The Centre also provides access to computers, shower facilities, use of phones, post collection, lunches, clothing and food parcels. • The Centre offers meaningful activities to enable and encourage individuals back to self-confidence and sustainable independence and support them in their journey back into social inclusion.
Who can access service/s	Adults (over 18), adults (single adults only)
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional. Self-referral.
Service User access	1 Black Horse Lane, Ipswich IP1 2EF Opening times for service users: 10 am to 2 pm Monday-Friday 3-5 pm Wed & Thurs (for appointments and meaningful activities only for current clients) Telephone number for general enquiries: 01473 232426 Email address for general enquiries: admin@ihagcc.co.uk Website for general information: www.ihag.co.uk
Access for professionals	Same as above
Referral process, if applicable	Via contact details as per above.
Anything else partners need to know about service/s	Meaningful activities takes place every Wed and Thurs 3-5 pm through structured training sessions like dental awareness training, budgeting skills, basic cooking skills and volunteering opportunities with Emmaus and self-confidence boosting activities like playing board games, bingo, music quiz, movie afternoon, art and craft activities.
What one thing people may not know about organisation	The Chapman Centre is the only walk-in Day Advice Centre in Ipswich for marginalised and vulnerable adults, including people who are homeless and rough sleeping.

Information provided by individual organisations, compiled by ILHP.



Organisation	Suffolk Family Carers
Specific service/s	Mental Health and Wellbeing Service
Type of organisation	Charity organisation of which some of the services we provide are commissioned by Health and Local Authorities and through charitable funding.
Sector	Charity
Geographical area	County wide (Suffolk)
Service description	
Services	Support, Advice Guidance and Emotional Support through 1-1 and peer led information groups
Who can access service/s	Family Carers and families with mental well-being and substance misuse difficulties.
How do people access service/s	Referral by a professional. Self-referral. Telephone, via website. Social media
Service User access	Opening times for family carers in person: Mon 9.00am - 4.00pm Tues 9.00am - 7.30pm(evening opening 4pm –7.30pm telephone contact 01473 835477) Weds 9.00am - 4.00pm Thurs 9.00am - 4.00pm Fri 9.00am - 4.00pm Telephone number for general enquiries: 01473 835455 (mental well-being) 01473 835411 (substance misuse) Email address for general enquiries: MH@suffolkfamilycarers.org Submisuse@suffolkfamilycarers.org Website for general information: www.suffolkfamilycarers.org
Access for professionals	As above
Referral process, if applicable	Once we receive referral, we will arrange to contact the family carer to discuss their situation, and make an initial assessment of the person’s needs, agree actions to support the family carer.
Anything else partners need to know about service/s	We provide programmes of information and support and 1-1 information advice guidance and emotional support across Suffolk including Carers Assessments.
What one thing people may not know about organisation	Our broader services provide information advice guidance and support for family carers aged 5 years old and upwards: 5-15 Young Carers, 16-24 Young Adult Carers, Adult Carers aged 18 and over.



Organisation	HOMEGROUP
Specific service/s	Housing related floating support
Type of organisation	Housing and Support Service Provider
Sector	Statutory
Geographical area	County wide (across Suffolk)
Service description	<ul style="list-style-type: none"> • Housing Related Floating Support for Suffolk • Supporting people to maintain accommodation including home owners • Working one to one with customers, in the home, at a Drop In Service or Telephone Support. • Outreach support and advice via drop Ins across Suffolk. • Support with helping to avoiding homelessness and eviction. • Advice with understanding tenancy sustainment. • Advice/support at court and applying for court hearings. <p>Networking with Landlords and external agencies to provide positive outcomes.</p>
Services	Accommodation and/or housing
Who can access service/s	Any Individual (over 16) with access to public funds and requiring Housing Related Support.
How do people access service/s	Referral by a professional. Self-referral. All applications for Housing Related Support should be made at: www.suffolk.gov.uk/hrsaccess
Service User access	Opening times for Customers: 9am -5pm Monday – Friday Telephone number for general enquiries: 0300 304 7900 Email address for general enquiries SuffolkCommunitySupport@homegroup.org.uk All applications for Housing Related Support should be made at: www.suffolk.gov.uk/hrsaccess
Access for professionals	As above
Referral process, if applicable	All applications for Housing Related Support should be made at: www.suffolk.gov.uk/hrsaccess
Anything else partners need to know about service/s	Formerly SNAP, the community support team provides housing related support to people living independently in the community. Our aim is to help you by offering support, advice and guidance to manage your housing related problems and meet your personal goals. We are happy to attend agencies to discuss the service in more detail.
What one thing people may not know about organisation	Homegroup's continued success is in providing specialist services customised to local needs. With around 500 services around the country, we are 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.

Information provided by individual organisations, compiled by ILHP.



Organisation	Shared Revenues Partnership SRP/IBC
Specific service/s	Housing Benefit, Discretionary Housing Payments, Council Tax Reduction, Council Tax Billing and Collection and Business Rates Billing and Collection for Babergh, Mid-Suffolk and Ipswich Councils.
Type of organisation	Service Provider
Sector	Statutory
Geographical area	Babergh, Mid-Suffolk and Ipswich Councils areas
Service description	Housing Benefit, Discretionary Housing Payments, Council Tax Reduction, Council Tax Billing and Collection and Business Rates Billing and Collection for Babergh, Mid-Suffolk and Ipswich Councils.
Services	As above
Who can access service/s	Anyone
How do people access service/s	Direct Access – Walk In Self-referral.
Service User access	<p>Customer Service Centre, Princes Street, Ipswich BDC & MSDC: Sudbury Town Council, Town Hall, Sudbury CO10 1TL or 54 Ipswich Street, Stowmarket IP14 1DE Opening times for service users: IBC: 8.30 – 17.00 BDC & MSDC: 9.00 – 17.00 Telephone number for general enquiries: IBC: 01473 432701 BDC & MSDC: 0300 123 4000 Email address for general enquiries: IBC: benefits@ipswich.gov.uk BDC & MSDC: Customer.services@baberghmidsuffolk.gov.uk Website for general information: IBC: www.ipswich.gov.uk BDC: www.babergh.gov.uk MSDC: www.midsuffolk.gov.uk</p>
Access for professionals	Email address for professional enquiries: John.booty@ipswich.gov.uk
Referral process, if applicable	
Anything else partners need to know about service/s	
What one thing people may not know about organisation	



Organisation	Emmaus Ipswich
Specific service/s	Volunteer opportunities for homeless, workless and vulnerable individuals within a retail business.
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich
Service description	Through offering volunteering roles within our social enterprise we provide business opportunities and experience to give people the chance to rebuild their lives in a supportive enduring environment with related tasks through a work framework.
Services	Education and/or Employment and/or Training
Who can access service/s	Adults (over 18)
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional. Self-referral.
Service User access	216 Dales Road, Ipswich IP1 4JY Opening times for service users: 9-5 Monday to Saturday Telephone number for general enquiries: 01473 255627 Email address for general enquiries: hello@emmausipswich.org Website for general information: www.emmausipswich.org
Access for professionals	Same as above
Referral process, if applicable	Referral forms can be requested and filled in with the applicant. Emmaus Ipswich currently offers opportunities for individuals with low level support needs or that have a support worker, they work directly with, as currently we do not have an in house support worker. The referring organization acts as the referee for the client. Emmaus Ipswich currently is unable to offer places for individuals with high support needs or active substance misuse.
Anything else partners need to know about service/s	We aim to recruit a support worker in the new year enabling us to expand our offer. We will also be able to offer Passport 4 Learning to all volunteers.
What one thing people may not know about organisation	We have a full time support worker and we offer Passport 4 Independence visas to all volunteers. We also have a venue in Sailmakers and will shortly open a venue in Bury St Edmunds.



Organisation	Ipswich JobCentre Plus
Specific service/s	Suffolk Family Focus – Employment Advisor team
Type of organisation	Service Provider
Sector	Statutory
Geographical area	Ipswich County wide (Suffolk)
Service description	Employment focussed support for families facing unemployment alongside a range of other issues. All families who access this support sign a consent form enabling the team to work in partnership with adult and children’s services, and other professionals to deliver a more holistic service that addresses multiple barriers. Families and individuals are seen in an enhanced and holistic way, allowing plenty of time and opportunity to discuss their barriers to employment and opening gateways for further mentoring, coaching and support from the JCP adviser. Non-standard JCP methods are used including case conferencing, social justice support, whole family interventions and bespoke work with community lead professionals.
Services	Education, Employment, Training.
Who can access service/s	Families
How do people access service/s	Referral by a professional, direct personal request at the local JCP.
Service User access	Ipswich Job Centre Plus – Door B St Felix House, Silent Street IP1 1TF Opening times for service users? Monday-Tuesday: 0900-1700 Wednesday: 1000-1700 Thursday-Friday: 0900-1700 Telephone number for general enquiries: 01473 267790 Email address for general enquiries: ipswich.suffolkfamilyfocus@dwp.gsi.gov.uk
Access for professionals	Telephone number for professional enquiries: 01473 267790 Lynda.buitenhuis@dwp.gsi.gov.uk/Theresa.pirrie@dwp.gsi.gov.uk/ Jo.hedges@dwp.gsi.gov.uk
Referral process, if applicable	Please contact the Suffolk Family Focus team at the Job Centre directly to discuss the family. If the family meet the eligibility criteria the team can help with the referral process, which is via Suffolk County Council.
Anything else partners need to know about service/s	Tailored, individual support for any adult within the family. Greater flexibility and availability of Job Centre appointments. Additional funding for training, aspirations and development. Joint appointments with other services.
What one thing people may not know about organisation	Last year Suffolk Family Focus supported over 600 families either re-enter work or remove barriers to work. This included families that had no employment history at all.



Organisation	Talent Match
Specific service/s	Supporting Young People who are NEET (Not in Education, Employment or Training) for at least 12 months.
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich/Lowestoft and Felixstowe including Leiston
Service description	Talent Match offers 1 to 1 support to those 18 to 24 year olds who are furthest from the Job market through active support in assisting individuals to overcome barriers to employment.
Services	Advice / Money Advice / Benefits Advice/Job ready skills/Work Experience/ Job Subsidies/ Education, Employment, Training Support & Welfare
Who can access service/s	Adults (over 18)
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional / Self-referral.
Service User access	Laydens Community Cafe at Felixstowe contact Lee 07736 132333 St Michaels/ St Peters Pop – up, Drop ins Ipswich contact Lee 07736 132333 Or, contact Daniel 07702 532808 Opening times for service users: Weekly Drop in sessions – variable times Telephone number for general enquiries: 01473 345357 Email address for general enquiries: Daniel.Flory@communityactionsuffolk.org.uk Website for general information: www.communityactionsuffolk.org.uk
Access for professionals	01473 345354 Richard.Broom@communityactionsuffolk.org.uk
Referral process, if applicable	For referral just contact either Daniel or Lee - both Talent Match Youth advocates!
Anything else partners need to know about service/s	This Taylor made service really does make a difference for eligible participants – try it!
What one thing people may not know about organisation	We can support the Individual for over two years!



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Organisation	MyGo
Specific service/s	
Type of organisation	Service Provider
Sector	Welfare to work
Geographical area	Ipswich and Felixstowe County wide (Suffolk)
Service description	MyGo is the first youth employment centre to be set up in the UK. We support 16-24 year olds move forward into education and/or employment
Services	Advice Education and/or Employment and/or Training Support and Welfare
Who can access service/s	Younger people (16-25)
How do people access service/s	Direct Access, e.g. walk-in. Referral by a professional. Self-referral.
Service User access	Fraser House, Princes Street, Ipswich, Suffolk, IP1 1HE We also have hubs in Felixstowe, Leiston, Woodbridge, Stowmarket and Sudbury Opening times for service users: 8:30am to 6pm Telephone number for general enquiries: 01473 226060 Email address for general enquiries: info@its-mygo.co.uk Website for general information: www.its-mygo.co.uk
Access for professionals	Email address for professional enquiries: louise.walkington@its-mygo.co.uk
Referral process, if applicable	
Anything else partners need to know about service/s	MyGo work with a diverse range of partners to provide wellbeing support and employment support in a welcoming and friendly environment
What one thing people may not know about organisation	MyGo transforms young people's lives. Young people matter to MyGo. Everyone between the age of 16-25 are eligible.



Organisation	Ipswich Soup Kitchen
Specific service/s	Outreach offering basic needs.
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich
Service description	Working on Streets to offer food, comfort and basic needs to the homeless and needy within Ipswich.
Services	Basic welfare, e.g. food and drink, clothing, showers etc.
Who can access service/s	Adults (over 18)
How do people access service/s	Self-referral
Service User access	<p>Elm Street outside court building</p> <p>Opening times for service users: Every night 7.30pm</p> <p>Telephone number for general enquiries: 01473 415539</p> <p>Email address for general enquiries: i.walters@ntlworld.com</p> <p>Website for general information: www.ipswichsoupkitchen.org</p>
Access for professionals	Same as above
Referral process, if applicable	
Anything else partners need to know about service/s	
What one thing people may not know about organisation	Working on the streets of Ipswich since 1992



Organisation	The Teapot Project
Specific service/s	Homeless support Food supplier
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	County wide (Suffolk)
Service description	We take edible food waste and deliver it to the communities most vulnerable. We also work directly with agencies to provide help for homeless and gateway placements for individuals with physical & mental health restrictions.
Services	Basic welfare, e.g. food and drink, clothing, showers etc. Education and/or Employment and/or Training Advice Money Advice Recovery (Alcohol) Support & Welfare
Who can access service/s	Anyone
How do people access service/s	Self-referral Referral by a professional
Service User access	10 Upper Orwell Street, Ipswich Suffolk, IP4 1HW Telephone Number: 01473 212589 Website for general information: www.theteapotproject.com
Access for professionals	Telephone number for professional enquiries: 07905 619829 Email address for professional enquiries: mischapearsonltd@workmail.com
Referral process, if applicable	We take referrals via booked appointments through WS Training, MyGo and many other agencies. We will meet for an informal chat, go through needs and create a bespoke plan to obtain objectives.
Anything else partners need to know about service/s	To cover the increased insurance premium that enables us to work more closely with vulnerable people, we are looking to launch a paid referral scheme and phase out our previous scheme. The rates will be negotiable upon needs, hours and budgets, but this is something we have had to agree at latest directors meeting.
What one thing people may not know about organisation	You can now book a meeting room at TTP's main office on Upper Orwell Street.



Organisation	Ipswich Outreach Bus (The Soup Kitchen)
Specific service/s	Outreach
Type of organisation	Service Provider
Sector	Voluntary Community
Geographical area	Ipswich
Service description	Raising funds to purchase purpose built bus to offer help for those in need within Ipswich.
Services	Basic welfare, e.g. food and drink, clothing, showers etc.
Who can access service/s	Adults (over 18)
How do people access service/s	Self-referral
Service User access	Telephone number for general enquiries: 01473 415539 Email address for general enquiries: i.walters@ntlworld.com Website for general information: www.ipswichoutreachbus.co.uk
Access for professionals	
Referral process, if applicable	
Anything else partners need to know about service/s	
What one thing people may not know about organisation	Taking the help out to those in need.



Organisation	Suffolk County Council
Specific service/s	Multi Agency Safeguarding Hub (MASH)
Type of organisation	Local Authority
Sector	Statutory
Geographical area	County Wide (Suffolk)
Service description	MASH staff work together in an integrated model to identify the most appropriate response to an individual's identified needs. The emphasis is on effective sharing of information to ensure early identification of potential significant harm, and the MASH also triggers the correct interventions to prevent further harm and route referrals to the right services.
Services	Full details can be found at via the Suffolk LSCB website.
Who can access service/s	Anyone
How do people access service/s	Self-referral Referral by professional
Service User access	Service users can refer themselves via Customer First 0808 800 4005 .
Access for professionals	The MASH consultation line is for you to discuss the most appropriate and effective way of providing or obtaining help and support for a child or adult you feel is at risk of abuse. Where the child may need help and protection you will be given advice and guidance about making a referral, including how to involve parents. Where a child and family have an allocated Social Worker you will need to contact the named Social Worker to discuss any concerns. Tel: 0345 606 1499
Referral process, if applicable	You can make an online referral via the Suffolk County Council website or via Customer First 0808 800 4005.
Anything else partners need to know about service/s	The MASH supports children and vulnerable adults. If a child has a social worker, this is the correct point of contact.
What one thing people may not know about organisation	The MASH includes partners from Police, Health, Social care, Probation, Housing, Domestic abuse services, YOS.



IPSWICH LOCALITY HOMELESSNESS PARTNERSHIP

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