

SUPPORTED HOUSING SERVICES

*& Intensive Housing
Management (2022-23)*





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WHO WE ARE

Langley Trust is a dynamic Christian Charity, built on a strong legacy of providing housing and support to some of the most marginalised groups in our society, namely those who have offended and for a variety of reasons have struggled to find their place and sense of worth in communities again.

We work with people of any faith, or none, and our services are open to all. We provide a range of specialist registered care and extra care services for our clients, many of whom have multiple and complex needs.

We deliver a person-centred, flexible service, tailored to individual need, and house about 1000 people every year. We believe that with the right support, any person can achieve positive change. We have a track record of success in working with clients who have previously failed in other placements. Our reconviction rate is under 3% whilst people are in our care. Our long-term results have also been validated by the Justice Data Lab (Ministry of Justice measurement tool).

WHO WE WORK WITH



Langley works with adult men and women (18+) who have offended or who are at risk of offending. We are skilled in working with those deemed 'hard to place' and those with complex needs. This includes individuals who are subject to MAPPA (Multi Agency Public Protection Arrangements) and those who are high risk of harm and high risk of reoffending.

Our services provide for:

- Multiple and complex needs
- Mental illness diagnoses
- Personality disorder diagnoses
- Learning disabilities (mild to moderate)
- Substance misuse issues
- Health and physical care needs
- Physical disabilities and limited mobility
- Individuals who are institutionalised
- Individuals coming from medium secure units
- Applicants under mental health sections (e.g. section 41, section 117)

WHAT WE DELIVER

Langley provides a variety of targeted and bespoke services which help people to reintegrate into society and live crime-free. Our services comprise of:

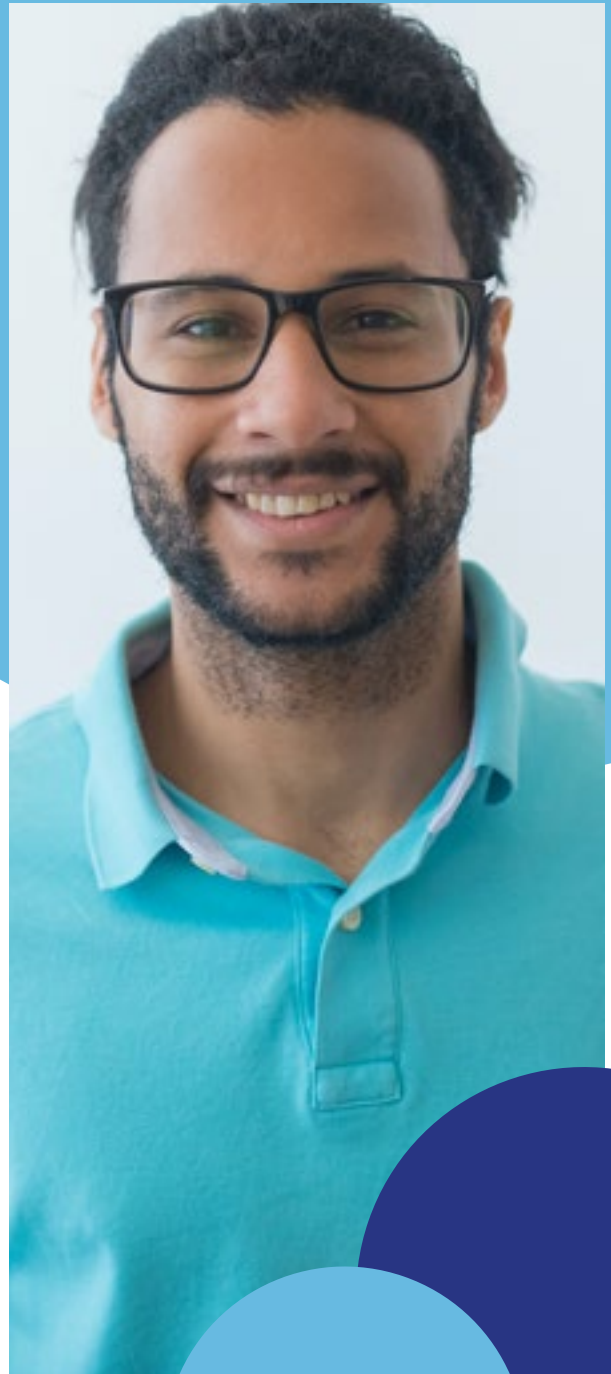
- Housing
- Mental health support
- Addiction support
- Skills to independence initiatives
- Advice and rehabilitation in prison

Our housing services include Intensive Housing Management, Supported Housing, Residential Care* and Extra Care, Move on Housing and Floating support. We offer accommodation in pleasant, attractive surroundings in both urban and rural settings.

Please note – some local authorities require a local connection.

We have community houses, hostels and accommodation for those who are disabled or who have limited mobility. We also offer therapeutic environments in safe and secure Care Quality Commission registered care homes*. Many of our sites are staffed 24/7 and there is building security at each of our premises.

*If you would like to learn more about our Registered Care Services please request our Care Brochure.



We deliver a person-centred, flexible service, tailored to individual need, and house about 1000 people every year.

WHAT IS AN INTENSIVE HOUSING MANAGEMENT (IHM) SERVICE?

Intensive Housing Management is a term used to describe the services provided by a supported housing landlord, differentiating it from a general needs landlord. The services are provided to ensure the ongoing viability of the tenancy with respect to the needs of the client.

Intensive Housing Management can include ordinary landlord services provided at a greater frequency or intensity than would ordinarily be provided. It can also include services which are additional to the services an ordinary landlord might provide, including (but not limited to):



Provision of minor repairs and maintenance that a client would be expected to do themselves in a general needs tenancy – changing light bulbs, unblocking sinks, carrying out minor repairs i.e. *“the little jobs around the place which a client might reasonably do themselves.”*



Provision of additional communal services that the client cannot perform themselves, such as gardening, window cleaning and cleaning of communal areas.



Adaptations made to the property to ensure its suitability for the client.



Provision of accessible materials and documentation to support the client's understanding of their tenancy.



24/7 contact services for repairs and general enquiries.



An increased number of inspections and property visits.

As well as ongoing liaison with other parties involved in the provision of care and other support services to the client.

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Eliora
Bedfordshire & Northamptonshire



THE REFERRAL PROCESS

MAKING A REFERRAL

Referrals can be made from any agency including Criminal Justice, Local Authorities, CMHTs and CCGs. We also accept self-referrals.

The referral form can be downloaded from langleytrust.org or scan the QR code with your smart phone.

Alternatively contact the referrals team at 02476 587 360 or e-mail referrals@langleytrust.org.

If you wish to discuss the referral before completing the application please get in touch.

Scan to download a referral form



ADDITIONAL INFORMATION TO SUPPORT A REFERRAL

- Offender Risk Assessment (OASys) from National Probation Service
- Most recent pre-sentence or parole assessment report
- Up-to-date list of previous convictions

Please contact us if you do not have this information or need support in gathering this. We regret that we are unable to place couples or accept pets.

TO REFER

Send the completed application form and any supporting documents to the address or email below. If you would like to talk to someone, or check on the progress of a referral, please contact our Referrals Team:

Address: Langley Trust, Referrals, PO Box 6364, Coventry, CV6 9LL

Telephone: 02476 587360

Fax: 02476 587379

Email: referrals@langleytrust.org

ASSESSMENT

All applicants will be assessed for support needs and suitability. The assessment will be completed using a combination of supporting documentation and face to face interview.



OUR SERVICES

*Dorado, Eliora,
Kent Resettlement,
Murray Lodge &
Tekoa House*





DORADO

London

Based in London, Dorado provides housing and support for men with a history of offending or those at risk of offending. The service has been established for a decade and is currently present in the Croydon (South London) and Brent (North London) areas. It has an 81-bed capacity across both boroughs with properties ranging from 3-bed houses to one 8-bed property.

KEY FEATURES

- 81 bed spaces in the community
- Furnished, self-catered accommodation
- Shared communal spaces
- Support Worker and Housing Officers provided
- Out of hours service available for emergencies
- Weekly key working sessions for first 12 weeks, then monthly sessions
- Works closely with probation to achieve any licence conditions

SUPPORT PROVIDED

All clients are required to positively participate in weekly key work sessions for the first 12 weeks, which then reduces to monthly sessions. The aim is to support clients to obtain training or employment in line with the support needs, enabling them to achieve stability that will lead to independent living. Housing Officers and Support Workers also provide support to find permanent accommodation as well as working closely with probation services to meet any licence conditions.

LOCATION

Dorado has 21 properties located across the Croydon (South London) and Brent (North London) areas of London.

FACILITIES

All bedrooms are single rooms equipped with a bed, wardrobe, bedside table and drawers. A starter pack of bed linen is also included with additional items such as a bath towel. Clients are expected to share the domestic upkeep and maintenance of the house including communal areas such as the kitchen, lounge and bathrooms.

ELIGIBILITY

Adult males (aged 18 and above) who have offended, or are at risk of offending.

EXCLUSIONS

All referrals are considered on a case-by-case basis. Dorado accepts self-referrals as well as referrals from the Probation Service and other agencies.



SECURITY

Locks on all bedroom doors, front and back doors. On-call staff available 24/7.

STAFFING

The Dorado team consists of a Housing Manager, Senior Housing Officers, Housing Officers, and Support Workers. They also operate a 24/7 on-call system.

OTHER INFORMATION

The Trust does not have nomination rights so our Housing Officers and Support Workers support clients to complete housing applications with local authorities whilst also signposting them to appropriate estate agents. Staff manage expectations of the availability of self-contained low-cost housing and in some instances can support clients to make presentation to the homeless unit.

Reintegration support for clients can also include help towards relationship development, particularly with family members that have become estranged.



CONTACT

Email: dorado@langleytrust.org

Tel: 0203 642 5584



ELIORA

Bedfordshire &
Northamptonshire

The Eliora Project has 73 bed spaces for men who have committed a crime or who are at risk of committing a crime. The men are housed in the community and share the communal areas in the houses with one another. Eliora has 2, 3, 4 and 5 bed houses and are based in Central Bedfordshire, Bedfordshire and Northamptonshire.

KEY FEATURES

- 73 bed spaces in 2, 3, 4 and 5 bed houses
- Furnished, self-catered accommodation
- Support Worker and Housing Officer provided
- Support given to move on to independent living at the appropriate time
- Assistance provided to obtain funding for courses
- Assistance provided to gain meaningful employment

SUPPORT PROVIDED

Each client will have a Support Worker for at least the first 12 weeks of their stay. The Support Worker will help them to link with a doctor, dentist and mental health, drug and alcohol agencies. After this they will work with each client to explore areas of interest and will help them to access courses and gain work experience. They will also seek to secure funding.

LOCATION

The Eliora Project is situated in five towns across three boroughs:

- Luton – 4 Properties
- Houghton Regis – 2 Properties
- Kettering – 4 Properties
- Wellingborough – 1 Property
- Northampton – 7 Properties

FACILITIES

2, 3, 4, and 5 bed houses within the community. Each client will have a separate bedroom and a shared bathroom, lounge and kitchen.

ELIGIBILITY

Adult males (aged 18 and above) who have offended, or are at risk of offending.

EXCLUSIONS

All referrals are considered on a case-by-case basis with partner agencies (including MAPPA). As staff are not on site 24 hours it is important that the prospective client is independent and is not a high risk.



SECURITY

Locks on all bedroom doors, front and back doors. On-call staff available 24/7.

STAFFING

The Eliora team consists of a Housing Manager, Senior Housing Officer, Housing Officers, and Support Workers. We also operate a 24/7 on-call system.

OTHER INFORMATION

The Eliora project has operated for a number of years and has successfully helped clients to integrate back into society. Clients have worked both voluntarily and in paid employment. If employment is paid, then the clients will need to pay a proportion of the rent. Clients have also been helped to complete courses and obtain certificates. If necessary, Support Workers can assist the clients to gain life skills, such as cooking, budgeting etc.



CONTACT

Email: eliora@langleytrust.org

Tel: 01234 345 824



KENT RESETTLEMENT

Medway Towns

Kent Resettlement is a 27-bed service within the Medway towns in Kent. The service comprises 9 of 9 houses – 3 for women and 6 for men – and referrals are accepted for both males and females either with an offending history or those at risk of offending.

KEY FEATURES

- 27 bed spaces across 9 houses
- Furnished, self-catered accommodation
- Single rooms with shared lounge, bathroom and kitchen
- At least one hour key working per week
- Regular staff visits to houses
- 24-hour on call service

SUPPORT PROVIDED

Each client receives at least one hour key working per week. Kent Resettlement works on a basket-of-hours system which enables them to provide more support to those that need it, which then reduces as clients become ready to move on. Weekly sessions, away from the houses, are also organised to encourage clients to spend time with each other as well as to take part in engaging activities.

LOCATION

Kent Resettlement is located across nine properties within the Medway towns in Kent.

FACILITIES

3-bed houses, with single rooms and a shared bathroom, kitchen and lounge.

ELIGIBILITY

Adult males and females, over 18, who have offended or are at risk of offending with a connection to Medway, as approved by Medway Council and referred via Medway *Locata* system. We occasionally take referrals from outside of the area.

EXCLUSIONS

No exclusions apply. All referrals are considered on a case-by-case basis.

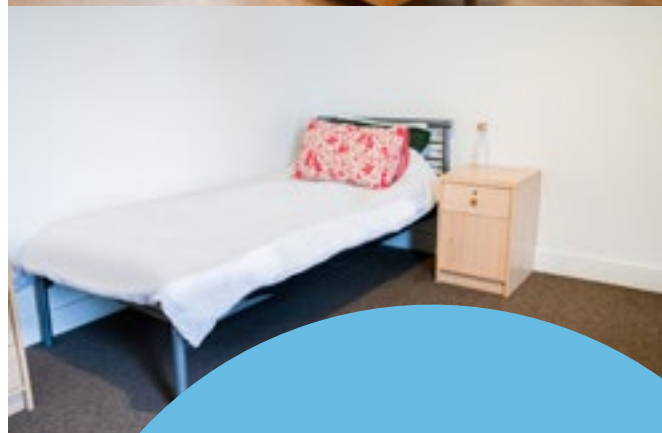
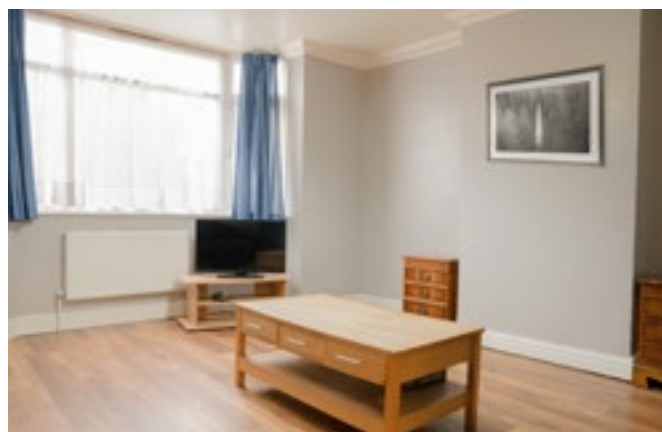


SECURITY

Locks on all bedroom doors, front and back doors. On-call staff available 24/7.

STAFFING

The team consists of a Manager, a Housing Officer and Support Workers, available Monday to Friday 9am-5pm. Outside of these hours there is an on-call system in place for any emergencies.



CONTACT

Email: kentproject@langleytrust.org

Tel: 01634 723 200



MURRAY LODGE

Coventry

Murray Lodge is an 18-bed supported housing service with additional Intensive Housing Management units in Coventry city for men who have offended or who are at risk of offending. Clients can stay for up to 2 years under an Excluded License Agreement (Assured Shorthold Tenancy in individual flats).

KEY FEATURES

- 13 supported housing beds in the main house
- Furnished single rooms with shared communal spaces and large grounds
- Support Worker provided
- Assistance given to move on to independent living at the appropriate time
- Assistance provided to access training, education and employment
- 5 move-on beds in the community
- 22 units of Intensive Housing Management beds for which a Housing Officer is provided

SUPPORT PROVIDED

Each client has a Support Worker throughout their stay at Murray Lodge. The Support Worker will help them to link with a local doctor and dentist as well as mental health, drug and alcohol agencies – they will also support clients to comply with probation, achieve goals and ultimately resettle in the community.

LOCATION

Although just off the main London Road out of Coventry city centre, the site is secluded, 'leafy' and quiet, with gardens and car parking. The location is convenient for local shops in Cheylesmore, the London Road Asda, bus routes, and the city centre.

SECURITY

Locks on all bedroom doors and a concierge-activated front door. There is a site curfew between the hours of 11:30pm and 6:30am for all residents – unless a different curfew is required by an Offender Manager or Probation Officer.

ELIGIBILITY

All clients are adult men who have offended, or are at risk of offending. 13 of the hostel beds are contracted for referrals from Coventry Probation Service.

EXCLUSIONS

All referrals are carefully assessed on a case-by-case basis for manageable risk. Applicants with high risk of abusing staff, other clients or neighbours are unlikely to be accepted.



FACILITIES

The hostel bedrooms are all single occupancy – two are en-suite while others share a bathroom and toilets. Furniture and bedding are provided alongside a fridge-freezer, microwave and kettle.

There is a communal lounge, kitchen, laundry room and computer room. Clients supply their own food, collect cooking equipment & cook their own meals – staff can provide support with these activities. We also have move-on flats and shared houses in Coventry for when clients are ready for greater levels of independence before achieving long-term resettlement.

Intensive Housing Management properties – 1 bed flats and shared houses within the community. Each client will have a separate bedroom with an en-suite bathroom (in some properties), lounge and kitchen.

All bedrooms are single rooms equipped with a bed, wardrobe, bedside table and drawers. A starter pack of bed linen is also included with additional items such as a bath towel. Clients are expected to share the domestic upkeep and maintenance of the house including communal areas such as the kitchen and lounge.

STAFFING

The team consists of a Housing Services Manager, Senior Housing Officer / Deputy Manager, Housing Officer, Administrator, Support Workers and Night Security Officers. The site is at minimum double staffed 24/7 all year round.

OTHER INFORMATION

There is a laundry room, computer room, catering kitchen social enterprise, cycle store and a large garden. At the hostel Support Workers and Volunteers undertake several activities including cooking, and gardening.

CONTACT

Email: murraylodge@langleytrust.org
Tel: 02476 505 759



TEKOA HOUSE

Rochdale

Situated in Rochdale, Tekoa House is a 27-bed property providing accommodation and housing related support for homeless men who have offended or who are at risk of offending, so that they can be enabled to live independently and reintegrate into society.

KEY FEATURES

- 27 beds in the main house
- Full-board catering and tea/coffee stations
- Single bedrooms with shared communal spaces
- 24-hour staffing
- Person-centred support from experienced support workers
- Move-on beds in the community also available

SUPPORT PROVIDED

Tekoa House is an accommodation-based service providing phased one-to-one client support to reduce reoffending, risk and anti-social behaviour. Each client has their own support plan to include things such as tenancy sustainment, debt management & budgeting, substance misuse, and managing mental health. Staff also help clients find education, training, volunteering and employment opportunities as well as supporting them towards permanent, independent living.

The project also has a signposting service for men to access specialist support at the hostel or in the community.

LOCATION

Located within walking distance of Rochdale Town Centre, in a quiet non-residential area.

FACILITIES

27 single bedrooms with full-board catering and tea/coffee stations. Shared bathrooms and communal spaces including dining room, living room and small garden as well as amenities such as a pool table and some gym equipment.

ELIGIBILITY

Adult males, aged 18 and over, who are homeless and have offended, or are at risk of offending. With a priority for men who have local connections to Rochdale.

EXCLUSIONS

Referrals are considered on a case-by-case basis with partner agencies (including MAPPA). MAPPA 3 offenders are not accepted.



SECURITY

Locks on bedroom doors and CCTV in operation in all communal areas. Double cover staff at all times including waking security night staff.

STAFFING

24/7 staffing with a team that consists of a Project Manager, Support Workers, Waking Night Staff, a Housing Officer, Administrator and Cooks.


OTHER INFORMATION

The service also acts a hub to manage 10 units of dispersed accommodation within a 5-mile radius.



CONTACT

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Regardless of a
person's history,
our passion
is to change
every life for the
better, working
with people of all
faiths and none.



Langley Trust

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langleytrust.org

Registered Charity No. 1146304 Company No. 7888191

Langley Trust is an innovative Christian charity that provides specialist housing, programmes and support services in the community, and targeted advice in prisons, for offenders seeking to live crime-free. Since 1958 we have earned an enviable reputation for reducing reoffending with proven results.