

YMCA

LONDON CITY AND NORTH

A safe place. A supported journey.

Service Descriptions and Arrangements

Referral | Assessment | Accommodation | Support | Progression | Move-on

LANDAID HOUSE

Islington | 146 residents

MONARCH COURT

Hackney Wick | 87 residents

CROUCH END

Haringey | 154 residents

Purpose of this guide

A clear overview of how people access YMCA London City and North accommodation, what each service provides and how residents are supported from referral through to sustainable move-on.

Service guide | September 2026

1. Our accommodation service

YMCA London City and North provides supported accommodation for young people across LandAid House, Monarch Court and Crouch End. The service combines safe accommodation with personalised support, opportunities for development and planned progression towards greater independence.

Our service aims

Safe accommodation

Provide a secure place to live with staffed reception and local safety arrangements.

Personalised support

Understand individual needs, strengths, risks and goals through assessment and support planning.

Skills and opportunity

Connect residents with wellbeing, life skills, education, training, employment and engagement opportunities.

Sustainable move-on

Plan early for realistic housing options and support residents to prepare for independent living.

Who can make a referral?

- Local Authorities
- Partner agencies
- Charities
- Other approved referral organisations

Important

A referral does not guarantee an offer of accommodation. Suitability depends on assessment, support needs, risk, eligibility and the availability of an appropriate room.

2. The resident journey

1	Referral received	A Local Authority or approved partner submits the referral.
2	Information review	The Referrals and Outcomes Team reviews the information and may request further details.
3	Assessment	The applicant's housing circumstances, support needs, strengths, risks and suitability are explored.
4	Decision and outcome	The applicant and referrer are informed of the referral outcome.
5	Pre-admission planning	If accepted, documents, support arrangements and move-in preparations are agreed.
6	Move-in and induction	The resident receives a welcome induction and begins working with the allocated housing support colleague.
7	Support and development	The resident works towards personalised goals and accesses relevant services and opportunities.
8	Move-on planning	Housing options, tenancy readiness and practical preparations are reviewed throughout the placement.
9	Successful move-on	The resident transitions to suitable accommodation, with continuing guidance where appropriate.

3. Referral and assessment arrangements

What the assessment considers

- The applicant’s current housing circumstances and urgency
- The level and type of support required
- Identified risks and how these could be managed
- Availability of suitable accommodation
- The applicant’s willingness to engage with support
- Information from the applicant, referrer and relevant professionals

What may be required

- Proof of identity
- Evidence of income or benefit entitlement
- Relevant risk, support, health or safeguarding information
- Contact details for involved professionals
- Information needed to plan a safe and suitable admission

Possible referral outcomes

Accepted An appropriate vacancy is available and pre-admission arrangements can proceed.	Further information required A decision is paused while essential information is gathered.
Not accepted The service is not suitable or an appropriate placement cannot be offered. The referrer is informed of the outcome.	
Fair and informed decisions Applicants should provide accurate information and have an opportunity to discuss their circumstances. Information is handled in line with safeguarding, confidentiality and data-protection responsibilities.	

4. Move-in and induction

A planned admission helps residents understand the accommodation, meet key colleagues and know what to expect from the service.

On arrival

- Identity, occupancy documentation and agreed payments are checked
- Keys or access fobs and room arrangements are explained
- The resident is shown essential areas and introduced to staff
- Immediate health, safety, medication or safeguarding matters are reviewed
- Initial support priorities and appointments are agreed

Induction covers

Safety Fire procedures, exits, assembly points, accident reporting and emergency contacts.	Living arrangements Room standards, communal facilities, kitchens, laundry and local routines.
Security and visitors Access control, signing in, visitors and personal safety.	Support Named housing support contact, appointments, support planning and specialist referrals.
Money Rent, personal charges, benefits, income changes and arrears prevention.	Resident voice Forums, feedback, complaints, compliments and engagement opportunities.
Local arrangements apply Residents must also follow their Licence Agreement, House Rules, induction information and project notices.	

5. Personalised support arrangements

Support is based on assessed need and agreed goals. It is intended to help residents sustain their accommodation, develop independence and prepare for move-on.

Core areas of support

Housing sustainment

Licence responsibilities, room standards, neighbour relations and problem-solving.

Money and benefits

Income, budgeting, benefits, arrears prevention and financial confidence.

Independent living

Cooking, cleaning, communication, routines and tenancy readiness.

Wellbeing

Emotional and physical wellbeing, access to health services and specialist signposting.

Education and employment

Courses, training, employability, work opportunities and progression.

Move-on

Housing options, applications, affordability, documents and practical transition planning.

How support is delivered

- Planned one-to-one sessions and support-plan reviews
- Practical guidance, advocacy and signposting
- Multi-agency working where appropriate
- Resident engagement and group activities
- Monitoring of progress, outcomes and changing needs

Working together

Residents are expected to participate in agreed support and tell staff when needs, risks or circumstances change.

6. LandAid House

LandAid House is located at 10 Errol Street, London EC1Y 8SE. It accommodates 146 young people aged 16-35 and has a dedicated support team of 13 colleagues.

Accommodation and facilities

- 146 ensuite bedrooms with shared kitchens
- Six fully accessible bedrooms and kitchens
- Individual lockable fridge and kitchen cupboard
- Resident lounge with televisions and a pool table
- Computer desks, training room, laundry and outdoor patio
- Breakfast packs and access to donated food when available
- Noticeboards and workshops supporting education and employment

Service focus

A supported community environment focused on housing stability, personal growth, opportunities and preparation for independence.

Contact

Telephone: 020 3886 1000 | Ask reception or the Housing Team about current local arrangements.

7. Monarch Court

Monarch Court is located at 30-50 Cadogan Terrace, London E9 5EJ. It accommodates 87 young people aged 16-35 and has a dedicated support team of 11 colleagues.

Accommodation and facilities

- Ensuite bedrooms, including accessible rooms
- Self-catering kitchen with lockable fridges and cupboards
- Television lounge with gaming facilities
- Computer desks, training room and laundry
- Garden area and music studio
- Breakfast packs
- Noticeboards for employment and education opportunities

Service focus

Supported accommodation with access to housing, wellbeing, personal development and progression opportunities.

Contact

Telephone: 020 8525 2440 | Ask reception or the Housing Team about current local arrangements.

8. Crouch End

Crouch End is located at 184 Tottenham Lane, London N8 8SG. It accommodates 154 young people aged 18-35 and has a dedicated support team of 13 colleagues.

Accommodation and facilities

- Bedrooms with shared shower and toilet facilities
- Canteen providing breakfast and dinner
- Resident kitchen and internet café
- Television and gaming lounge
- Garden with seating and growing areas
- The Hub with kitchen, recording studio and activity rooms
- Bike-maintenance facilities and outdoor activities
- Chapel and free-access laundry

Service focus

Supported accommodation designed to help residents strengthen confidence, develop independent living skills and work towards sustainable move-on.

Contact

Telephone: 020 8340 2345 | Ask reception or the Housing Team about current local arrangements.

9. Service arrangements across all projects

Arrangement	What residents can expect	Resident responsibility
Reception and security	Staffed reception, controlled access and local visitor procedures.	Keep keys and fobs secure and follow access and visitor rules.
Health and safety	Induction, fire information, repair reporting and emergency arrangements.	Report hazards promptly and follow safety instructions.
Support planning	Assessment-led goals, reviews, referrals and progress monitoring.	Attend agreed sessions and share changes in circumstances.
Repairs and rooms	Routes to report repairs and planned checks or access where required.	Keep rooms safe and reasonably clean; report faults early.
Resident engagement	Forums, activities, feedback and development opportunities.	Participate where possible and provide constructive feedback.
Rent and charges	Information about payments, benefits and support with affordability.	Pay required charges and report income or benefit changes.
Move-on	Early planning, housing advice and practical transition support.	Engage with realistic options and prepare required documents.

10. Progression and move-on

Move-on planning begins during the placement and reflects the resident's circumstances, eligibility, affordability and support needs.

Possible pathways

- Private rented accommodation
- Social housing where eligibility and local connection requirements are met
- Clearing House pathways for eligible former rough sleepers
- Local Authority step-up or higher-support pathways where needs increase
- Other suitable supported or independent accommodation options

Preparing for move-on

Housing readiness

Understand tenancy responsibilities and demonstrate accommodation sustainment.

Documents

Keep identification, income evidence, references and benefit information available.

Applications and viewings

Respond promptly and attend appointments with agreed support.

Financial preparation

Budget for rent, deposits, moving costs and household essentials.

Practical skills

Develop routines, cooking, cleaning, communication and appointment management.

Settling in

Plan utilities, benefits, furniture, local services and ongoing support.

Shared objective

The goal is a safe, suitable and sustainable transition, with the resident actively involved in the plan.

11. Quality, safeguarding and resident voice

Safeguarding

Residents can report concerns to any staff member. Immediate danger should be reported to emergency services by calling 999. Information is shared only where necessary to protect people or meet legal duties.

Equality and accessibility

The service aims to be inclusive and accessible. Residents should tell staff about communication, mobility, health, language or other adjustments that may support participation.

Feedback and complaints

- Speak to a housing colleague or manager
- Attend resident forums or complete surveys
- Use available suggestions, compliments or complaints routes
- Ask for support to communicate a concern
- Receive information about escalation if dissatisfied with a response

CREATE values

Collaborate Work together with residents, communities and partners.	Respect Treat every person with dignity and value different perspectives.	Empower Support confidence, informed choice and personal progress.
Accessible Remove barriers and make information and services easier to use.	Transform Create opportunities for positive and lasting change.	Excellence Maintain high standards, learn and continually improve.

12. Key information at a glance

Project	Age	Residents	Support colleagues	Contact
LandAid House	16-35	146	13	020 3886 1000
Monarch Court	16-35	87	11	020 8525 2440
Crouch End	18-35	154	13	020 8340 2345

Referral route

Referrals are made by Local Authorities, partner agencies, charities and other approved referral organisations. The Referrals and Outcomes Team reviews each referral and may request additional information before assessment and decision.

For residents and applicants

- Ask the referrer for updates while the referral is being considered.
- Provide accurate and complete information during assessment.
- Read the Licence Agreement, House Rules and induction information carefully.
- Speak to staff early about support, safety, money or accommodation concerns.
- Take an active role in support and move-on planning.

Document status

This overview should be read alongside current referral policies, Licence Agreements, House Rules, safeguarding procedures and project-specific induction information. Those documents take priority where they set detailed requirements.