



Alexandra House

A supported housing service for homeless people with support needs up to the age of 65.

32 Dingwall Road
Croydon
CR9 3LQ

020 3435 5561

Part of
Evolve Housing + Support
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Service overview

- › Based in Croydon, Alexandra House is an award winning, high specification building which opened in 2012.
 - › Alexandra House is an 80 bed service for single homeless people up to 65 years of age with a range of support needs.
 - › Customers are empowered to make decisions including choosing their support worker.
 - › Customers receive weekly 1:1 support and can take part in activities and workshops.
 - › The average stay at Alexandra House is one year.
 - › Accommodation is a mixture of studios and shared flats and there is a communal area with kitchen facilities and a computer room available to all customers.
 - › Customers also have access to training and employment opportunities through the Work and Learning Programme and Customer Employment Partnership. We also support customers through counselling and health and wellbeing support.
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Eligibility Criteria

Alexandra House customers:

- › are between 18 and 65 years old;
- › are homeless or with a housing need and a connection to Croydon;
- › have low to medium support needs which may include mental ill health, offending behaviour or not being in employment, education or training;
- › are not living as a household with another person; and
- › are fully committed to engage in the support offered by the service.

How do I make a referral at Alexandra?

- › We only accept referrals from Croydon council's Supported Needs Assessment & Placement (SNAP) Team.

What can customers expect from us?

- › We aim to empower customers to build on their existing skills so that they can achieve their goals.
 - › We treat our customers and staff with respect and with a positive regard.
 - › We believe that people can move beyond their current circumstances. Support workers can assist customers in areas such as budgeting, getting into education or employment, accessing local services and moving on to live independently.
 - › Customers help to plan their support, select the time and location of their support sessions, and plan support activities including nutrition, personal health and wellbeing.
 - › Regular workshops are available to residents including sexual health awareness, and cooking and healthy eating workshops.
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What is expected of customers?

- › We want our customers to play a key role in defining and designing the work we do.
- › This approach is built on mutual respect between staff and customers. We ask that customers treat others as they would wish to be treated and act in accordance with the agreement that they sign when they join us.
- › We believe that everyone has the potential to make a positive contribution to society and that these goals can only be achieved by creating a positive living environment.
- › We expect that all customers will uphold and abide by our equality and diversity guidelines.
- › Customers are responsible for paying a weekly personal service charge that covers water, electricity and lighting. Customers must also commit to paying any rent charges regularly and on time.

Move On Options

- › We support all customers to move on to independent and stable accommodation.
- › 30 of the 80 rooms at Alexandra House are designated as 'second stage' accommodation.
- › We also work with a range of rent deposit schemes to assist our customers to move on to private rented accommodation.
- › Where possible we work with friends and family to enable customers to return home.

Comments & Complaints:

- › We want to make sure that our service is right for our customers. Therefore we regularly consult with our customers to review all proposed and current procedures to ensure they are suitable and effective.
 - › We welcome comments and complaints. All feedback is positive and can assist us to continually improve our service.
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Mark Team Manager

- › At Alexandra house we realise that supporting customers is more than just providing a room for someone to stay. We pride ourselves on providing various activities and events, developed, coordinated and implemented by our customers. We aim to communicate that we believe in our customers abilities, knowledge and skills to achieve what they want to achieve both, whilst they stay with us here at Alexandra House and, when they move out and into independent living.



Harold

A customer from Alexandra House

"I've got lots of friends and I feel better now because I've got my own space. It's wonderful that my granddaughter can come to visit me and we have somewhere to spend quality-time together."



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If you have any questions please contact our staff team:

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Evolve

A place of positive change and growth

We are a housing and support charity, working with over 2,000 people each year in and around London. We are a place of positive change and growth for people of all ages, cultures and backgrounds.