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Support workers help service users with:-

Access Health and Social Care Services

Access benefits Assist with housing applications Advice on implications of their immigration status

Access ESOL and other relevant education services

Emotional difficulties

Access employment and training services

Manage personal safety

Budgetary and financial advice

Introducing service users to community activities and Refugee Community Organisations Finding suitable leisure activities

Basic counselling services and help with problem solving This is not an exhaustive list and support workers would work flexibly with service users own ideas of their needs.

You Can Apply If:

You can apply if you have had positive decision from the Home Office

You have a current housing need

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You feel that you would benefit from the support services

N.B. You do not have to have just recently have received a positive decision. NERS recognises that refugees may need assistance or become more vulnerable at any point in the settlement process.

How to apply?

To apply you need to fill out the referral form which asks you about yourself and what you think you might need help with. It is important that you give as much information as possible. You may need help from a support worker or someone else to fill in the form. A support worker will explain the service to you and help you if you ask at reception. You will then be invited to meet with support staff to discuss your application and to get more details.

ANY INFORMATION YOU GIVE WILL BE TREATED IN ACCORDANCE WITH NERS'S CONFIDENTIALITY POLICY

What Happens Next

A decision will be made based on your needs for the service and whether the service can meet your needs. This decision will be made in line with NERS commitment to its Equal Opportunities Policy. If you are eligible you will be informed in writing and your name placed on the waiting list. You will then be informed when a property becomes available.



North of England Refugee Service

Supported Housing Project

Have you been granted a positive decision from the Home Office?

Are you over 18?

Are you having difficulty finding somewhere to live now or have you been experiencing difficulties where you are living now?

Are you finding it difficult to settle down and feel that you need some help to manage?

If you answered yes to these questions the North of England Refugee Service Supported Housing Project may be able to help you.

About us

The North of England Refugee Service (NERS) is an independent charity set up to promote the rights and welfare of refugees and asylum seekers across the North East of England. NERS operates a number of services across the region including advice and support services, youth and community integration services, and accommodation based services.

The Supported Housing Project is a service based in Newcastle and consists of twenty supported accommodation flats across both in the West End and East End of the city. The accommodation is suitable for single people or couples without children; it is generally unsuitable for families.

What is supported Housing?

Supported housing is different to ordinary housing because the person living there gets advice and support services as part of their living there. The service is not simply about housing and there is an expectation that service users actively engage with support staff to plan and develop skills for future independent living.

The accommodation is not permanent, it is for up to two years and the aim of the scheme is to give intensive support over this period to help people move on with their lives and achieve their potential.

How Much Does It Cost?

The cost of accommodation varies according to the property though if people are on benefits housing benefit levels generally cover the rent. Service users are responsible for their own utilities and payment is made via prepayment meters.

Water rates are payable directly to Northumbria Water by the service user.

Council tax is the responsibility of the service user and the properties are in band A with 25% discount for single occupancy. Service users do not have to pay for their support. This is independently funded by Newcastle Social Services Supporting People Team.

What Support Will You Get?

The support you get will depend on your needs and what you feel you need to help you settle down and live independently. The aim should be to help people establish themselves not just in the short term but also in the long term.