Housing support services for people in East Surrey
About Parashoot

Parashoot is a free support service for people who need immediate help to keep and manage their own homes. We can help single people, couples and families from all communities. We also help people who have mental-health, alcohol or drug problems.

We especially work with people who are under threat of homelessness and need help with:

- managing their tenancy
- claiming benefits
- budgeting and managing debts
- dealing with paperwork, and
- accessing other services.

Our Housing Support Officers help customers to keep their homes and live independently. We will meet you once a week and we can also give advice on the phone.

We can give you support for up to six months. However, you can be referred to us again later – say if you get into difficulty or are at risk of losing your home and need more help.

Who can use the service?

We can offer help to most people who live in East Surrey. It doesn’t matter what kind of home you live in; we support people wherever they live.
We can help you whether you:

- rent your home privately
- live in temporary accommodation
- live in a council or housing association home
- own your own home
- live with parents or family, or
- are homeless.

We can help you if you:

- are 18 years old or older
- need immediate help with keeping or finding a home
- are willing to co-operate with us, and
- live in East Surrey in one of these council areas – Mole Valley District Council, Epsom & Ewell Borough Council, Reigate & Banstead Borough Council or Tandridge District Council.

We may not be able to help you if:

- you have a history of violence
- you need more help than we can offer
- you are refusing treatment for a substance-abuse problem, or
- you are already working with another specialist support service, which may include sheltered housing support.

How can I get help?

If you need help, you and the organisation working with you will need to fill in a Parashoot application form and send it to your local council. The form is available on our website at www.ravenht.org.uk/pages/parashoot.html or we can send you a copy by email or in the post. You can fill it in on computer or by hand.

You (or the person referring you) should then email the form to your local council, or you can ring them to ask for the address if you need to post it. In the email’s subject line, please put ‘Parashoot referral’, the council’s name and your name.
Contact details for local councils

<table>
<thead>
<tr>
<th>Council Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mole Valley District Council</td>
<td>01306 885001</td>
<td><a href="mailto:housing@molevalley.gov.uk">housing@molevalley.gov.uk</a></td>
</tr>
<tr>
<td>Tandridge District Council</td>
<td>01883 732810</td>
<td><a href="mailto:homelessness@tandridge.gov.uk">homelessness@tandridge.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>or 01883 732824</td>
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<tr>
<td>Epsom &amp; Ewell Borough Council</td>
<td>01372 732000</td>
<td><a href="mailto:spryce@epsom-ewell.gov.uk">spryce@epsom-ewell.gov.uk</a></td>
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<tr>
<td></td>
<td>or <a href="mailto:jmartin@epsom-ewell.gov.uk">jmartin@epsom-ewell.gov.uk</a></td>
<td></td>
</tr>
<tr>
<td>Reigate &amp; Banstead Borough Council</td>
<td>01737 276000</td>
<td><a href="mailto:housing.advice@reigate-banstead.gov.uk">housing.advice@reigate-banstead.gov.uk</a></td>
</tr>
</tbody>
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What happens next?

Once the council receives your form, it may contact you (usually within five working days). If it wants to make sure you are eligible for Parashoot, the council may ask you questions about your needs. It will then decide whether Parashoot or another kind of support would be the best service for you. If the council thinks Parashoot is suitable, it will send us your application.

What if I need help straightaway?

If you might be made homeless within five days of the council receiving your form, the council will act to help you as well as referring you to Parashoot. We have a ‘crisis referral procedure’ to make sure you get help quickly.
The organisation or agency who are referring you will work with you to fill out the application form.

Email (or post) the form to your local council.

The council may contact you to talk about your application.

If the council decides not to refer you to Parashoot, it will contact you to talk about other support.

If the council decides to refer you, it will send Parashoot your application.

2 working days

Parashoot contacts you (by phone or in writing) to arrange a first meeting.

We will meet you, carry out an assessment and talk about what you need.

If we can’t help you, we will contact the council.

If we can help you, a Housing Support Officer will agree an action plan with you and work with you to achieve it.
People we have helped

Mr and Mrs D were referred to Parashoot by their housing provider. They owed a lot of rent and other debts, and were about to lose their home. Parashoot worked out a budget and arranged a payment plan for the rent owing. We also spoke to bailiffs and sorted out plans for their other debts. We made sure Mr and Mrs D were getting all the benefits they were entitled to and got them a repayment of over £600 on overpaid council tax. Since then they have kept to all their payment plans and have paid back overdue rent of £1,500.

Mrs X moved from temporary accommodation to a permanent home and was finding it difficult to manage her money. Parashoot helped her set up her new tenancy, prepared a budget and made sure all her benefits were being paid. We helped her find the best energy provider and helped arrange direct debits for all her bills.

Miss H is a pregnant single mum. She was employed but not at work because of her mental health. There had been lots of changes to her benefits and Parashoot made sure she got all the money she was entitled to for her and her family. We also referred her to the Citizens Advice Bureau to help her manage other debts.

Mrs P has two children and her husband had recently moved out, leaving her with large debts. The family’s home is a shared-ownership (part-rented and part-mortgaged) flat. Parashoot approached the Bank Workers Charity, which made a payment towards rent and mortgage arrears. We helped set up a realistic budget for Mrs P and helped her get child support payments. We also referred her to a solicitor for help with moving her tenancy and mortgage into her sole name.
About the Parashoot partners

Parashoot was set up in 2010 as a partnership between Raven Housing Trust and Prospect Housing and Support Services.

Raven provides general family homes as well as homes that offer extra help such as temporary accommodation and sheltered housing for older people. Raven is registered with the Homes and Communities Agency, an independent regulator for affordable housing in England.

Prospect provides 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 not-for-profit organisations and Charitable Industrial Provident Societies registered with the Financial Services Authority.
What do our customers think?

Brilliant!

The service has helped me get things in order

Since I have been supported by Parashoot my life has been good. The Housing Support Officer has assisted me, advising me and getting me food

Very helpful and informative

Very happy

Housing Support Officer really helped as an individual and I felt she went the extra mile

I have been given great support and advice - thank you

Very good

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