Directory and summary of Housing Advice Services in Corby Borough
Introduction

This is a directory of Housing Advice related services available in the Corby Borough Council area (as at June 2015). The directory provides an outline of the wide range of services available from the Borough Council, plus details on Housing Associations, Advice and Support Agencies for Corby and how to access them.

Corby Borough Council remains the main Affordable Housing landlord locally, however this is complemented by a number of Housing Associations who also have considerable levels of rented housing stock which they manage within the Borough.

Since the Right to Buy was introduced in 1980 the number of affordable housing properties has reduced considerably, however the demand for such housing has increased with a total of 1,529 (June 2015) households registered on the ‘Keyways’* waiting list, but the number of vacant properties each week remains low.

There is an active programme of new housing development within the Borough which has resulted in a sizeable number of new properties becoming available to local residents and this progress continues in partnership with Housing Associations, Developers and the Homes and Communities Agency. (HCA)

Almost inevitably the economic recession and Government cutbacks of recent years has had a high impact on a number of services provided by the Council and other Agencies, however commitments are being made to continually explore all options available for people who require alternative accommodation and also provision of support within current housing. The difficult economic situation combined with the introduction of Government Welfare Reforms via the Welfare Reform Act 2012 has brought new challenges and demand for accommodation which almost certainly will remain significant into the foreseeable future.

With Owner-Occupied house prices returning to pre-recession levels more people are finding it increasingly difficult to secure mortgage finance for the purchase of property and to get onto the housing ‘ladder’, primarily due to relatively low levels of income for many local households in comparison to local house prices. This situation, coupled with affordable housing from the Council and Housing Associations being in relatively short supply, has resulted in the primary remaining option of Privately Rented accommodation which has become increasingly popular in recent years – the Council recognises the demand for property within this sector and is continually exploring initiatives to assist people with their housing options and help them remain appropriately housed once accommodation is secured.

* Keyways is the Choice Based Lettings system for council and housing association properties for rent. Low cost home ownership properties for sale and private properties to rent from accredited landlords are included. Keyways includes properties available within the boroughs of Corby, Kettering and Wellingborough.
Corby Borough Council Location and Key Statistics

Situated in the North of Northamptonshire, Corby Borough Council is one of seven county districts. The population totals 65,434 (Source: ONS 2015)

Corby consists of the main town and 7 villages, Rockingham, East Carlton, Weldon, Gretton, Cottingham, Stanion and Middleton. There are 27,616 dwellings (Source: Corby BC Council Tax records 2014)

Tenure of the housing market of households in Corby according to the Census 2011

Total households 25,215 breaks down by tenure type as follows:

- Owner occupied 15,669 (62.1%)
- Social rented 5,278 (20.9%)
- Private rented 3,839 (15.2%)
- Rent free 335 (1.3%)
- Shared Ownership 94 (0.4%)

Corby Borough Council is a stock retaining authority managing 4,741 properties with a further 1,181 Social and Affordable rented properties managed by nine Housing Associations operating locally. This totals 5,922 units which is a significant increase on the Census 2011 figures (above) and reflects recent building of local affordable housing. (Source: Corby BC and Housing Association records as at July 2014)
Corby Borough Council
Housing Options and Strategy Team structure
(June 2015)

Housing Strategy Manager
Jacqui Page

Housing Regeneration Officer
Lisa Abbott

Housing Options Manager
Samantha Dickson

Clerk of Works
Gordon Binley

Employers Agent/CDM Coordinator
Gareth Davies

Housing Strategy Enabling Officer
Steve Butterworth

Housing Options Advisors
Eirwen Phipps
Andrea McGilway
Carley Martin
Carrie Partridge
Jenny Johnson
Lorna Richardson

Housing Waiting List Administrators
Suzanne Wilson
Sandra Dolby

Clerical Assistants
Garon Cornell
Rebecca Hodgkins
Angela Porter

Deposit Bond Officer
Claire Morrissey
**Housing Options Team**

- Manage and maintain the housing waiting list via Keyways
- Nominate successful applicants to landlords via Keyways
- Provide front line advice and assistance on all housing related matters.
- Prevent homelessness

Assess the council’s legal duties to households who are homeless or are threatened with homelessness in line with the Housing Act 1996 part VII (as amended by Homelessness Act 2002)

Housing Options provide a service to households on the Keyways waiting list with appointments are available daily and in person, however this is a popular service and appointments are often booked weeks in advance. Appointments can be arranged either by the One Stop Shop or by contacting the Housing Options Team direct on 01536 464629/31

Households who are at risk of homelessness are able to seek advice and assistance from a Housing Options Advisor. A drop-in service is available where people can meet with a Housing Options Advisor in private and discuss options available depending on each individual situation. Drop-in times and days are listed below.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.30 to 11.30 a.m.</td>
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<tr>
<td>Tuesday</td>
<td>9.30 to 11.30 a.m.</td>
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<tr>
<td>Wednesday</td>
<td>Closed</td>
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<tr>
<td>Thursday</td>
<td>9.30 to 11.30 a.m.</td>
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<tr>
<td>Friday</td>
<td>9.30 to 11.30 a.m.</td>
</tr>
</tbody>
</table>

This is a popular service and early attendance is advised to avoid disappointment.
Housing Strategy Team

The Housing Strategy Team both compiles and manages the Housing and Homelessness Strategy which combines all aspects of the work undertaken by both this team and Housing Options. This document represents the core business for the Strategy Team, although there are several other documents/policies that have an impact on it, or need to be factored into it, such as legislation, other local and national strategies, planning policies, business plans, asset plans etc.

From 2010 onwards the Council decided to build new rented homes of their own via Social Housing Grant and as of March 2012 the Housing Strategy Team had delivered 82 new homes in three key estate renewal sites. This was done in partnership with funding obtained from the Homes and Communities Agency.

Funding of new homes has since changed to the ‘Affordable Homes Programme 2011-15’ with grant rates towards construction lower than previously, however the Council secured further funding from the Homes & Communities Agency which is helping to deliver 58 new council properties some of which have already been delivered on Finland Way with further units now complete at Canada Square, Boston Close, Leighton Road and Willowbrook Road.

Further funding has also been secured under the Affordable Homes Programme 2015-18 and additional areas are being identified for development and may include various vacant sites consisting of mainly non-functional garage areas.

Landlord Services Team

Corby Borough Council has its own housing stock and manages both Introductory and Secure tenancies. Every tenant has their own Area Housing Officer who works within the Landlord Services section. They deal with all aspects of tenancy management including those listed below:

- Manage and assist tenants with their rent accounts including taking rent payments.
- Manage all aspects of tenancy issues.
- Amendments to tenancies
- Offer advice and assistance with mutual exchanges via Homeswapper.
- Make decisions on successions to tenancies.
- Manage any breach to tenancy conditions and make decisions on any action if required to take.
• Let void properties to successful applicants via the Keyways Housing Register and complete their own verification.
• Housing Officers deal with any neighbourhood disputes between Corby Borough Council tenants and may include engaging with the local Police.
• Housing Officers prepare and apply for court proceedings for tenants who are in breach of their tenancy conditions; they also attend court when required.

**Landlord Services - Housing Officer Areas**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Jennifer Mathers</strong></td>
<td>Kingswood Lincoln &amp; Brooks, Hazel Leys North</td>
</tr>
<tr>
<td><strong>Jane Rickard</strong></td>
<td>Kingswood Dunedin and Hazel Leys South</td>
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<tr>
<td><strong>Natalie Ratledge</strong></td>
<td>Lodge Park and Shire Lodge</td>
</tr>
<tr>
<td><strong>Julie Collins</strong></td>
<td>Town Centre, Welland Vale, Poets and Weldon</td>
</tr>
<tr>
<td><strong>Angela Spence</strong></td>
<td>Lloyds East, Exeter and Corby village</td>
</tr>
<tr>
<td><strong>Theresia Ellis</strong></td>
<td>Beanfield (excluding Steyning)</td>
</tr>
<tr>
<td><strong>Marie Gourlay</strong></td>
<td>Danesholme, Steyning, The Dales, Gretton, Cottingham, Stanion and East Carlton</td>
</tr>
<tr>
<td><strong>Jan Swann</strong></td>
<td>Lloyds West</td>
</tr>
</tbody>
</table>
Alternative Housing Provision

Housing Association Tenants

There are nine Housing Associations with housing stock in Corby as follows:

*Orbit; BPHA; Circle Anglia/Rockingham Forest; ASRA; Hanover; Metropolitan; Places for People; Spire Homes and Riverside.*

Contact details for each Association can be found on their respective websites - all will have an allocated Housing Officer for the tenancies in Corby that they manage.

![Image of houses with a sign]

Owner Occupiers

The economic downturn of recent years also had a significant effect on home owners with repossessions nationally between 1999 and 2012 shown below. Each year is broken down into 4 quarters.

Owner-occupied and Buy to Let properties taken into possession

![Bar chart showing the number of properties taken into possession]

*Source: CML Research*

There is also the Support for Mortgage Interest (SMI) scheme where homeowners in receipt of certain income related benefits may be able to get help towards interest payments on mortgages or for loans taken out for certain repairs or improvements to the home. See: https://www.gov.uk/support-for-mortgage-interest SMI is normally paid direct to the lender, but help is not towards the sum borrowed - only the interest.

Housing Options may be able to assist/advise in such circumstances and private appointments to discuss the options available to you.

**Private Sector Tenants**

The Housing Options Team at the Council has established working relationships in the town with various independent landlords and estate agents → from time to time landlords contact the team to notify of properties available for let and they are then able to contact households known to be seeking accommodation in Corby and provide them with the relevant details.

There are numerous local letting agencies and private landlords with properties advertised via the local newspaper the ‘Evening Telegraph’ and websites including, but not limited to: www.propertytoday.co.uk and www.rightmove.co.uk and www.spareroom.co.uk

Private tenants may find for various reasons that their Landlord has served notice to terminate their tenancy. When a tenant has been served such notice Housing Options may request to see it, along with a copy of the tenancy agreement and a copy of the deposit protection certificate. Advice in respect of the Notice will then be given and a check undertaken that it has been served legally → in addition assistance will be provided in respect of future housing options.

Due to changes in Local Housing Allowance rates many single people under the age of 35, who are currently unemployed, will only receive payment to cover the rental costs at shared accommodation rate. Therefore many single under 35 year olds seek and secure room rents in shared accommodation. Landlords may request 4 weeks rent in advance to secure a room, but this will vary depending on the landlord.
Schemes, reforms, benefits and protocols

Fresh Start Scheme

This scheme was introduced by Landlord Services in August 2012 the aim of which is intended to provide incentives for households who are under occupying council accommodation to downsize. There is limited funding available for tenants living in high demand properties to downsize into smaller homes with the scheme running on a first come first served basis.

Any Corby Borough Council tenant who is living in a house or a bungalow with more bedrooms than they need and has clear accounts for all housing related debt can apply. The tenant’s home needs to be at an acceptable standard to relet and cannot be in serious breach of any tenancy conditions.

The incentives available include free practical help with tenants having a dedicated named officer to help them through the process from start to finish with an agreed personal action plan. Basically the fund allows tenants to choose from a range of options provided by the Council including a cash incentive as a thank you for moving based on the number of rooms being given up; any disabled adaptations in the property the tenant no longer needs and whereabouts tenants are prepared to move.

With the introduction of the ‘Bedroom Tax’ under the Welfare Reform Act (2012) the scheme is especially relevant. Anyone wishing to discuss the Fresh Start scheme should contact Landlord Services on 01536 463171

North Northamptonshire Pre-eviction Protocol

This Pre-eviction protocol is in place between all North Northamptonshire Local Authorities and Housing Associations → the respective Housing Options Teams are advised of all potential evictions within an agreed timeframe e.g. Corby Borough Council Landlord Services will advise the Housing Options Team of such cases with the aim of potentially preventing homelessness.

Where the Housing Options Team is advised of a household potentially at risk of losing their tenancy due to various reasons the Landlord will notify the team of the tenant(s) details. This will trigger the team to make contact with the tenant(s) and arrange a suitable appointment to provide the necessary advice and assistance to try and prevent the household from becoming homeless.

Housing Options may suggest referrals to other local agencies to provide further support or guidance depending on individual circumstances. Agencies and a summary of advice and assistance they have to offer are listed in this directory.
Deposit Bond Scheme

This scheme is aimed at those who are homeless or threatened with homelessness, to help them secure Private Rented accommodation. It is not for Housing Association or Local Authority tenants who wish to move.

To be eligible to apply to the scheme you must be:

- Homeless or threatened with homelessness
- Have a Local Connection to Corby
- In receipt of benefit or on a low income and cannot afford the deposit to enter into a tenancy agreement to rent a property.
- There are no other viable options available to you to secure suitable accommodation.
- Interviewed by a Housing Options Advisor to assess all suitable options to prevent homelessness.

Referral Procedure

Referral to the scheme is via an advice appointment with a Housing Options Advisor. A separate appointment will then be arranged with the Deposit Bond Officer to complete the application, however the following will also be necessary:

- Registered on Corby Borough Councils' housing register.
- Provide supporting evidence to substantiate current personal circumstances.
- Completion of an income and expenditure form to assess if the scheme is affordable.

The scheme offers a deposit bond to the landlord covering damage or loss at the end of a tenancy up to the equivalent value of one month’s rent. If the Council is unable to give a bond for the whole of the deposit required by the landlord the tenant will have to make up the difference. The bond will be for a set period and the tenant will be expected to pay the deposit amount to the Council by instalments before the end of the specified bond period.

The Council will arrange for the payment of all the monies paid into the scheme for the bond to be forwarded to the landlord at the end of the bond period where a new
tenancy agreement has been entered into with the Landlord to remain in the current property. The Landlord will then place the deposit in a Tenancy Deposit Protection Scheme and provide the tenant(s) with the details of the scheme being used. Where the tenancy is not being renewed the tenancy will be ended and the Council will make arrangements to inspect the property to ascertain if any damage has occurred where a payment to the Landlord will be required. There will be a period after the tenant vacates the property when the Landlord can submit a damage claim against the bond → this claim will be settled before any remaining monies can be returned to the tenant.

**Landlord Accreditation Scheme**

Private landlords play an essential role in the provision of accommodation across the Borough with many landlords providing properties to a good standard, often above that required by law. The Council wishes to recognise these landlords and their achievements and also encourage and support others to reach this higher standard.

The aim of the Landlord Accreditation Scheme is to promote good physical conditions and management practices in the private rented sector across Corby. It also supports landlords to achieve and maintain good standards which meet legal requirements. It also gives public recognition to landlords who provide housing that meets or exceeds the accreditation standard and provides prospective tenants the opportunity to rent accommodation of a good standard.

**Preventing homelessness**

Housing Options proactively aim to prevent any household become, or are at risk of becoming, homeless. They will provide advice and assistance to households at risk of homelessness under any circumstances. Prevention of homelessness is early intervention with a household who are in housing difficulties that may be resolved by either remaining in their current home or securing alternative accommodation.

Housing Options offer a drop in service where you can meet with a Housing Options Advisor in private to discuss options available depending on each individual situation. Details of when the drop-in is available can be retrieved by contacting the Housing Options Team on 01536 464629/ 31
Homeless Legislation and Localism

Local Authorities have a duty to homeless households as set out in Part VII Housing Act 1996 (as amended by the Homelessness Act 2002). Where a household is homeless, or at risk within the next 28 days of becoming homeless, then they have a legal right to make a homeless application to any Local Authority to assess what, if any, duty is owed to that household and to receive this decision in writing.

Applications are assessed to determine eligibility to make a homeless application; the homeless situation; whether the client has a priority need; has become homeless intentionally and if they have a local connection. The Council’s service standards allow 33 working days for a decision on any application submitted.

Housing Options prefer information on potential homeless situations at the earliest opportunity to enable swift intervention to explore options to prevent homelessness.

Rough sleepers

It is recognised that there is a rough sleeping presence in the Borough and to enable anyone to advise Housing Options of such instances there are two reporting tools available via:

a) www.corby.gov.uk/site-page/rough-sleepers to report a rough sleeper direct to the Council
b) www.streetlink.org.uk which is a national reporting tool

Upon receipt of any reports Housing Options, in conjunction with the Homeless Outreach Officer, will investigate suspicions of rough sleeping in Corby with the aim of engaging with the rough sleeper to provide advice and assistance. The Council aims to end rough sleeping and work with partners to link rough sleepers with services to help them off the streets and into settled accommodation.

Severe Weather Emergency Protocol

During periods of cold weather the Council operate a Severe Weather Emergency Protocol (SWEP) for rough sleepers. This protocol is triggered when the night-time temperature is predicted to be zero degrees Celsius or below for three consecutive nights. The temperature will be checked and monitored regularly via the Met Office at www.metoffice.gov.uk/public/weather

When SWEP is triggered Housing Options will proactively search the local area for rough sleepers to enable them to access accommodation at ‘Nightlight’ which is a facility based at the Church of the Epiphany, Elizabeth Street, Corby in the Winter months. Once triggered temporary accommodation can be provided for the period of the cold weather. There are no formal qualification criteria to access this emergency accommodation, however if a rough sleeper refuses to engage with the Council then there is limited assistance that can be provided.
Relationship Breakdown and Domestic Violence

Families who have been part of a relationship breakdown or suffered domestic violence may find seeking advice and assistance difficult. Due to the sensitivity of households who have experienced domestic violence, Housing Options will ensure that a referral is made to agencies able to provide necessary support as required – details of these can be found elsewhere within this directory.

Housing Options will offer a confidential face to face interview via the drop-in service for advice and assistance on rehousing. The options available will vary depending on the case; Housing Options will always consider the safety and well being of their clients and ensure the advice provided will prioritise this.

Welfare Reform

In April 2013 the Welfare Reform Act (2012) came into force and a number of significant changes were introduced including:

a) Households of working age who under-occupy their social rented property and are in receipt of Housing Benefit have their benefit payments reduced by 14% for one spare room and 25% for two or more spare rooms. The sum that the tenant will have to pay will depend on the rent charges for the property. If a tenant thinks that they may be affected by this legislation it is in their interest to contact their Housing Officer for further advice on options available to them.

b) Universal Credit was introduced from March 2015 in Corby. This is a single payment for people who are looking for work, or on a low income. It is aimed to enable claimants and their families to become more independent and simplify the benefits system by bringing together a range of working age benefits into one single payment.

c) For further information please visit www.gov.uk

Housing Benefit

Households on a low income or unemployed may be entitled to financial help towards rent via Housing Benefit. *(Universal Credit for some new claims from March 2015)*

Tenants of a social landlord presently have their Housing Benefit paid directly to the landlord, however this will change under Universal Credit once introduced. Tenants of private landlords have benefit entitlement determined by the Local Housing Allowance Rates (LHA) for the area - household size is assessed and the rate payable is determined via the size of property required. Current LHA rates can be found at lha-direct.voa.gov.uk/search.aspx
Benefit claim forms are available at the One Stop Shop, Corby Cube. The form will be assessed by the Council to determine eligibility.

Discretionary Housing Payments may also be available to tenants requiring further assistance with housing payments, details can be found at www.corby.gov.uk/site-page/discretionary-housing-payments

Contact via 01536 464113/464000 or Benefit.enquiries@corby.gov.uk

**Community Care Grants and Crisis Loans**

Since 2013 the Department for Work and Pensions (DWP) do not provide Community Care Grants and Crisis Loans as a result of changes introduced under the Welfare Reform Act 2012. Government instead transferred money direct to Local Authorities with an expectation it would be used to develop assistance for those facing greatest difficulty in managing their income, however this funding ceased in early 2015 after a two-year period.

The County Council does not provide cash loans and grants; however on their website it signposts assistance for Emergency Help at the following address: http://www.northamptonshire.gov.uk/en/councilservices/community/social-fund/pages/default.aspx

**Universal Credit**

Universal Credit was introduced in a very limited number of areas from 2013 onwards and introduced in Corby during March 2015. This will initially only apply to new claims from single persons on JSA – all other claimants will be ‘migrated’ to Universal Credit in due course.

It is a single payment for people who are looking for work, or on a low income, which aims to enable claimants and their families to become more independent whilst simplifying the benefits system by bringing together various working age benefits.

The main differences between the current welfare system and Universal Credit are:

- Universal Credit will be available to people who are in work and on a low income as well as those who are out of work
- Most claimants will apply online and manage their claim via an online account
- As people move in and out of work Universal Credit will be responsive encouraging people to work for any period of time available.
- Most claimants on a low income will continue to be paid Universal Credit when they begin new employment or increase their part time hours.
- Claimants will receive one monthly payment, paid into a bank account as in the same way as a monthly salary.
Entitlement to support with housing costs will go directly to the claimant as part of the monthly payment.

**Accessing Social Housing - Housing and Allocations Policy**

Keyways is joint partnership with Kettering Borough Council and Borough Council of Wellingborough. Corby currently has the greatest number of active applications, with single applicants constituting the highest proportion of applicants.

Keyways was launched on 4th November 2010 and is a choice based letting scheme which allows applicants the choice to express an interest/bid for a property. Keyways advertises a variety of properties primarily for social or affordable rent available through local Councils and Housing Associations. Some low cost home ownership – primarily Shared Ownership – is also advertised occasionally via the website.

Applications to Keyways can be made by registering online at [www.keyways.org.uk](http://www.keyways.org.uk) with help available from Housing Options staff if required on 01536 464629/31.

Keyways advertising cycle is between 12:01am on a Thursday through to 11:59pm on a Tuesday. During this time applicants are able to register ‘bids’ on properties they are eligible for. Applicants can express and interest in a property by:

- Internet - [www.keyways.org.uk](http://www.keyways.org.uk)
- Telephone - Housing Options Team on 01536 464629/31
- Visit - Corby Borough Council, One Stop Shop, The Corby Cube

Housing and Allocations policy for Corby is available in full at [www.keyways.org.uk](http://www.keyways.org.uk).
Low Cost Home Ownership

An option for those looking to access the home ownership ‘ladder’ is via one of the low cost home ownership schemes currently available. There is a Government appointed HomeBuy Agent for the Midlands (administered by Orbit Housing) known as ‘Help to Buy Midlands’ who exist to advise people how they can buy their own home through schemes such as the following:

- **Help to Buy** - The scheme is made up of two elements, the first being an equity loan where the government will lend purchasers up to 20% of the property value on a new build home from a participating developer. You would own 100% of your home but you only have to cover 80% with your mortgage and deposit. The remainder is covered by an equity loan funded by the Homes and Communities Agency (HCA). The loan must be repaid after 25 years, when the mortgage comes to an end or when you move, whichever comes first. There is nothing to pay on the loan for five years.

- **Shared Ownership** - This scheme is when you part rent and part own your home for people who cannot afford to buy a home without help, who are first time buyers and have a household income of less that £60,000 per year. A household who have funds available for a deposit, legal fees and stamp duty and have an application for housing registered with a local authority or a social tenant may apply for this scheme.

Further information can be obtained via [www.helptobuymidlands.co.uk](http://www.helptobuymidlands.co.uk) or via telephone 03458 50 20 50.
**Supported Accommodation Schemes**

There are a number of supported housing schemes within the county that Corby Borough Council and partner agencies are able to refer to. Housing Options will be able to advise and direct clients to agencies or supported housing schemes depending on individual needs. Below is a list of these supported housing schemes.

<table>
<thead>
<tr>
<th>Scheme Name</th>
<th>Client Group</th>
<th>Referral Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eden Park</strong></td>
<td>Supported accommodation for parents or expectant mothers between the ages of 16-19</td>
<td>Referrals are made via supporting agencies or Corby Borough Council</td>
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<tr>
<td>Elizabeth Street</td>
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<tr>
<td>Corby</td>
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<tr>
<td>(c/o Housing Options, Corby Borough Council)</td>
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<tr>
<td>Telephone: 01536 464629 or 464631</td>
<td></td>
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<tr>
<td><strong>Phase Housing</strong></td>
<td>Supported accommodation for those recovering from substance misuse issues</td>
<td>Referrals can be made from anywhere, however there is a strict eligibility criteria and a formal application process</td>
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<tr>
<td>c/o Bridge Project</td>
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<tr>
<td>Northampton</td>
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<tr>
<td>Telephone: 01604 621259</td>
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<td></td>
</tr>
<tr>
<td><strong>Oasis House</strong></td>
<td>Supported accommodation for single homeless people over the age of 16</td>
<td>Referrals made via individual local authorities in the County</td>
</tr>
<tr>
<td>Midland Heart &amp; Northampton BC</td>
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<tr>
<td>35-37 Campbell Street</td>
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<tr>
<td>Northampton</td>
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<tr>
<td><strong>Midland Heart</strong></td>
<td>Supported Housing for single homeless people over the age of 16</td>
<td>Referrals can be made via Corby Borough Council and supporting agencies. Self referrals will also be considered.</td>
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<tr>
<td>50 High Street South</td>
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<tr>
<td>Rushden</td>
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<tr>
<td>Northants</td>
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<tr>
<td>Telephone: 01933 413124</td>
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<tr>
<td><strong>WENWA (Women’s Aid)</strong></td>
<td>Supported refuge accommodation for females and their children at risk of domestic violence</td>
<td>Self referrals can be made, referrals from local authorities and supporting agencies.</td>
</tr>
<tr>
<td>Various county locations</td>
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<tr>
<td>Telephone: 07879 844451</td>
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<tr>
<td><a href="http://www.wenwomensaid.co.uk">www.wenwomensaid.co.uk</a></td>
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<tr>
<td><strong>Northampton Women’s Aid</strong></td>
<td>Supported refuge accommodation for females and their children at risk of domestic violence</td>
<td>Self referrals can be made, referrals from local authorities and supporting agencies.</td>
</tr>
<tr>
<td><strong>Nene Valley Christian Family Refuge</strong></td>
<td>Supported refuge accommodation for females and their children at risk of domestic violence</td>
<td>Self-referral is welcome, as well as calls from agencies.</td>
</tr>
</tbody>
</table>
**May Day Trust**  
(c/o Housing Options, Wellingborough Council)  
Telephone: 01933 229777

Supported hostel accommodation for vulnerable adults over the age of 16  
Wellingborough Council has 100% nomination rights, however referrals can be made via their Housing Options Team for consideration

**Catch 22**  
SATRA Innovation Park  
Rockingham Road  
Kettering  
Northamptonshire  
NN16 9JH  
Telephone: 01536 526408

Catch 22 support young people and young adult offenders to find suitable affordable housing and help them to maintain accommodation.  
Referrals are made via probation, MAPPA and local authorities.

**Youth Offending Service**  
73 London Road  
Kettering  
NN15 7PQ  
Telephone: 01604 364118

On-site support available in Northampton, but open to young people across the whole county. (Also used by Children’s Services/Homeless departments.)  
Youth Offending Service clients prioritised. Will work alongside other Agencies engaged with young person or their family e.g. Have worked with ‘Troubled Families Team’ on cases.  
Floating Support is available across the whole county.

**Move-On Protocol**

Once supported accommodation has been secured via a referral from Corby Borough Council advice will be offered for rehousing once this accommodation is no longer required and the client is ready to move onto independent living.

When the client is identified as ready for independent living the Council has a move-on protocol in place with the supported accommodation providers in Corby.  
Referrals are made by the supported housing provider to the Council to consider rehousing. Once the referral has been received and assessed by the Housing Options Team a decision will be made on the banding of the Keyways application with those accepted as ready to move-on prioritised for social housing on Keyways.
Local Support and Advice Agencies related to Housing

There are a large number of support and advice agencies in Corby and the rest of the county dealing with a very wide range of issues. Those shown in the following table are a selection of these, with particular emphasis on those who provide support and advice which relates directly or indirectly to Housing. If you think that there are any agencies not listed below which should be included in future updates of this directory please e-Mail: steven.butterworth@corby.gov.uk

<table>
<thead>
<tr>
<th>Agency</th>
<th>What they have to offer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accommodation Concern</strong></td>
<td>Accommodation Concern provides Advice, Support, Training, Advocacy and Educational services to help with housing, homelessness and related issues. These services are used by various client groups. Accommodation Concern provides both an appointment and drop in service. Details of service availability at <a href="http://www.accommodationconcern.co.uk">www.accommodationconcern.co.uk</a></td>
</tr>
<tr>
<td>25-26 Dalkeith Place</td>
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<tr>
<td>Kettering</td>
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<tr>
<td>NN16 0BS</td>
<td></td>
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<tr>
<td>Telephone:</td>
<td></td>
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<tr>
<td>Advice services 01536 416560</td>
<td></td>
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<tr>
<td>Support services 01536 522233</td>
<td></td>
</tr>
<tr>
<td><strong>Citizens Advice Services Corby &amp; Kettering</strong></td>
<td>Citizens Advice Services Corby &amp; Kettering aim to provide advice for a wide range of issues people face, including Housing and Benefit related matters. Advice is free, impartial and confidential for anyone requiring assistance. Citizens Advice will offer advice regarding any matter, however statistics show the most common advice they offer is for benefits, employment, consumer, housing and all aspects of debt advice including bankruptcy. Face to face appointments can be arranged via the office.</td>
</tr>
<tr>
<td>The Corby Cube</td>
<td></td>
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<tr>
<td>1st Floor</td>
<td></td>
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<tr>
<td>Parklands Gateway</td>
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<tr>
<td>George Street</td>
<td></td>
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<tr>
<td>Corby</td>
<td></td>
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<tr>
<td>NN17 1QB</td>
<td></td>
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<tr>
<td>Advice sessions (by appointment only):</td>
<td></td>
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<tr>
<td>Mon – Fri (between 9am &amp; 2 pm)</td>
<td></td>
</tr>
<tr>
<td>Telephone:</td>
<td></td>
</tr>
<tr>
<td>01536 265501 (between 10am &amp; 3pm)</td>
<td></td>
</tr>
<tr>
<td>CRI – Northamptonshire Integrated Recovery Service</td>
<td>Northamptonshire Integrated Recovery Service offers tailored support and advice to individuals who misuse alcohol or drugs. They also work with family members and friends concerned about the alcohol or drug use of someone close to them. Services include harm minimisation; access to clinical services; recovery planning; detox; family support; housing access and employment provision. Open Monday to Friday between 9:30am and 5:00pm.</td>
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</table>
| The Old TA Building  
Elizabeth Street  
Corby  
NN17 1PN  
Telephone: 01536 211304 (Option 5) |  |
| Bridge Substance Misuse Programme | Bridge is a peer support project which links volunteers who have recovered from alcohol and/or drug misuse with members with serious substance misuse problems. Bridge also provides a range of activities, events and support. There are recovery champions who work with members to sustain their recovery and staff who specialise in advice and guidance on benefits, housing and employment. Members will have some motivation to control, reduce or cease their drug/alcohol use and benefit from the support and encouragement of volunteers who have direct experience. Volunteers are trained for their role and fill an important and sensitive position. Members can benefit from all the services Bridge provides or choose those that would be most beneficial. |
| Telephone: 07931 316289  
www.bridge-northants.org.uk/index.php  
E-mail: enquiries@bridge-northants.org.uk |  |
**Northamptonshire Against Domestic and Sexual Abuse (NADASA)**

www.nadasa.co.uk/

**Northamptonshire Sunflower Centre**

Fish Street  
Northampton  
NN1 2AA  
(APPOINTMENTS ONLY)

Telephone: 01604 888211  

[www.northants.police.uk/#!/DomesticAbuse/13509](http://www.northants.police.uk/#!/DomesticAbuse/13509)

NADASA comprises of different services across the county working together to support adults and children who risk or have experienced domestic or sexual abuse.

Three main areas are covered:
- Domestic violence
- Sexual violence
- Practitioners area

The Centre has venues across the county, although in Corby one is currently being sought. Support will continue to be offered support to high risk victims of domestic abuse in the Borough. Advice can be given or an appointment made to meet with a victim at a convenient time and location in Corby.

Sunflower Centre provides risk assessments and safety planning for high risk victims of domestic abuse.

Advice and support within the service will be dependent on what the client’s needs and requirements are to the level of intervention required. The client’s wishes are taken into account when planning support.

Referrals can be made via agencies and self referrals can be made by contacting Sunflower Centre for information on their drop-in session availability.

**Corby Foodbank**

Hope Centre  
8 Princewater Road  
Corby  
NN17 4AP

[corby.foodbank.org.uk/](http://corby.foodbank.org.uk/)

Telephone: 01536 737588

Vouchers to access the foodbank can be obtained from One Stop Shop, Corby Cube or Citizens Advice
<table>
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<tr>
<th><strong>MIND</strong></th>
<th>Corby Mind aims to help local people to recover from mental distress by offering a safe environment where people can learn new skills, become part of their own local community and feel better about their lives. Corby Mind currently offers social, emotional and practical support. Referrals can be made from local agencies or a self referral via the website listed across.</th>
</tr>
</thead>
</table>
| 18 Argyll Street  
Corby  
NN17 1RU | **Telephone**: 01536 267280 |
| [www.corbymind.btck.co.uk/](http://www.corbymind.btck.co.uk/) | |

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<tr>
<th><strong>DELOS</strong></th>
<th>Delos Community works across the county providing support for people with learning difficulties. Services include residential care and support, day services, supported living, educational programmes and volunteering opportunities. They also manage supported accommodation for clients with learning difficulties who require accommodation in Corby or Wellingborough. Further information can be obtained from their website or by calling the office on the number listed across the page.</th>
</tr>
</thead>
</table>
| York House  
1-3 Newton Close  
Park Farm Industrial Estate  
Wellingborough  
NN8 6UW | **Telephone**: 01933 677889 |
| E-mail: [info@delos.org/uk](mailto:info@delos.org/uk) | [www.delos.org.uk/](http://www.delos.org.uk/) |

<table>
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<tr>
<th><strong>The Light House</strong></th>
<th>The Lighthouse offers a drop-in service for people who are either homeless or require guidance. Lighthouse is open daily with a drop-in between 10am-2pm. It is a charitable organisation run by the Cornerstone Fellowship. Provides the opportunity to discuss any issues and they offer small meals and refreshments.</th>
</tr>
</thead>
</table>
| c/o United Reform Church  
Elizabeth Street  
Corby  
NN17 1SD | |
| The Rose Project | Launched in 2005 The Rose Project *(in conjunction with Bridge Programme - see above)* is a multi-agency project, aiming to cut volume crime by dealing with prolific and priority offenders who have a Class A drug dependency, or some other issue that leads to their offending.

Agencies work together in order to deal with some of the county's most active criminals, in an effort to provide a premium service, and offer support and encouragement to stop their offending behaviour, therefore ultimately reducing the number of victims of crime. |
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<tr>
<td>Telephone: 03000 111222 Ext 5387</td>
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</table>

| Homestart *(in association with Pen Green Centre)* | Home-Start Corby is based at the Pen Green Children's Centre in Corby and offers support, friendship and practical help to families in and around the Corby area.

They signpost children and their families to a wide array of services and agencies across the town and offer practical assistance to access these. Their volunteers all have parenting experience and visit families in their own homes for 2-3 hours per week. |
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<tbody>
<tr>
<td>Pen Green Lane Corby NN17 1BJ</td>
<td></td>
</tr>
<tr>
<td>Telephone: 01536 409612</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.homestartcorby.org.uk/">www.homestartcorby.org.uk/</a></td>
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</tbody>
</table>

| Northamptonshire County Council Youth Offending Service | Services include limited direct provision of supported accommodation, both on site in Northampton and floating support.

Tenancy Support Workers work intensively to support young people and enable them to keep to their terms of tenancy and also assist with the securing of benefits, education, training, employment, life skills and long term housing.

Specifically in Corby there is a rent deposit and rent in advance |
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<tbody>
<tr>
<td>73 London Road Kettering NN15 7PQ</td>
<td></td>
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<tr>
<td>Telephone: 01604 364118</td>
<td></td>
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<tr>
<td>Scheme</td>
<td>Service Six</td>
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</tbody>
</table>

Service Six is the lead contract holder for the NCC Supporting Services contract in the Corby area for families with children over 5 years old and accept direct referrals to initiate interventions for children, young people and families to: prevent and reduce Domestic Abuse and Challenging Youth Behaviour and provide Parenting support services.

Referrals will be available for clients where a CAF is already in place or may be able to provide some guidance in CAF development to support a referral taking place.

Service Six
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone: 01933 226603
E-mail reception@servicesix.co.uk

Furniture Turnaround
Units 1a &1b South Folds Road
Corby
NN18 9EU

Telephone: 01536 402181
E-mail: corbyfurnitureturnaround@hotmail.co.uk

Northamptonshire Credit Union
Town Centre House
7-8 Mercers Row
Northampton
NN1 2QL

Telephone: 01604 250016
E-mail: admin@northamptoncu.co.uk
www.northamptonshirecu.co.uk/index.asp

Independently managed charity whose aim is to collect donated furniture and to pass it on to people living locally – primarily those on low income including many clients referred via Social Services, Age Concern and Welfare Rights.

Northamptonshire Credit Union (NCU) provides a range of affordable financial services, including safe savings, low cost loans and banking facilities across the county.

NCU is available at The Corby Cube at various times Monday to Friday (see NCU website).

Where it is considered in the best interests of the client the service will look into supporting a move out of town and will facilitate this.

scheme.(can apply to the young person's family if they continue to reside with their family)
Northants Warm Homes

Location:
Countywide

Eligibility:
Residents of Northamptonshire who are looking to reduce their energy bills.

Provision Details:
All Councils across Northamptonshire are working with Flourish partnership, a not-for-profit organization aimed at helping residents feel warmer in their homes, lower fuel bills and reduce carbon emissions.
- Energy efficiency advice
- Insulation opportunities
- Advice on Government financial incentives and other entitlements including grants and credit union loan arrangements

Hours & Duration:
Tailored to individual.

Referral Process:
For energy saving advice: **0800 488 0543**
Corby Borough Council
Tel: 01536 464000
Email: customer.first@corby.gov.uk
http://www.northantswarmhomes.com

Northants Warm Homes, a partnership between the seven district and borough councils and Flourish Partnership, provides help and advice to residents of Northamptonshire who are seeking to lower their fuel bills through insulation and other energy efficiency improvements.