



# Ingram Court

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

57-61 Sumner Road  
Croydon  
CR0 3LN

020 3657 7270

Part of  
**Evolve Housing + Support**

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[evolvehousing.org.uk](http://evolvehousing.org.uk)

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## Service overview

- › Based in Croydon, this service supports 44 single homeless young people with a range of support needs.
  - › Ingram Court consists of an assessment centre and a main supported housing service.
  - › 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 Ingram Court is one year and 3-6 months in the assessment centre.
  - › Accommodation is a mixture of en-suite bathrooms and shared flats and there is a communal area with kitchen facilities, a communal lounge and a computer room available to all customers.
  - › Customers help to plan their outcomes monitoring, select the time and location of their support sessions, and plan support activities including nutrition, personal health and support with moving on into independent living.
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## Eligibility Criteria

Ingram Court customers:

- › are between 16 and 22 years old;
- › have medium to high support needs which may include, ill mental health, offending behaviour and 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.

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## How do I make a referral at Ingram Court?

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

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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 their goals. A dedicated support worker meets with each customer to complete support work sessions, support plans and risk assessments.
  - › 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.
  - › Regular workshops are available to residents including sexual health awareness led by Terrance Higgins Trust, 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 workers.
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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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## 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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## Rich Team Leader

- › Ingram Court is a place of positive change where individuals receive support and gain skills. We have a team of friendly and supportive professionals that have been trained to help customers with a range of needs. Our project is also a fun place to live with various activities run to appeal to a range of interests including movie nights, boxercise, football, and DJ workshops.



### Megan

A customer of Ingram Court

**“It’s only been good since I moved to Ingram Court. Since I’ve been living there I feel more independent, staff there have helped me value my time manage my finances. There’s been a big difference since living there. Ingram felt like my home and that the staff were my family. If I needed any advice my support worker was always there for me and made me feel welcome.”**

If you have any questions please contact our staff team:

020 3657 7270



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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.