

YMCA Lincolnshire – Our Tenancy Approach

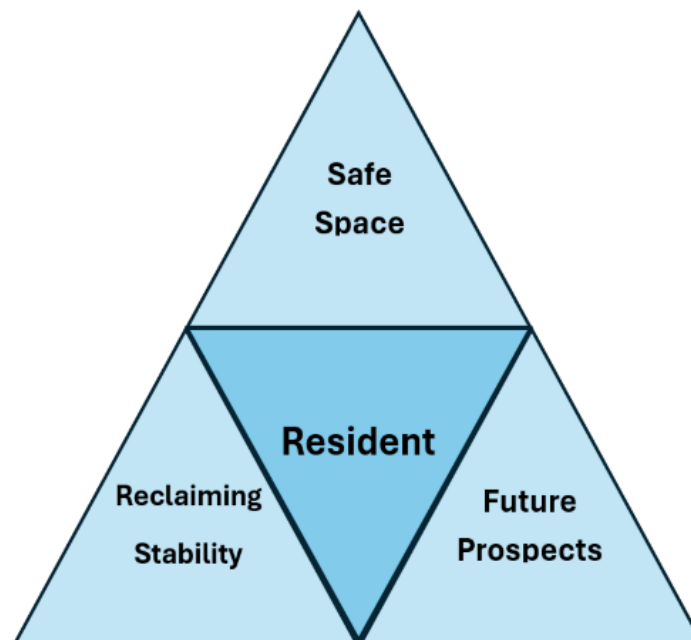
About us

We are a Registered Housing Provider and are registered with the Charity Commission. As a Regulated Housing Provider of Supported Exempt Accommodation, we are registered with the Regulator of Social Housing and own and manage over 170 units of accommodation across the City of Lincoln.

YMCA Lincolnshire believes that homelessness is not inevitable. However, when it does occur, we offer a holistic service that puts the individual at the centre and delivers a pathway to independence.

Our service fosters a community where everyone has access to a safe place to stay, hope and a path to a better future. Our Tackling Homelessness Strategy, developed in 2025 sets out our ambition to support people at risk to break the cycle of homelessness through three areas of focus.

We offer inclusive, caring and compassionate support services tailored to individual needs, allowing residents to regain stability and programmes that focus on future long-term prospects for independence.



We recognise that every resident's journey is different. While our aim is to support people towards greater independence, we understand that meaningful and lasting change takes time. YMCA Lincolnshire is committed to providing support for as long as it is needed, ensuring that individuals can progress safely and sustainably without pressure to move on before they are ready.

Alongside accommodation and support, we recognise that meaningful activity, volunteering, education, training and employment play a vital role in helping people achieve sustainable independence.

YMCA Lincolnshire's support offer will be delivered using a trauma-informed approach that encompasses safety, trust, choice, collaboration, empowerment and equity, ensuring that the plan delivers our organisation's purpose.

This plan aligns with our purpose to ensure that individuals and communities across Lincolnshire have opportunities to belong, contribute and thrive so that they feel safe, valued and fulfilled.

- Supportive
- Brave
- Collaborative
- Compassionate

Our Vision

YMCA Lincolnshire's support offer is not just about providing a roof over someone's head; our vision is to use housing as a foundation from which people can rebuild their lives, achieve independence and lead fulfilling lives within their communities.

Our offer is centred on helping people move from vulnerability and dependence to greater independence, stability and fulfilment through safe housing and personalised support.

Our objectives

Key elements of our vision include:

- Providing good-quality supported housing for adults aged 18+ who are experiencing, or have experienced, homelessness and other complex life challenges.
- Supporting people to become more independent, enabling them to develop the skills, confidence and resilience needed to sustain their own accommodation and live self-sufficient lives.
- Helping residents remain safe and secure in their homes, while connecting them with specialist agencies and partner organisations that can address wider needs such as health, employment, finances and wellbeing.
- Taking a strengths-based approach, using the Home Star framework to help residents identify goals and make progress across areas such as housing, relationships, personal wellbeing, problem-solving, meaningful use of time and future aspirations.
- Building trust, hope and positive futures, rather than simply providing accommodation, with a focus on long-term recovery, personal growth and successful move-on outcomes.

We support our residents to move from a position of vulnerability and dependence to greater levels of freedom and independence. We work with our residents to enable them to remain as safe and secure as possible in their homes and signpost as necessary to agencies and partner organisations to help them to overcome life's challenges and lead fulfilling and self-sufficient lives.

Our services

YMCA Lincolnshire offers three pathways of support:

- Emergency Accommodation
- Longer term supported accommodation
- Move on supported accommodation within the community

We provide accommodation and support to adults who are:

- Single
- Over the age of 18 and may have a range of multiple and complex needs
- Are experiencing or have experienced homelessness.

We work with residents who are or have recently been rough sleeping, working to overcome addictions, those who need help to improve their mental and physical health and well-being, people who are leaving the care of the Local Authority or who may have been recently released from prison. Our housing offer is open to all, regardless of a connection to the local area, if we can help, we will.

Our accommodation is offered on a temporary basis and is not designed as a home for life; therefore, all our residents are given a license agreement. As stated within The Housing Act 1985 as amended, all our properties are exempt from The Right to Buy scheme.

The Services that we offer

We work closely with other professional agencies including The Holistic Health for the Homeless Team, Lincoln Prison, The Probation Service, Local Authorities, addiction rehabilitation services, other housing providers and local health partners. We don't intend to undertake other statutory services offered elsewhere but we will work closely with our partners to facilitate these ensuring that our residents receive the best possible opportunities.

Our accommodation offer:

The Nomad Centre consists of 22 ensuite bedrooms for people who are homeless or threatened with homelessness. The Nomad Centre is the only direct access emergency accommodation in the area. Support is available 24/7 and we provide three meals a day, every day of the year. We bring together a range of professional services to those who are experiencing homelessness, including mental health and physical wellbeing services. Every resident is allocated a Case Worker who will be there to support them on their journey to independence.

The purpose of the Nomad Centre is to help those with the greatest need move forward with their lives by working with them to gain access to the appropriate health care and support services and most importantly suitable, safe and secure accommodation. The Nomad Centre is short-stay emergency accommodation that allows us to work with our residents to plan for their next stage in their journey. Residents are initially offered a 7 day or 28-day license which may be renewed subject to successful engagement with our teams.

We aim to move our residents on into suitable alternative accommodation within 56 days, which is in line with The Homeless Reduction Act 2017. However, we do accept that there will be occasions when a longer stay at the Nomad Centre is required to ensure that the most suitable and sustainable accommodation is found.

The YMCA Hostel has 69 rooms with on-site support being available 24/7. The Hostel is a longer-term option. Residents are offered an excluded license for the duration of their stay. At the YMCA Hostel, we continue to work with our residents on the issues they identified as being important to them during their stay at the Nomad Centre. In addition, we also provide support in a range of other important areas such as life

skills development, mental wellbeing, preparation for employment, training or volunteering and also social development.

The aim of the YMCA Hostel is to offer our residents the skills and confidence that they need to move from a position of dependency on professional support to being independent in a home of their own.

The Housing Outreach service is designed to support our residents when they are further along in their journey towards independent living but do from time to time still need some support. The Housing Outreach Service is generally the last step in the journey with the YMCA. Our Outreach Housing is also seen as a longer-term option, residents are supported to move on into their own accommodation within a 2-year period, to this end residents are offered an excluded license. Support is not available 24/7 in an Outreach Project property; however, residents can access help at any time if they experience a crisis from the team at the Hostel or the Nomad Centre.

The Housing Outreach Service focuses on helping our residents to further develop their daily living skills so that they are ready to move on into independent living. Our properties are located across the City and provide residents with the opportunity to integrate and contribute in their community.

Our Outreach Service supports people to:

- Develop their skills to enable them to live independently and safely in their homes and local community
- Become economically active through work, training and volunteering
- Develop confidence and ultimately reach their full potential

Rasen House is located in the popular and much sought after Bailgate area of Lincoln and is part of our Outreach Project and supports people over the age of 50 with a variety of needs such as mental health challenges and hidden disabilities.

Our young persons project, located on the High Street in Lincoln also sits under our Outreach Project. This project supports young people under the age of 25 to develop skills, overcome personal challenges and enables them to reach their full potential.

Sheridan House is YMCA Lincolnshire's newest accommodation project, consisting of 16 one-bedroom self-contained apartments in the north of the City. Designed to offer more than just a place to stay, Sheridan House provides residents with the stability, support and opportunities they need to move forward positively with their lives.

The Application Process

We give equal consideration to every application that we receive and treat each person fairly, ensuring that we fully understand their individual challenges and needs. We are unable to accept every application that we receive. This may be because the type of accommodation that we have may not be suitable for the needs of a particular person. Demand for our service is high and there may not be a room available immediately, in which case applicants are placed on a waiting list and will be contacted when a room becomes available.

Risk

We consider all requests to enter our service on an equal basis taking into account need and risk. An initial risk assessment is carried out prior to a new resident moving into one of our services. This is then reviewed every three months or before if there is a significant change to the residents' circumstances.

We will assess the risk posed by someone who has a conviction of arson and will not automatically say no but will consider:

- The circumstances around which the incident occurred
- How long ago this occurred
- If the fire was in a building was anyone in the building at the time.

We have a specific arson risk assessment which is completed to enable an informed decision to be made.

We may refuse to accept a resident at a specific time if we feel that the risk they pose is too great and cannot be controlled.

Funding of our services

The majority of our housing services are funded through housing benefit payments and residents personal service charge contributions. As a locally governed charity which has been based in the City of Lincoln for over 150 years, we also raise additional funds through a blend of self-earned income, self-managed commercial businesses, grants & trust funds, public & company donations, sponsorships and legacies, that all vary from year to year. We currently run two charity shops, five early years' nurseries, a Conference Centre and café, all operated with the purpose of generating a financial contribution to fund appropriate Care & Support services to our residents.

Our rents

Each year usually at the beginning of April, we will increase our rents/service charges. The rent increases will be based on CPI + 1% and the service charges are based on actual costs from the previous or forthcoming year.

We offer a bursary scheme for those residents who are in employment. Please read our bursary procedure for further information on who is eligible.