



Positive Impact



Responsibility

Opportunity

Aspirations

Talent

A PERSONAL OFFER FOR YOU

Independence

Guidance

Wellbeing

Social Interaction

The Chief Executive



At Impact, we really aim to make a difference. If you are ready move on in your life, we have the dedicated staff with the skills to help you get there.

As Impact's Chief Executive, I know that our service works. It will work for you if you will work with us!

I wish you every success.

Mike Muir

Our Offer to you

Working with us, you will have a first class experience of flexible support that you control and decide. Our service offers:

Safety and security

A safe and secure place to live with various types of accommodation; some are furnished, some not, but all are tailored to your circumstances. The staff team is trustworthy and honest, and will advise and guide you.

Personalised

An Independent Living Worker will help you to design a personal plan, capturing your goals and aspirations. You will be able to choose a second worker as your flexi-worker. Someone who you think can help you achieve your goals. To help you choose we will give you a profile of each of the Independent Living Workers in your area. Our support is flexible; you will choose the times that you'd like to meet your Independent Living Worker and where.

Opportunities

We can offer you lots of opportunities to develop your skills such as volunteering, computer training and much much more. We will show you how to access services linked to the practical aspects of your tenancy and your health and wellbeing. We know you'll find our team down to earth, easy to talk to, and we are confident they'll understand you and the challenges you may face. We promise they will never judge you for your past and will respect the decisions you make about your future.

I didn't realise how good this service was. I came thinking I would be re housed but you did more than that – you fixed me.

I feel stronger than when I first came

Thrive and achieve

Whilst with us you can take advantage of a full programme of opportunities that will help you get started in your new accommodation and eventually help you to move on. We will offer you courses and advice on budgeting, cooking, cleaning, benefits advice, training and employment, safety in the home, health and wellbeing and community involvement. It is not all serious tenancy focused stuff..... we want you to enjoy life too so we offer a full programme of social activities. If they don't suit your needs, we will listen to your recommendations and help you to plan the things that you like, however we're not going to do everything for you!!!

Outcomes

You will be in control of your own decisions, goals and choices. We will focus on you as a person, your aspirations, strengths and talents; not on your past or previous mistakes. We will help you to face up to them but they won't be our sole focus – we are more interested in helping you to achieve your goals today. You will move on from our services with confidence, utilise the skills you have developed and live a truly independent, successful life.

Our lounge has been upgraded using our ideas and influence

Problems get picked up quickly and action is taken. I am very happy with support

Your Offer to us:-

- You will take responsibility for own your success
- Understand and meet the responsibilities of your tenancy or licence agreement
- You will be committed to meeting with your Independent Living Worker and where relevant Flexi Independent Living Worker every week
- You will be committed to developing your skills and making the most of your opportunities
- You will actively engage with the service so you can develop skills and make the most of your opportunities
- You will take responsibility for your own safety.

Our Accommodation

Single Homeless

 Accommodation	 Units	 Location	 Tenure	 Staff Availability	 Furnished	 Referral Source	 Kitchen/Bathroom
Mix of individual residential properties and shared accommodation	39	 Carlisle	Licence/ Assured Shorthold Tenancy	 		Central Access Point	  Mix

Single Homeless with support only

John Street	28	 Carlisle	X			CCC Homeless Team & John Street Team	X
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Table Key



Staff available daily in person and by phone



Staff available 24hrs a day



Staff available during core service hours



Accommodation is partly furnished



Accommodation is fully furnished



Bathroom and kitchen are private



Bathroom and kitchen are communal

Central Access Point:

 www.cumbria.gov.uk/supportingpeople
or call  01228 221548

Staff listen and understand - you are not treated like a second class citizen, but treated with respect

Independent Domestic Violence Accommodation

 Scheme	 Units	 Tenure	 Staff Availability	 Furnished	 Referral Source	 Kitchen/ Bathroom
Let Go Safe Space	7	Licence			Central Access Point	
Residential Properties	4	Assured Shorthold Tenancy			Central Access Point	
Safe Houses	10	Assured Shorthold Tenancy			Central Access Point	

Central Access Point:

 www.cumbria.gov.uk/supportingpeople
or call  01228 221548

Young People's Services (Carlisle & Eden)

 Scheme	 Units	 Location	 Tenure	 Staff Availability	 Furnished	 Referral Source	 Kitchen/ Bathroom
Mix of shared property and individual private accommodation	21	 Eden	Licence/ Assured Shorthold Tenancy	 		Central Access Point	  Some with communal lounge, kitchen & laundry
Mix of shared property and individual private accommodation	20	 Carlisle	Licence	 		Central Access Point	 Communal lounge, & laundry

Young People's Services (South Lakes)

Mix of shared property and individual private accommodation	28	 Kendal	Licence/ Assured Shorthold Tenancy			Central Access Point	
Individual private accommodation	7	 Ulverston	Assured Shorthold Tenancy			Central Access Point	

I would like to thank staff for putting me back on track with my life, I don't know where I would be without them

Central Access Point:

 www.cumbria.gov.uk/supportingpeople
or call  01228 221548

What to do next

Please contact the Central Access Point to discuss the referral process:

📍 www.cumbria.gov.uk/supportingpeople

or call 📞 01228 221548

If you would like to know more about the service before making a referral, please contact: 📞 07730 599759



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