



**Housing support  
services for people in  
East Surrey**



## About Parashoot

Parashoot is a free support service for people who need immediate help to maintain and manage their own homes. It is available to single people, couples and families from all communities, including people with mental health, alcohol or drug problems.

The service particularly supports people who are under threat of homelessness and need help in claiming benefits, managing debts, dealing with correspondence and accessing other services. Parashoot's Housing Support Officers support customers to maintain their homes and live independently through weekly visits and telephone advice.

Parashoot provides a 'floating' support service, which means it gives immediate support that lasts for a maximum of six months. However, if a previous customer falls under threat of losing their home again and needs further support, they can be referred back to the service at any time.

## Who is eligible for this service?

The service is open to anyone who lives in East Surrey. This is not support that is tied to particular accommodation; we support people wherever they live, who are living in any type of property.

Although Parashoot has been set up as a joint venture by Raven Housing Trust and Prospect Housing and Support Service, you don't need to live in a home owned or managed by either of those organisations to be eligible for the service.



## How to get Parashoot support

Parashoot works on a referral basis. If someone needs support, they, or an organisation on their behalf, must apply to their local council.

### *i. Referral criteria*

To be referred to Parashoot, a person or family must be:

- Aged 18 plus
- A family or individual who needs immediate help with maintaining or finding a home, regardless of whether they are privately renting, in temporary accommodation, in council accommodation, renting from a Registered Social Landlord, are owner occupiers, living in parental accommodation or homeless
- Willing to participate in the service
- Living in East Surrey (Mole Valley District Council, Epsom & Ewell Borough Council, Reigate & Banstead Borough Council and Tandridge District Council)

Certain applicants cannot be considered for referral:

- Those who have a concerning history of violence
- Those who require higher levels of support
- Those who have a concerning substance abuse problem where treatment is being refused
- Those who have alternative specialist support service available to them



## ***ii. Making a referral***

Organisations wishing to refer someone to Parashoot should work with the person they are referring to complete a Parashoot application form and email it to the relevant District or Borough Council. Email addresses and relevant telephone numbers are as follows:

**Mole Valley District Council** Tel:01306 885001

[housing@molevalley.gov.uk](mailto:housing@molevalley.gov.uk) -

**Tandridge District Council** - Tel:01883 732810/732824

[homelessness@tandridge.gov.uk](mailto:homelessness@tandridge.gov.uk)

**Epsom & Ewell Borough Council** - Tel:01372 732000

[contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)

**Reigate & Banstead Borough Council**- Tel:01737 276000

[housing.advice@reigate-banstead.gov.uk](mailto:housing.advice@reigate-banstead.gov.uk)


These are also at the bottom of the referral application form.

The subject of the email should read: "*Parashoot Referral*" and should include the relevant District and Borough Council name and the prospective customer's name.

Once the council receives the application, it will contact the potential customer to discuss it and carry out an initial assessment. This assessment will evaluate the person's needs and eligibility.

This process should take no longer than five working days. The assessment does not automatically lead to referral to the Parashoot service. It may be decided that a different form of support will better meet the person's needs.

If the council thinks the applicant is suitable for the service they will forward the referral to Parashoot and any other organisations involved in the initial application will be advised of the outcome.



### **What if someone needing support is in a crisis situation?**

If someone is likely to be made homeless within five days of their application to the council for referral to the Parashoot service, the relevant council will take appropriate steps to relieve the crisis situation and then refer the applicant into Parashoot. Regardless of whether or not the service is supporting a maximum caseload, any applicants who are referred to the service who are at risk of losing their home within a short space of time, will be supported under the Parashoot's Crisis Referral procedure.



### **About the Parashoot partners**

Parashoot was formed in 2010 as a partnership between Raven Housing Trust and Prospect Housing and Support Services. Both organisations are 'not for profit' providers.

**Raven Housing Trust** provides general family homes as well as homes which offer additional support such as temporary accommodation and sheltered housing for older people. Raven is registered with the Tenant Services Authority, an independent regulator for affordable housing in England.

**Prospect Housing and Support Services** provides residential and domiciliary care and breaks for carers throughout Surrey, Sutton, Croydon and West London. Prospect is a member of the National Housing Federation and is registered with the Care Quality Commission (CQC) for residential and domiciliary care services.

**Raven and Prospect** are both Charitable Industrial Provident Societies registered with the Financial Services Authority.



## How to contact Parashoot

Telephone: 01737 272 500

Write to:  
Parashoot  
Raven House,  
29 Linkfield Lane,  
Redhill,  
Surrey,  
RH1 1SS

Email: [support@parashoot.org.uk](mailto:support@parashoot.org.uk)

Web: [www.ravenht.org.uk/parashoot](http://www.ravenht.org.uk/parashoot)

*An audio version of this leaflet is available on request and we can provide it in large print and in other languages. Please let us know what you need.*

Veillez nous contacter si vous souhaitez une traduction de ce dépliant dans une autre langue. *French*

Queira contactar-nos caso deseje receber este folheto traduzido para outro idioma. *Portuguese*

برجاء الإتصال بنا إذا كنت ترغب في الحصول على ترجمة لهذه النشرة بلغة أخرى. *Arabic*

এই লিফলেটটির (পত্রিকার) অন্য কোন ভাষায় অনূদিত প্রতিলিপি চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। *Bengali*

若您需要此單張的其他語言翻譯版本，請聯絡我們。 *Cantonese*

यदि आप इस लीफलेट का किसी अन्य भाषा में अनुवाद चाहते हैं तो कृपया हमसे संपर्क करें। *Hindi*

اگر آپ اس لیفلٹ (پرچے) کا ترجمہ کسی دوسری زبان میں چاہتے ہوں تو براہ کرم ہم سے رابطہ کریں۔ *Urdu*



