

## Our approach

While we provide tailored resources and floating support, we encourage tenants to take the lead in seeking help based on their individual needs. This approach fosters independence and gives them skills necessary to manage their tenancy successfully, ensuring that support reflects their personal circumstances.



### Level of support

Person centered, focusing on independent living skills and social inclusion.



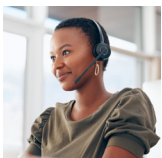
### Support areas

Support with budgeting, managing housing issues, repairs, community involvement, and social skills.



### Frequency of support

Person centered approach in accordance with tenants wishes.



### The tenancies at Soan House are managed via

Hanwell Housing Hub  
1-2 Cheyne Path  
London W7 1QR

#### Soan House

27A Lyncroft Gardens  
London  
W13 9PX

### The tenancies at Shipley & Joye Houses are managed via

Acton Housing Hub  
Everyone Active  
High Street W3 6NE

#### Shipley House

2 Newburgh Road  
Acton  
London  
W3 6DQ

#### Joye House

4 Newburgh Road  
Acton  
London  
W3 6DQ

## Contact us

### For more information please contact:

Aneela Rashid  
Senior Mental Health Supported  
Housing Officer  
Email: [rashidane@ealing.gov.uk](mailto:rashidane@ealing.gov.uk)  
Phone: 020 8825 6264

To make a referral for supported living please contact Ealing's Specialist Support Team  
[sst@ealing.gov.uk](mailto:sst@ealing.gov.uk)

## Supported Housing in the London Borough of Ealing

### Introduction

Ealing Council's supported living team provides housing support for people living with mental health challenges. Our goal is to empower vulnerable adults by offering tailored resources and support, helping them live independently while maintaining a secure council tenancy.

Ealing Council's senior mental health supported housing officer oversees Soan House in Ealing and Shipley House and Joye House in Acton. Each property is part of our commitment to offering secure, supportive housing to tenants who are under the care of mental health services and/or adult social care.

### What we do

Ealing Council is dedicated to promoting independence among its tenants through a supported housing model.

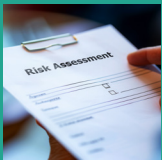
Through an emphasis on person-centred approaches tailored to individual needs, our residents are able to experience independent living and social inclusion. Support provided includes budgeting, managing their home, and engaging with the local community. Tenants live in self-contained flats with secure council tenancies that offer a sense of stability and reassurance.

These schemes aim to support and encourage gradual transition to independent living while promoting social engagement and life long development, learning and working opportunities.



### Staffing

One full-time staff member working across all schemes.



### Risk management

Needs and risk assessment completed at application stage and through ongoing support.



### Education

Working in partnership with West London Recovery College to access courses.



### Accommodation type

Self-contained individual flats where tenants hold secure council tenancies, ensuring stability and peace of mind.



### Social engagement

Signposting to local services and voluntary groups in order to actively participate in the community.



### Transitions and progression

Minimum 2-year focus on moving onto independent living.



### Mental health support

Collaborate with healthcare professionals to support tenants to maintain their mental wellbeing.

## Soan House

- a block of 11 individual studio flats
- located in a quiet residential area, providing a peaceful living environment
- all flats offer bedsit type accommodation with a private bathroom, kitchen and living space
- secure access to the building is via fob key system for tenants
- flats are equipped with intercom systems, and the building has CCTV covering communal areas
- a communal garden is available for tenants' use
- no lift access

## Shipley House & Joye House, Newburgh Road

- Shipley House; a block of 5 flats
- Joye House; a block of 4 flats
- all flats offer bedsit type accommodation with a private bathroom, kitchen and living space
- secure access to both buildings is via fob key system for tenants
- flats are equipped with intercom systems, and the buildings have CCTV covering communal areas
- no lift access

