

HOW TO CONTACT US and for all referrals

Call our service or email:

referralsnw@stbasils.org.uk

Bromsgrove Office
The Trunk
21 Humphrey Avenue
Charford
Bromsgrove
B60 3JB
Tel: 01527 872157

Redditch Office
Beoley Court
Beoley Road West
St Georges
Redditch
B98 8LR
Tel: 01527 592404

Wyre Forest Office
Youth House
Bromsgrove St
Kidderminster
DY10 1PF
Tel: 01562 822114

HEAD OFFICE

St Basils,
Heath Mill Lane
Deritend
Birmingham
B9 4AX.

Telephone: (0121) 772 2483
Fax:(0121) 772 9606
Email:info@stbasils.org.uk
Website:www.stbasils.org.uk

Charity Number 1080154,
Company Limited by Guarantee No: 3964376
Registered Housing Corporation No: H3994



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NORTH WORCESTERSHIRE YOUNG PEOPLE'S ACCOMMODATION AND SUPPORT SERVICE



St Basils works with young people to enable them to find and keep a home, to develop their confidence, skills and opportunities and to prevent homelessness. We deliver a range of accommodation and support services across North Worcestershire: Bromsgrove, Wyre Forest, Redditch, Droitwich and Tenbury.

- **Support in your own home**
- **Supported Accommodation**
- **Learning Skills and Work**
- **Family Mediation and Support**
- **Schools Training and Mentoring**

ACCESSING OUR SERVICES

To access our services you must be aged 16-25, homeless or at risk of homelessness and you must have connections to North Worcestershire. Read about our services on page 2.

Our staff are friendly, approachable and helpful. They will listen to you and will work alongside you to help you to achieve your aspirations.

You will need to contact us to get a referral to our services.

See 'How to contact us' on the back page.

Support in your own home

Our floating support workers will visit you at home or within the community, no matter where you are living in the area. We provide support to help you to be independent and to resolve any problems you may have.

Supported Accommodation

We currently provide supported accommodation for young men and women in a scheme in Redditch. We are developing 2 new supported accommodation projects in Bromsgrove and Wyre Forest, plus a supported lodgings service. We will soon be offering emergency supported housing in Kidderminster.



Learning Skills and Work

As part of our support service we will support you to look for a job, voluntary work, training or to take up a course of study. We can also assist you to attain a Lifeskills qualification.

Family Mediation and Support

We can support you to re-establish and improve difficult family relationships in order to prevent you becoming isolated or lonely. A support worker will work with you and your family to help to sort out any problems.

Schools Training and Mentoring Project 'Stamp'

Your experience could help to prevent homelessness in the future as young people will listen to someone like themselves. Many young people at school do not understand what it is like to be at risk of homelessness and what skills they will need to be independent. We can train you to be a peer educator and mentor so that you can go into schools to talk with other young people about how best to prepare for leaving home.

THE REFERRAL PROCESS

St Basils welcomes self referrals directly from young people and we welcome referrals from all statutory and voluntary agencies in the North Worcestershire area.

How it works...

Contact us (see back page) and ask for a 'Referral Form' Then you complete the referral form and return it to us by email fax or by post.

If you need help **in an emergency** we will respond within **24 hours**.



Once we have received your form you will be contacted within 5 working days to arrange a meeting. You may wish to be accompanied by someone. We will then undertake background checks and we may need to discuss the referral with the other relevant agencies.

You will be informed of the outcome of the referral within 5 working days and if necessary we will also inform the person who referred you to us.

For some of our services your referral may be considered by a panel which may mean that you have to wait a little longer to be informed of the outcome. We will let you know how long it may take.

If we are not able to offer you support we will look for or suggest another service. If you are not happy with our decision, we will let you know how to appeal.