

What if I need immediate help?

If you are likely to be homeless within five days of the council receiving the application form, the process is fast-tracked to us and your local council will take steps to help you too. For more details, search for 'Parashoot' on our website www.ravenht.org.uk



Contacting Parashoot

Raven House, 29 Linkfield Lane,
Redhill RH1 1SS

Call 01737 272 500

Email support@parashoot.org.uk

Visit www.ravenht.org.uk

What our customers say:

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

"My Housing Support Officer 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 good. The Housing Support Officer has assisted and advised me all the way."

"Parashoot has given me great support and advice - thank you."

USEFUL NUMBERS

Mole Valley District Council: 01306 885001

Epsom & Ewell Borough Council: 01372 732000

Reigate & Banstead Borough Council: 01737 272600

Tandridge District Council: 01883 722000

Housing support services for people in East Surrey

Building homes
Changing lives

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 in to their new homes.

A stable home is vital to help change lives for the better and we're here to help you make that happen. We can work with you if you live in Mole Valley, Reigate and Banstead, Tandridge or Epsom and Ewell.

We can help anyone from single people to families. We may also be able to provide support if you also have mental-health, alcohol or drug problems.

What we do...

We provide support services. Most people need help with:

- ✓ Managing and keeping their current home
- ✓ Claiming means-tested benefits
- ✓ Budgeting advice and managing debts
- ✓ Dealing with complicated paperwork
- ✓ Accessing other support services
- ✓ Getting started in a new home if they've been homeless

How can we help?

Your Housing Support Officer 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, bills and debts.

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, but some people may need help for a little longer.



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: Please contact your local council or the Department for Work & Pensions (DWP) to be referred for help.

If you are a Raven tenant, you can also contact our free MoneyWise service on **0300 123 3399**.

Parashoot can only help if you:

- Need immediate help with keeping or finding a home
- Are aged 18 years or older
- Are willing to take part and cooperate with the service
- Live in one of these council areas: Mole Valley District Council, Epsom & Ewell Borough Council, Reigate & Banstead Borough Council or Tandridge District Council

Q: What if someone else is already supporting me?

A: 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 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)
- Need help with treatment for a substance-abuse problem that is not being addressed
- Are already working with another specialist support service, which may include sheltered housing support.

But don't worry - if you're unsure if this is right for you, please contact us. We can put you in touch with the right people, if we cannot help you.

How do I apply?

Most people are referred by another organisation, like a Sure Start Children's Centre, local council or charity. You can also apply directly.

Applying through a referral organisation:

- Fill in a Parashoot application form – please search for 'Parashoot' on our website www.ravenht.org.uk
- Please fill in as much detail as possible. We need to know the outcome you are seeking as well as the reasons for the referral
- Send the form to your local council

Applying directly:

- Download and fill in a Parashoot application form from our website
- At the top of the form, write that you are applying directly
- 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.