

Doncaster Mind was formed in 1979 and is an independent local charity affiliated to Mind, the leading mental health charity in England and Wales.

Mission and values

We are Doncaster Mind, a local mental health charity. We support people who are experiencing mental health difficulties by promoting awareness and aiding personal wellbeing and recovery.

All of our services and activities are informed by people with lived experience of mental health difficulties and it is their stories that inspire and drive us.

We believe that no one should have to face a mental health difficulty alone. Whether you are stressed, anxious, depressed or in a crisis we'll listen and offer support.

We won't give up until everyone experiencing a mental health difficulty gets both the support and respect they need and deserve.

Commitment to Quality

Doncaster Mind is committed to achieving high quality in the provision of services for people with mental health needs, and at all levels within the organisation. Doncaster Mind works within Quality Management in Mind, the Mind quality assurance system, and other appropriate Quality Standards and strives to use these systems to ensure continuous improvement.

Comments and Complaints

We welcome feedback on our services, whether it's to tell us how helpful we have been or to be informed that someone is unhappy with the service received. Feedback can be left in a number of ways, during reviews with support workers, at tenants meetings, regular questionnaires or by completing a 'How Do We Do' form.

Complaints Procedure

If you do want to make your concerns more formal, copies of our Complaints Policy and Procedure are available in all our buildings. The procedure includes making a complaint informally and how to take your concerns through a more formal process. Staff and volunteers are always ready to help you through the process and you don't need to make your complaint in writing in the early stages.



Doncaster Mind

Supported Housing



Reg. Charity Number 510471

Supported Housing Project

Doncaster Mind Supported Housing Project is funded through Supporting People and provides a supported housing service for people who have or have experienced a mental illness.



The project comprises of eight single person, partially furnished studio flats. Tenancies are shorthold assured with the aim to move on to independent living within a two year timeframe. The project is situated close to the town centre, enjoying proximity to shops, post office, college and leisure facilities.

What support is offered?

A support worker will be assigned who will assist the service user to learn or regain the skills needed for independent living. This is done through a needs led support package which can include help with budgeting, benefit claims, form filling, household management, domestic skills, etc. It can also involve support to access social, leisure or educational facilities, to attend appointment, or to broaden their own support networks. Help is also given to find move on accommodation when ready.

Who can apply?

Anyone over 16 who is currently under CPA, who does not present a serious risk to themselves or others, who is not actively using substances or alcohol in a problematic way, and who agrees to receive support from the



Who can refer?

Referrals/applications are taken from a range of sources, including self referral, and kept on file until a vacancy occurs. For more information referral packs are available on request.



What happens next?

When a vacancy occurs supporting information is obtained and all applicants are invited to visit the Supported Housing Project to view the vacant flat and meet staff. A brief assessment of support needs will be done and information will be given on the selection process. The selection is undertaken by the Housing Sub Committee and all applicants will be notified of their decision within ten work-

There is a right to appeal against the decision and applicants are offered the opportunity to receive feedback.

For more information or to request a referral pack:

Doncaster Mind Supported Housing
27-29 Netherhall Road
Doncaster
DN1 2PG

Telephone (01302) 342525

Email: housing@doncamermind.org.uk

