

Inclusion support



Telephone 0300 123 3456 or visit

<https://www.peabody.org.uk/cs-services/outreach>

Peabody provide free one-to-one support, information and advice for people who need support with housing-related issues. This could include assistance with managing your tenancy, getting out of debt, or finding work. Below is some further information about the service they offer.

Peabody accept referrals directly from you or from someone you know. Once we receive your referral, we will get in touch to ask you what's important to you and what help you need. Then, we will decide together what kind of support you should receive:

- **Information and advice:** guidance that will help you access support, either by email, over the phone or at one of our drop-in sessions.
- **Short-term support:** if your issue is likely to take longer to resolve, we will provide you with additional short-term support of between 4-6 weeks.
- **Longer-term support:** if your issue is expected to take longer to resolve, we will provide you with ongoing support for between six months and two years.

Maybe you're having trouble with rent arrears or finding it difficult to get around your home. Or perhaps you need some help with applying for benefits. Whatever support you need, our skilled support workers can help.

We can support you with a variety of issues, including:

- dealing with difficult housing issues, including evictions
- managing letters and forms
- applying for welfare benefits and grants
- getting services from specialist agencies, such as health or social services
- dealing with bills, rent arrears and debts
- connecting with social, religious and cultural opportunities
- settling into a new home
- dealing with emotional or mental health issues, or alcohol and drug issues
- improving your confidence around budgeting, cooking and managing at home
- getting into work, training or education

We work closely with our customers to help them feel safe, secure, confident and more able to manage at home. We always listen to you and can help you achieve your personal goals at your own pace.

Although our Outreach Service can't provide you with accommodation, we can still connect you with local housing services if you need it.

Peabody also offer local drop-in sessions as detailed below:

Chelmsford			
Tuesday	10:00-13:00	Chelmsford Meadow Job Centre, Meadow Shopping Centre, Meadow Walk, The Meadows, Chelmsford, CM26FD	Drop In
Tuesday	9.00 – 12.30	Parkside Community Hub, Melbourne Ave, Chelmsford CM1 2DY	Drop In
Thursday	12:30-14:00	St Andrews Church, Chignal Road, Chelmsford CM1 2JB	Drop-in
Friday	10:00-12:30	Evangelical Church, Grove Road, Chelmsford, CM2 0EY	Commenced Friday 22 nd April and bi-weekly.
Friday	10:00-13:00	Job Centre Plus, Gemini Centre, 88 New London Road, Chelmsford, CM2 0PD	Weekly Drop In