

About Bishopbridge House

Bishopbridge House is a direct access hostel managed by St Martins Housing Trust.

Bishopbridge House replaced the Oak Street Night Shelter in March 2002 and can accommodate up to 30 people at any time.

The project aims to enable single homeless people with support needs, male and female, 18yrs + to develop the skills needed for independent living and to secure suitable longer term accommodation.



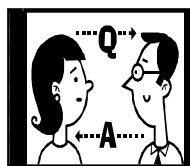
Contact us 24hrs a day
Bishopbridge House
Tel: 01603 666563

How do I get into Bishopbridge House?

You may contact Bishopbridge House to check for vacancies in person or by telephone.

As Bishopbridge House provides a 24hr staffed service, vacancy enquiries may be received at any time.

Staff will request a range of information from you in order to get a clear understanding of your situation. This may include sensitive information regarding your health, substance misuse and criminal justice involvement in addition to your accommodation history.

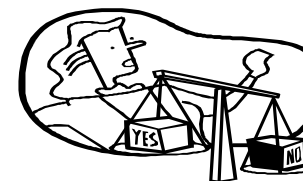


It is important that you also go and see the CAPS Team so they can look at alternative forms of accommodation that may be available to you.

The CAPS Team
7 Upper Goat Lane
Norwich
NR2 1EW
Tel: 01603 666764

How are vacancies allocated?

Bishopbridge House receives a high volume of vacancy enquiries compared to the number of available beds at any time. As a result, it is frequently necessary for us to make decisions regarding the relative priority and vulnerability of a number of applicants for any available vacancy.



When a room becomes available, Bishopbridge House staff will contact the CAPS Team (contact assessment and prevention service) for supporting information regarding rough sleepers or those applicants who are considered most vulnerable and high priority for the vacancy.

Along side this we will take into consideration the length of time and frequency that an applicant has presented for a vacancy.

If I get a room what happens?

When you are informed that you have a room at Bishopbridge House, you will also be advised what time staff will be expecting you to arrive in order to book you in.

Booking in can take approximately 1½ hrs, you will be able to break in between but will be expected to complete the booking in process before leaving the hostel for other appointments, so please ensure you have allocated enough time.



With a member of staff, you will complete an admission form, risk and needs assessment form and make a claim for Housing Benefit. During booking in you will sign your licence agreement and have all the hostel rules explained to you along with other relevant information regarding your stay at Bishopbridge House.

As long as you have informed staff when presenting for a vacancy that you have a pet dog/s, you will be housed with your dog/s and will need to sign a dog contract on admission.

Our Principles

1st Principle: Open and Direct Access

Bishopbridge House is open to all homeless people over the age of 18 and who are willing to accept the responsibilities of communal living, without gender, social, racial, political or religious discrimination.

2nd Principle: Service User Involvement

All residents have an equal say in service development, through the residents' forum. Representatives of this group are democratically chosen and should reflect the views of all residents.

3rd Principle: Local and National Partnerships

Bishopbridge House will work on behalf of its' residents by identifying partner organisations and developing positive working relationships with groups who share our interests and concerns.

4th Principle: Individuality and Independence

Bishopbridge House will assist individuals to develop their own support plan and provide opportunities for all residents to move towards greater independence.

5th Principle: Co-operation with the Community

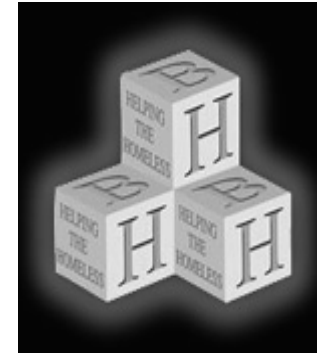
Bishopbridge House will raise awareness of its' service and strive to play a full and active role in the community.

6th Principle: Education, Training and Information

Bishopbridge House will ensure that all residents have the opportunity to participate in the education and activities programme and that all proposals for future activities will be discussed democratically.



Bishopbridge House



**45 William Kett Close
Norwich
NR1 4FD**



St Martins Housing Trust
Registered Charity No: 802013