



Case study

Paul Powell, director at Succour Haven CIC, and Mohammed Shazad, managing director, tell us about their experience with the CIH professional standards.

Who are Succour Haven CIC?

Succour Haven CIC is a quality temporary supported living accommodation service in Birmingham. It provides vulnerable individuals affected by homelessness as our clientele with a place they can call home.

The vision for Succour Haven CIC is for people to live healthy, happy, independent lives within their communities. When needed, vulnerable adults must access safe, secure, and quality affordable accommodation and support.

Our service

We serve the community through a combination of housing and person-centred based empowerment and support, including the accessibility of local community support and wellbeing themed provision and public services. Intended as a cost-effective way to help people live more stable and productive lives when they are currently experiencing life difficulties and challenges, they are receiving welfare benefits due to their financial situation caused by their circumstances.

How does Succour Haven CIC adopt the professional standards?

The professional standards are embedded into the proactive delivery of our 'five steps of supported living' engagement and strategy themes with our tenants, along with the professional relationships with our clientele and partner agencies, including our operational and strategic planning activities and a reflection of our core values and beliefs.



How have the professional standards benefitted the organisation, staff and tenants with their adoption?

CIH professional standards have provided Succour Haven with a strong honesty framework that ensures the delivery of tailored supportive activities with our vulnerable tenants is of high quality. Our practice is transparent to our residents, so they feel able to communicate and discuss their opinions and thoughts back to us about the engagement service they are receiving, both its strengths and potential areas of improvement.

Succour tenants' participation in national antisocial behaviour awareness week 2022:



Paul Powell is one of the directors of Succour Haven CIC, responsible for delivering quality tenancy support and engagement activities with partner agencies. Managing director Mohammed Shazad's key responsibilities are the company's finances and housing management activities.