



Fitze Millenium Centre

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

6 Sylvan Hill
Crystal Palace
SE19 2QF

020 8653 8000

Part of
Evolve Housing + Support
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evolvehousing.org.uk

Service overview

- › Based in Upper Norwood, Fitze Millennium Centre is a newly built high specification building which opened in February 2015, replacing Knights Millennium Foyer.
 - › The Centre is an 80 bed service for single young homeless people between 18 and 30 years of age with a range of support needs.
 - › Customers are empowered to make decisions including choosing their support worker.
 - › Customers receive regular 1:1 key work support and can take part in activities and workshops.
 - › Accommodation consists of studio flats and there is a recreational area, computer room and garden 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

Fitze Millennium Centre customers:

- › are between 18 and 30 years old;
- › have low to medium support needs which may include mental ill health, offending behaviour or 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.

How do I make a referral to Fitze Millenium Centre?

- › We accept referrals from Croydon council's Supported Needs Assessment & Placement (SNAP) Team.
- › Young people between the ages of 18 and 21 can also contact the Turnaround Centre.
- › Please speak with staff at Fitze Millennium Centre for contacts and referral information.

What support will customers receive?

- › 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.
 - › A dedicated support worker meets with each customer to complete support plans and risk assessments.
 - › We believe that people can move beyond their current circumstances. Support workers assist 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, select the time and location of their support sessions, and plan support activities including nutrition, personal health guidance.
 - › We also support customers through counselling and health and wellbeing activities.
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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 Fitze Millennium Centre are designated as 'second stage' accommodation. Second stage is one possible move on option, depending on the availability of rooms.
- › 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.

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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Martha

Team Manager

I am passionate about the work we do at the Fitze Millennium, as I firmly believe that if we can provide the right kind of support to our customers we can help them to believe in themselves, and in turn this will help them to achieve their aspirations. It can be as simple as someone listening at the right time that can really boost a customers self esteem.



Sasha

A customer of Fitze Millennium Centre

"Before I moved in I had been homeless for three months, including sofa surfing, because of family breakdown. I used my time at Evolve to better myself and get my life back on track. I'm currently training as an apprentice Ssport worker and my biggest achievement so far has been moving out into my own place."

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.