



Raven
Housing Trust

Funded by



SURREY
COUNTY COUNCIL

Support to keep you in your home **East Surrey**



What is Parashoot?

Parashoot is a free support service to help people at risk of losing their home, or people who have been homeless and need help settling into their new homes. You can get support from the team if you live in Mole Valley, Reigate and Banstead, Tandridge or Epsom and Ewell – even if you're not a Raven customer.

We can help anyone from single people to families. We can also refer you for the right support if you also have mental-health, alcohol or drug problems.

We know how important a stable home to help change lives for the better and we're here to help you make that happen.

What we do...

We provide support services. Most people need help with:

- Managing and keeping their current home
- Claiming benefits you're entitled to
- Budgeting advice and referrals for specialist debt advice
- Dealing with complicated paperwork
- Accessing other support services
- Getting started in a new home if they've been homeless

How can we help?

To start with, your Parashoot Housing Support Worker will visit to get to know you. They can offer support and advice to help you keep your home and live independently, make sure you are receiving all the money you are entitled to and help you manage your paperwork and bills, as well as refer you for specialist debt advice.

They will contact you regularly and put an individual plan in place, with actions for you as well as for us. Parashoot normally offers support for up to six months, sometimes the help may last a little longer; depending on your circumstances.

We're here to help you, and by working together as a team, we can get the best possible outcome for you.



Frequently Asked Questions

Q. Do I have to be a council tenant?

A. It doesn't matter what type of home you live in.

We can help you if you:

- Rent from a private landlord, council or housing association
- Live with friends or family
- Own your own home
- Are homeless or live in temporary accommodation

Q. What if I just need benefits advice?

A. Contact your local council or the Department for Work & Pensions (DWP) to be referred for help.

If you're a Raven customer, you can also contact our Moneywise team for free and confidential benefits advice on 0300 123 3399.

Parashoot can only help if you:

- Need help with keeping or finding a home or setting up a new tenancy
- Are aged 18 years or older
- You're ready to work together and accept our support
- Live in one of these council areas: Mole Valley District Council, Epsom & Ewell Borough Council, Reigate & Banstead Borough Council or Tandridge District Council

Q. How do I know if Parashoot is right for me?

A. The best thing to do is get in touch. If we can't give you the support you need, we'll put you in touch with the right people. Some people will need more specialist help.

We may not be able to help if you:

- Have a history of domestic violence – please contact ESDAS on 01737 771350 for specialist help
- Need more support than we can offer – Please discuss your needs with your social worker or housing officer first.
- If you need extra help, please contact the adult social care assessment team at your local council (numbers on the back of this leaflet).
- Are already working with another specialist support service, which may include sheltered housing support.



How do I apply?

Most people are referred by another organisation, like a local council or charity. You can also self-refer for Parashoot support.

Applying through a referral organisation:

- Fill in a Parashoot application form, which you can get from our website - www.ravenht.org.uk/parashoot
- Please fill in as much detail as possible. We need to know the outcome you are aiming for as well as the reasons for the referral
- Referrers should send the form to the individual's local council.

Self-referral:

- Download and fill in a Parashoot application form from our website - www.ravenht.org.uk/parashoot
- At the top of the form, write that you are self-referring
- Provide details of the support you need with your home and why you are applying
- Email the form to the council for your local area.

What happens next?

Your council reviews the forms, and then they may contact you or the person that referred you to check any details, your eligibility, and find out if you need to make a housing register application.

The council will then decide whether Parashoot or another kind of support service would be better for you. Once we get the form, we will call you to arrange an assessment.

What people supported by Parashoot say:

"My Housing Support Worker has really helped me as an individual by going that extra mile to make sure I'm supported."

"Since Parashoot has supported me, my life has been so good. The Housing Support Worker has assisted and advised me all the way."

"This service has helped me get things back in order."

Contact us

Call: 0300 123 3399
Email: support@parashoot.org.uk
Web address: www.ravenht.org.uk/parashoot

Useful numbers

Mole Valley District Council:	01306 885001
Epsom & Ewell Borough Council:	01372 732000
Reigate & Banstead Borough Council:	01737 276000
Tandridge District Council:	01883 722000



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