



# Beacon House

**A supported housing service for homeless young people from the age of 16 with a range of support needs.**

2-4 Bina Gardens  
London  
SW5 0LA

020 3772 0755

Part of  
**Evolve** Housing + Support  
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[evolvehousing.org.uk](http://evolvehousing.org.uk)

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## Service overview

- › Based in the Royal Borough of Kensington and Chelsea, Beacon House is a 16 bed service for single homeless young people from 16 years of age with medium to high support needs.
  - › Customers are empowered to make decisions including choosing their support worker.
  - › The average length of stay is between 6 months and 2 years depending on the support needs of the individual.
  - › Customers receive weekly 1:1 support and can take part in activities and workshops.
  - › Beacon House consists of self contained flats. There is also a communal area, garden and skills centre available to all customers.
  - › Customers have access to training and employment opportunities through the Work and Learning Programme and Customer Employment Partnership as well as a workshop space
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## **Eligibility Criteria**

Beacon House customers:

- › are between 16 and 24 years old;
- › have medium to high support needs which may include mental health, offending behaviour and not being in employment, education or training;
- › not living as a household with another person; and
- › are fully committed to engage in the support offered by the service.
- › We aim to empower customers to build on their existing skills so that they can achieve their goals. A dedicated support worker meets with each customer to complete support work sessions, support plans and risk assessments.

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## **How do I make a referral to Beacon House?**

- › We only accept referrals that come through Royal Borough of Kensington and Chelsea SIT (Social Inclusion Team).

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## **What can customers expect from us?**

- › 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 outcomes monitoring, select the time and location of their support sessions, and plan support activities including nutrition, personal health or care.
  - › Regular workshops are available to residents including sexual health awareness led by Brook Sexual Health Advisory Service, and cooking and healthy eating workshops.
  - › 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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## **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 treat our customers and staff with respect and with a positive regard. 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.

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## **Move On Options**

- › We support all customers to move on to independent and stable 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.

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## **Consultation, 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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## Craig

### Team Leader

- › At Beacon House we aim to provide a safe and stable environment for our customers who have often had chaotic lives where we can support them to be included in the community and achieve their goals. I believe that they all have the potential to achieve happiness and a quality of life they deserve, and we can prevent future homelessness for them with a tailored support package.



#### Browndon

A customer of Beacon House

**“When I moved into Beacon House, I felt relieved. I need to get my life back on track by getting into education and having an income. Being here has helped me achieve that. I'm in college and studying acting which I really enjoy because it gives you the freedom to be whoever you want to be. I feel like life is normal now, which is a good thing.”**

**If you have any questions please contact our staff team:**

020 3435 5561



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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.