



Palmer House

A supported housing service for single homeless people with complex support needs.

105-107 Lansdowne Road
Croydon
CR0 2BN

020 7870 8850

Part of
Evolve Housing + Support
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Service overview

- › Based in Croydon, Palmer House is a high specification building which opened in 2011.
 - › Palmer House is a 60 bed service that supports single homeless people up to 65 years of age with a range of complex needs including experience of homelessness or rough sleeping, substance misuse and or/mental ill health.
 - › Accommodation is mainly shared flats, with some studios. There is a secure women only floor.
 - › 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.
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Eligibility Criteria

Palmer House customers:

- › are between 18 and 65 years old;
- › homeless or with a housing need and a connection to Croydon;
- › have medium to high 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 Palmer House?

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

What is expected of customers?

- › 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.
 - › Customers help to plan their support select the time and location of their support sessions, and plan support activities including nutrition, personal health or care.
 - › 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.

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 the customer 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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Nicola
Team Leader

- › I am proud of the work that our team undertakes in supporting customers here at Palmer House. We are there for our customers whether it's providing practical support every day or to help them overcome the challenges that they face over the longer term as they move towards independence.



Patricia

A customer of Palmer House

"I've met a lot of different people and challenged myself with things I haven't done before. Volunteering has reminded me of the skills I have; which can also be developed and help me move forward."



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If you have any
questions please
contact our staff team:

020 8653 8000

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.