

For information about the service, including our drop-ins, please use the contact details below.

Office hours are Mon-Fri, 9am to 5pm.

Britannia House  
28 Ipswich Street  
Bury St Edmunds  
IP33 1SX

Tel: 0300 304 7900

Email: [SuffolkCommunitySupport@homegroup.org.uk](mailto:SuffolkCommunitySupport@homegroup.org.uk)

## Referrals

All applications for housing related support should be made online at: [www.suffolk.gov.uk/hrsaccess](http://www.suffolk.gov.uk/hrsaccess)

Customers who are unable to apply online because of a disability, language restrictions or who cannot get to a location where they can access the internet should call **01284 757190**.

### Stonham Head Office:

2 Gosforth Park Way, Gosforth Business Park,  
Newcastle upon Tyne NE12 8ET

T: 0845 155 1234

[www.homegroup.org.uk](http://www.homegroup.org.uk)



Stonham is part of Home Group Limited, registered with the Homes & Communities Agency, the Regulator of Social Housing (Register No. L3076), an exempt charity and a registered society under the Co-operative and Community Benefit Societies Act 2014 (Register No. 22981R).

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INVESTOR IN PEOPLE



Stonham  
**home  
group**

## Suffolk community support

Formerly SNAP, the community support team provides housing-related support to people living independently in the community. Our aim is to help you by offering support, advice and guidance to manage your housing-related problems and meet your personal goals.

What we can help with:

- setting up a new home, including moving on from supported housing
- support if you are facing eviction, abandonment or overcrowding
- mortgage, rent or debt problems
- claiming welfare benefits
- budgeting and managing your income
- accessing training, education and employment
- finding out about other services in your local community.

If you are homeless, in housing crisis or struggling to manage your home, please get in touch to see if we can help.

## Who we support

We can support you if you live in Suffolk, are aged 16 or over, have access to public funds and need housing-related support.

We can support people:

- with a history of street homelessness or previous accommodation breakdown
- with physical and/or sensory impairments.
- affected by anti-social behaviour or hate crime
- with learning difficulties
- with mental health problems
- with substance and alcohol misuse issues
- affected by domestic abuse
- with long-term physical health conditions
- at risk of offending and ex-offenders.

We also support young people and care-leavers to achieve positive outcomes and a successful transition to adulthood.

We will work with you to engage successfully with your local community, to learn where community resources are and help you to reduce any social isolation that you might be experiencing.

## Our support

We can offer a support package tailored to your individual needs, including:

- home visits
- a drop-in service
- telephone support.

Support may involve a simple one-off session or could be more intensive, depending on your situation.

Our service is available to you whether you are renting privately, in temporary accommodation, a council or housing association tenant, an owner-occupier or homeless.

## About Home Group

Home Group's continued success is in providing specialist services customised to local needs. With around 500 services around the country, we are England's largest specialist provider of housing and support. We help over 30,000 people every year, some of whom are the most socially excluded people in society.

Some clients live in our services whilst others live in their own homes with our support. Our services are designed with local people in mind providing high standards of specialist support for specific client groups.

### We work with:

- young people leaving care, single homeless people and refugees
- people with mental health problems
- people with learning disabilities or physical disabilities
- people who have been in prison
- men, women and their children who are escaping domestic violence
- people with drug and/or alcohol dependency problems.

### When using Home Group, customers receive:

- respect and confidentiality
- good liaison between colleagues and others involved in care and support
- regular visits and reviews from allocated workers
- consultation about the service received and the right to challenge, complain and praise
- the right to change their mind.