

Charities that help particular groups of people:

16-25 year olds

Open Homes run Nottingham Nightstop UK helps young people into emergency 0333 3232 265

Also - Runaway Helpline **116 000** (24-hour)

People with mental health problems

Mind Info-line **0300 123 3393**
The Samaritans (UK) **116 123** (24-hour)

People escaping domestic violence

National Domestic Violence Helpline **0808 200 0247** (24-hour)

Refugees and Asylum Seekers

Notts Refugee Forum (0115) 9601230

Rainbow Project PROJECT: 07462092732 (Adam)

ASYLUM SUPPORT WORKER: 07458982110 (Ashley)

Nottingham Arimathea Trust Tel: 0115 9249920

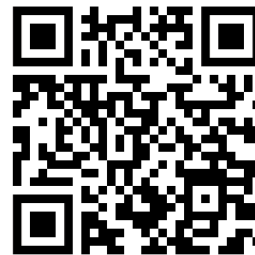
Host Nottingham email: hostnottingham@gmail.com Phone: 07963740175

Churches Refugees Network

(hannah.buck@transformingnottstogether.org.uk)

Generic Advice is also available from:

Shelter Helpline **0808 800 4444**
The Citizen's Advice Bureau **0344 411 1444**



How to help homeless callers in Nottingham



Take a walk through Nottingham and surrounding towns and the increase in homelessness is there for all to see. Naturally we want to help, but we need to know how to do this safely and appropriately.

This is a guide for churches, faith and community groups on practical and safe ways to assist a homeless caller seeking help.



Ways to help homeless callers in Nottingham

Under new legislation (The Homeless Reduction Act) your local council must help anyone who is homeless, or at risk of becoming homeless. It is important to seek council help as soon as someone is under threat of becoming homeless or is already sleeping on the streets.

However, many people do not qualify for housing from the council and only people who are in priority need will be offered emergency accommodation.

Homeless Charities, Churches and Christian-run projects are already playing a key role in tackling the damaging effects of homelessness and rough sleeping; Compassion has no boundaries and hundreds of amazing volunteers love and serve others in the way of Jesus.

Here are some of the ways you can help:

- 1** Ask if individual is receiving any help from Homeless Services Street Outreach (Framework)/Emmanuel House/The Friary. If you are worried for their safety - The Street Outreach Team can be contacted on the following 24 hour hotline: 0800 066 5356 (or Text SOTS to 80800 followed by your message). Or call Streetlink on 0300 500 0914, or Streetlink.org.uk (or download Streetlink App);
Nottingham City Council Housing Aid (for Homelessness Prevention Gateway referrals): 0115 8763300.
- 2** If you have time – listen to their story in a public place – **DON'T** invite into your home/office. Put your own and your family's safety above the needs of the caller.
- 3** If you have time – offer a warm drink and a bite to eat (sandwich/biscuit etc.) and don't be embarrassed about closing the door on someone while you get the food.

4 If the homeless person is in immediate danger health wise – call an ambulance or police on 999. If you believe them to be a danger to you or to others, call police on 999.

5 **DON'T** give money as it could well be for an addiction. Alternatives are Foodbank Vouchers/City Transport cards. **DON'T** offer to give individuals a lift unless accompanied by another adult.

6 Encourage/Direct homeless callers to local drop-in services for a range of services including Homeless Health Team:

Emmanuel House – Goose Gate, Nottingham, NG1 1FE Tel: 0115 9507140

Open: Monday – Friday 9.30 to 1pm; Saturday & Sunday 3.30 to 6pm.

From 8th April 2019 - Direct Referral to Night Shelter: 10.30 to 3.30pm

Or Tel Street Outreach: 0800 066 5356

The Friary - 46 Musters Road, West Bridgford, NG2 7PR
Tel: 0115 982 5448

Open 9am to 1pm every Monday, Wednesday & Friday
In addition for Rough Sleepers 8.30am to 11am every Tuesday & Thursday.

Sunday Evening Fellowship 8pm to 9pm

Growing Disciples

Wider

Younger

Deeper