



# Burton - White House

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

10-12 West Cromwell Road  
London  
SW5 9QJ

020 7373 0787

Part of  
**Evolve** Housing + Support  
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## Service overview

- › Based in the Royal Borough of Kensington and Chelsea, Burton-White House is a 24 bed service for single homeless young people from 16 to 24 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 a year depending on the support needs of the individual. The maximum stay is 2 years.
  - › Dependant on need, customers will receive anything from daily contact to monthly 1:1 support sessions and are actively encouraged to take part in activities and workshops.
  - › There is also a communal area lounge area, a customer's computer room with internet access and a south facing garden.
  - › Customers also have access to training and employment opportunities through the Work and Learning Programme and Customer Employment Partnership. We also support customers to access counselling and local health and wellbeing support services.
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## Eligibility Criteria

Burton-White 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.

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## How do I make a referral to Burton-White House?

- › We accept referrals that come through the Royal Borough of Kensington and Chelsea SIT (Social Inclusion Team). And the Children and families arm of Social services.

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## What can customers expect from us?

- › We aim to empower customers to build on their existing skills so that they can achieve all of their goals. A dedicated support worker meets with each customer to document support work sessions, and complete all essential documents.
  - › Our core belief is that any young person with motivation to change will do so given the right environment. Our team will also assist with core needs such as budgeting, accessing education and employment, and localised support services.
  - › Customers are given the option to choose the style of their outcome monitoring, choose the time and location of their support sessions, and plan support activities which can include nutritional advice, personal health care and self defence techniques.
  - › Regular workshops are available to residents including sexual health awareness led by Key partner Brook Sexual Health Advisory Service, 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 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 their community and the wider society and those goals can 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 in a timely fashion.

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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 delivered in a fair and transparent way. Therefore we regularly consult with our customers to review all proposed and current procedures to ensure they are suitable and effective. This is particularly the case when reviewing local policies and procedures
  - › We welcome comments, complaints and all types of feedback. We believe this is positive and can assist us to continually improve our service delivery.
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## Alistair Team Manager

Staff at Burton-White House are extremely passionate about the well being and natural development of the young people we work with. We recognise that as well as the standard issues regarding employment, drug use, crime and family matters, young people also have to contend with the pressures of social media, a constant threat of violence within their peer groups and an all too often feeling of discrimination when it comes to social inclusion.

Therefore the need to work creatively has never been more important.



### Samuel

A customer of Burton-White House

**“Before coming to live at Burton-White House I’d been in a lot of trouble. When I moved in, it was a new start and a chance to move away from this background”**



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If you have any  
questions please  
contact our staff team:

020 7373 0787

## 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.