



CRAWLEY OPEN HOUSE

helping the homeless and disadvantaged

www.crawleyopenhouse.co.uk

**The work we do at Crawley Open House relies upon the support of the community and the donations you give.
THANK YOU.**

RIVERSIDE HOUSE

- 24 beds
- Direct access
- Male and female (18+)
- 28-day stay
- Pets allowed

(01293) 447702



**Caring for adults suffering the effects
of homelessness, unemployment, loneliness,
discrimination or social exclusion.**

RESOURCE CENTRE

- Advice
- Food
- Medical Centre
- Art, gardening, cookery
- Education and life skills
- Help returning to work
- Use of internet & phone

(01293) 447704



info@crawleyopenhouse.co.uk Charity No. 1048919

CRAWLEY OPEN HOUSE

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Chair of Trustees: James Abdool Patron: Romesh Ranganathan
Chief Executive Officer: Charlie Arratoon

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RESOURCE CENTRE
01293 447702



HOSTEL
01293 447702

OUR VISION STATEMENT

Crawley Open House provides support and services for those suffering the effects of homelessness, unemployment, loneliness, discrimination, or other forms of social exclusion. Our support is available to anyone in need.

ACCOMMODATION

The Hostel at Riverside House: 24 beds for homeless adult men and women. Issues such as alcohol and substance misuse, mental health problems, relationship breakdowns, recent release from hospital or prison, etc. Pets can stay with them wherever possible.

Stage 1 move-on: Our 8 Laing Rooms accommodate residents who are ready for more independence. Here they can learn and develop cooking, budgeting and other self-help skills whilst still getting a high degree of supervision and support.

Stage 2 move-on: We have six move-on houses within the town currently accommodating 28 residents. These houses offer lower support and the opportunity for further growth towards independent living including affordable rent for job seekers and those on low income.

HOSTEL MANAGER:

Tom McAleney
(01293) 447705
tom.mcaleney@crawleyopenhouse.co.uk

HEAD OF RESIDENTIAL SERVICES:

Karen Young
(01293) 224175
karen.young@crawleyopenhouse.co.uk

RESOURCE CENTRE

This new facility built in units 11&13 Stephenson Way. We were fortunate to have received some lottery funding towards this project.

We provide a drop-in centre offering wide range of services to clients including: money & benefits advice, housing & resettlement advice, telephone & internet access, afternoon art, gardening, cookery, education classes and talks, back-to-work skills and courses

Physical & mental health support, drug & substance misuse support, access to GP and chiropodist are also available.



HOW DO WE HELP?

Crawley Open House operates a hostel, a day centre and move on accommodation all with distinct client groups but under the same guiding principles and ethos.

OUR TEAM

Crawley Open House's most valuable asset is the people who work in it. We preserve this asset through training/education and by providing a good working environment. Through our teamwork and continual improvement, we aim to not only satisfy our clients but to go further and anticipate needs that they have not even thought of.

HOW CAN YOU HELP?

- **FOLLOW US ON SOCIAL MEDIA:**

We post regular updates on our Facebook, X (formerly Twitter), Instagram and LinkedIn pages. To see what we're doing and how you might be able to help us help others then please do follow us!



- **DONATE AN ITEM:**

We are always grateful for any donation that we can pass on to someone in need. At the moment, we are pleased to receive donations of food, single bedding, cleaning products and towels. Our needs do change so please do visit our website and our wish list on Amazon.

Maybe consider using smile.amazon.co.uk for your next Amazon purchase to support us.

- **MAKE A FINANCIAL DONATION:**

We are a registered charity and can only carry on our work with the generous financial donations given by those who appreciate the support we offer to those who need it most. You could make a one-off donation or become 1 in 1000 by making a regular, monthly donation.

All the details of how to do this are on our website.



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SPENCERS ROAD



RIVERSIDE HOUSE

OUR HISTORY

1982

Crawley Open House begins its journey when doors first opened on a project in Spencers Road known as the Crawley Community Resources Centre.

1990

We delivered our first overnight accommodation in the winter of 1990 providing emergency cold weather beds to those that were sleeping rough.

1994

On Christmas Eve, we launch a permanent hostel instead of a temporary cold weather shelter. Portakabins once used to house construction workers building the channel tunnel were converted to provide twelve single and four double rooms plus an office, a shower, a toilet and a laundry block.

1996

The hostel and resource centre merge to form Crawley Open House.

2001

We move into new premises in Three Bridges. These were redesigned and refurbished to our specification enabling us to increase our bed spaces to twenty-four. We are also able to open a small medical centre.

2002

The opening hours of our main day centre are increased to seven days a week. Our team grows to meet the needs of our clients and we established a permanent mental health support service.

2004

We mark the tenth anniversary of our hostel accommodation. In that time, we had supported over 3,000 hostel residents, 85,000 clients in our day-centre and resettled over 1,600 clients into appropriate accommodation.

2006

Southwell Lodge opens – a ten bedded hostel offering a high level of support to young people who would otherwise be homeless. The hostel provides boundaries, support and opportunities for education and employment.

2009

We open move-on accommodation in the community for five residents that are almost ready for independent living.

2010

We start work on building a first floor on part of Riverside House to improve the facilities we can offer to clients.

2011

The first floor is completed and in use. The increased office space allows us to provide more support with housing options, financial wellbeing, physical and mental health issues, and substance misuse issues.

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RESOURCE CENTRE



RIVERSIDE HOUSE



2012

We completely refurbish our kitchen at Riverside House. It has produced over half a million meals for the hungry and disadvantaged since 2001.

Management of Southwell Lodge passes to Sussex Central YMCA to build on the foundations and success of our initial work.

We introduce an Outreach Team whose role is to go out into the community to work with those struggling to engage and to get off of the streets.

2013

A second move-on house opens providing independent living opportunities for more residents with a local connection.

Crawley Open House becomes a partner agency in the Local Assistance Network (LAN) providing emergency support to those affected by the removal of crisis loans.

2014

A third move-on house is opened bringing our number of beds in the community up to twelve.

2016

Our outreach services are further developed by adding staff to work with individuals that are chaotic with highly complex needs and to protect people who are insecurely housed.

2018

Our West Sussex County Council funding comes under threat. The Local Assistance Network (LAN) is closed by WSCC.

We launch our '1 in 1000' campaign.

2019

A donation from Furni-Aid who sadly have to close their doors, enables work to begin on a new extension to help us to have more office space and open two new bedrooms taking our capacity up to twenty-six.

2020

We open eight new semi-independent living spaces by completing the conversion of our first-floor offices. These are known as the Laing Rooms and give us extra options to give people the support they need.

2021

Building work started in units 11 & 13 Stephenson Way to create a new Resource Centre for clients to drop in and get help in key areas including education and training. This will replace our Day Centre.

We open two more community move-on houses. We now have 55 beds in total: 24 hostel bed spaces, 8 first stage beds and 23 beds in the community.

2022

Our brand-new Resource Centre was opened in July 2022 thus allowing us to provide a drop-in centre offering wide range of services to clients.

Physical & mental health support, drug & substance misuse support, access to GP and chiropodist are also available.



**CRAWLEY
OPEN HOUSE**

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We are delighted to announce Crawley's own Romesh Ranganathan as Patron of Crawley Open House.



Crawley Open House is honoured and proud to announce Romesh Ranganathan as our Patron with immediate effect.

He has been a long-term supporter of Crawley Open House and has now joined us as Patron to raise awareness of the work we do in providing accommodation and support for the homeless and disadvantaged in Crawley and the surrounding areas.

Romesh said, "As soon as I saw the incredible work that Crawley Open House is doing, I was desperate to be involved. They are permanently changing the lives of vulnerable people and I have been completely blown away by the dedication and compassion of the whole team. It is my honour to be associated with such a fantastic organisation, even though they've made it quite clear they prefer my mum."

On welcoming Romesh to his new role with us, James Abdool, Chair of Trustees, commented "Crawley Open House has worked hard to achieve great success in helping people in need in Crawley for over twenty-five years. We aim to provide a range of support flexible enough to meet the diversity and complexity of needs that people face. To achieve this, we continue to grow and change. Recent developments include the extension at Riverside House, the completion of eight first stage move-on rooms and our growing presence in the community. Romesh joins us at an exciting time with our new Resource Centre opening later this year, and we look forward to working together with him to give the very best help for the homeless and disadvantaged in Crawley."