

Nextsmartstep: Our Statement of Purpose

Providing a Professional Bridge to Independence in Thurrock and South Essex

1. Why We Are Here (Our Mission)

At Nextsmartstep, we believe that everyone deserves a solid foundation to build a better life. We don't just provide a room; we provide the tools, the skills, and the stability you need to step confidently into a brighter, independent future.

Think of us as a bridge. We are here to act as your ally, your advocate, and your guide as you navigate the journey toward a permanent home of your own.

2. Our Vision: What Success Looks Like

We have three clear goals for every person who joins our community:

- **A Safe Haven:** To provide a home that truly feels like one—where you feel safe, respected, and valued.
- **Ending the Cycle:** We want to help you stop the revolving door of homelessness. By teaching you how to manage a tenancy, we make sure you are ready for your next big step.
- **Sustainable Independence:** We move people from needing help to managing life. We focus on things like money skills and personal growth so you can graduate from our service ready for your own front door.

3. Who Can We Help? (Our Specialisms)

We offer high-quality supported housing for adults (18+) in Thurrock, Basildon, Rainham, and nearby areas. We are experts at supporting:

- People facing homelessness: Providing a safe, dignified alternative to temporary hostels or B&Bs.
- People leaving the justice system: Helping those leaving custody to rebuild their lives and settle back into the community successfully.
- People in recovery: Supporting those who have overcome substance misuse and need a safe, drug-free environment to stay on track.
- People managing their mental wellbeing: Offering a stable base for adults who need a little extra support to stay mentally healthy.

4. Our Houses: A Place You Can Be Proud Of

We believe that where you live affects how you feel. We wouldn't ask you to live somewhere we wouldn't stay ourselves:

- Your Own Sanctuary: Every resident has their own private, well-decorated bedroom. We encourage you to bring your own photos and touches to make it feel like yours.
- Shared Spaces for Everyone: Our houses have modern kitchens for cooking, comfortable lounges with unlimited Wi-Fi and TV for relaxing, and laundry facilities for your washing.
- Safety You Can Trust: Every home meets Thurrock HMO Standards. We do weekly safety checks and regular maintenance because your peace of mind is our priority.

5. How We Support You: The Nextsmartstep Pathway

Our motto is Encouragement and Enablement. This means we don't just do things for you we teach you how to do them for yourself so you don't need us forever.

- **Getting to Know You:** Before you move in, we sit down for a chat (a Needs Assessment). We want to hear your history, your strengths, and your goals.
- **Your Own Support Worker:** You'll have a dedicated person to meet with 1-on-1. Together, we'll tackle the big life blocks: benefits, debt, GP appointments, and finding work or training.
- **Clinical Governance (The Professional Bit):** We use professional tools to track your progress. This ensures that every step we take together is safe and actually helps you move forward.
- **Your Move-On Plan:** From Day 1, we are planning for your future. We act as a bridge to local housing teams and landlords to help you find a permanent home when you are ready.

6. Our Leadership: 20 Years of Caring

Nextsmartstep is not a faceless company. We are led by S. Oyakhirome and C. Ogbuehi, who have spent over 20 years working on the frontline of health and social care.

- We've seen the struggles of the justice system and homelessness firsthand.
- We are dedicated to being a Local Solution for Thurrock, using our decades of experience to help our neighbors succeed.

7. Our Promise: Safety, Honesty, and Accountability

We run our business with total transparency:

- **Zero Tolerance:** We have a zero-tolerance policy for any kind of abuse, neglect, or unfair treatment. Everyone is treated with dignity here.
- **A Team You Can Trust:** Our staff are professionally trained, DBS checked (police background checks), and are constantly learning new ways to support you better.
- **Your Voice Matters:** We follow the 'Freedom to Speak Up' rule. If you aren't happy or think something could be better, we want you to tell us. We promise to listen and act.
- **Privacy Protected:** We follow strict laws (GDPR and ICO) to make sure your personal information is kept safe and private.