

Brisbane Road, Ilford



Brisbane Road is an exciting new service opening in Ilford providing supported living services for people with an enduring Mental Health need in the London Borough of Redbridge.

The building consists of five one bedroom flats.

Tenants will be issued with an Assured Shorthold Tenancy. All flats have exclusive use of a bedroom, kitchen/living area and shower/bathroom. Tenancies are managed by a Property Management Service EHSL.

Support Staff are based at the service and are available from 8am to 10pm seven days A week. Outside of these hours support staff provide a sleep in service

A high level of support is provided. There is a staff to tenant ratio of 1:2.

Tenants are encouraged to engage with Support Staff in addressing their support needs including those relating to Employment, Education & Training (EET).

Once it has been established that relevant support needs have been addressed and level of support required is no longer high, the support team will liaise with commissioners to assist in securing more independent “step down” accommodation for tenants.

Aims of the Service

The aims of the Brisbane Road service are to:

- Assist tenants in developing and maintaining independent living skills.
- Assist tenants to identify and access education, training or employment opportunities.
- Assist tenants in addressing other support needs / risks. Assistance includes help with budgeting and welfare benefits, accessing health, local, community & other resources.

In order to achieve these aims we:

- Work to empower tenants by providing a tenant led service – helping individuals to address support needs in order to achieve goals and aspirations.
- Develop and establish joint work protocols with partner agencies.
- Strive for continuous improvement through periodic review of our service delivery mechanisms and planned consultation with clients and other stakeholders.
- Are mindful of diversity and equality issues in everything that we do and work within the organisations policy in this regard.

[For more information please call 01707 601 800](tel:01707601800)