How to help homeless callers in Nottingham

www.southwell.anglican.org

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.



The Homeless Reduction Act means your local council (contact details on the back of leaflet) 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 someone who's homeless:

- Ask if the individual is receiving any help from Homeless Services. if that person is in immediate danger health wise - call ambulance or police on 999.
- Otherwise phone **The Street Outreach** (covers City and County) on a 24-hour hotline telephone number: **0800 066 5356** (**or Text** SOTS to 80800 followed by your message) and they will come out to meet the person who's experiencing homelessness.
- If you have time – listen to the person's story in a public place – DON'T invite them into your home/office. Put your own and your family's safety above the needs of the caller.
- 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.
- 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.
- Encourage/Direct homeless callers to local drop-in services for a range of services including Homeless Health Team: For more information on what what services are available locally streetsupport.net/Nottingham/ provides a 'one stop shop' to find our give support for homeless people in Nottingham City and County including volunteers. There's also an App you can dowload.

GROWING DISCIPLES
Wider Younger Deeper

THE CHURCH OF ENGLAND
Diocese of Southwell & Nottingham

Key Contacts:

- **The Street Outreach Team** (covers City and County) on 24 hour hotline and Tel No: **0800 066 5356 (or Text** Scots to 80800)
- **Street Support** streetsupport.net/Nottingham/
- **Emmanuel House (Nottingham Winter Shelter)** Goose Gate, Nottingham, NG11FE Tel: 0115 950 7140 https://www.emmanuelhouse.org.uk/
- **The Friary** 46 Musters Road, West Bridgford, NG2 7PR Tel: 0115 982 5448 https://the-friary.org.uk/
- **The Beacon Mansfield** St Joh's with St Mary's Church Mansfield Tel: 07943 630952 https://mansfieldbeacon.org/
- **Hope into Action** Unity House 35 Church Street, Lenton, NG7 2FF Tel: 0115 824 2196 https://nottingham.hopeintoaction.org.uk/
- **Open Homes** Nottingham Nightstop UK (16-25 year olds) Unity House, 35 Church Street, Lenton, NG7 2FF Tel: 0333 3232 265 http://www.openhomes.org.uk/
- **National Runaway Helpline** 116 000 (24-hour)
- **Transforming Notts Together** Unity House, 35 Church Street, Lenton, NG7 2FF Tel: 07734 994637 https://transformingnottstogether.org.uk/



Asylum Seekers and Refugees:

- **Refugee Roots** Tel: 07462 092732 or 07307 857879 https://www.refugeeroots.org.uk/
- **Nottingham and Nottinghamshire Refugee Forum** Tel: 0115 960 1230 http://nottsrefugeeforum.org.uk/
- **Nottingham Arimathea Trust** Tel: 0115 924 9920 https://www.nottinghamarimathea.org.uk/
- **Host Nottingham** Tel: 07963 740175 e-mail: hostnottingham@gmail.com http://www.hostnottingham.org.uk/

Other useful contacts:

- **Shelter helpline** 0808 800 4444
- **The Citizen's Advice Bureau** 0344 411 1444
- **Mind Info-Line** 0300 123 3393
- **The Samaritans (UK)** 116 123 (24-hour)
- **National Domestic Violence Helpline** 0808 200 0247 (24-hour)
- **Housing Justice (national church coalition)** https://housingjustice.org.uk/
- **Homeless Link (**national umbrella for Homeless Charities) https://ww.homeless.org.uk/

Council Housing Offices:

- **Nottingham City Council Housing Aid** 0115 876 3300
- **Ashfield District Council** 01623 457252 (8:30-5:00pm)
- **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
- **Mansfield District Council** 01623463121 http://www.mansfieldstreetsupport.co.uk/
- **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