

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 Nottinghamshire



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 Nottinghamshire

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 the individual is receiving any help from Homeless Services – Street Outreach (Framework)/ If you are worried for their safety - The Street Outreach Team can be contacted at all times on the following 24 hour hotline telephone number: 0800 066 5356 Or call Streetlink on 0300 500 0914, or Streetlink.org.uk (or download Streetlink App)

Or contact Local Council's Housing Officer at one of the following:

Ashfield District Council 01623 457252 (8.30am - 5.00pm)
Outside office hours, call 01623 450000

Bassetlaw District Council. Housing Needs Team Tel: 01909 533533 or 01909533490

Broxtowe District Council. Housing Options 0115 9177777

Gedling Borough Council. Office hours, 0115 901 3681.
(overnight and weekends) out of hours service for assistance on 0800 096 0306.

Mansfield District Council 01623 463121

Newark and Sherwood District Council. Housing Options Team on 01636 650000

Rushcliffe Borough Council. 0115 981 9911

If in doubt contact Street Outreach Team: 0800 066 5356

Many homeless callers will not want to engage with services – but it's important you share information. The earlier you get in touch, the more options there may be to resolve the individual's situation.

- 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 (and preferably got another adult present) – offer a warm drink and a bite to eat (sandwich/biscuit etc.) & don't be embarrassed about closing the door on someone while you get the food & drink.
- 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 the police on 999.
- 5** Best **NOT** to give money – as it could well be for an addiction. Other alternatives Foodbank Vouchers/ Transport cards. **DON'T** offer to give individual a lift unless accompanied by another adult.
- 6** Encourage/Direct homeless callers to local drop in services for a range of services. **Local Council's Housing Officer** should provide a list of support services in each District/Borough. For example, <http://www.mansfieldstreetsupport.co.uk/>

Growing Disciples

Wider

Younger

Deeper