

Tips for sign-posting and supporting a homeless person at your church (Great Yarmouth Borough)

Weekends and Evenings

1. **Herring House: 51 St Nicholas Road, Great Yarmouth, NR30 1NR, 01493 331524**
 - Hostel for emergency accommodation (couples not accepted)
 - Single homeless men and women can turn up there 7 days a week to request a place.
 - Often a good idea to ring first in order to check whether the person is already known to them and would be accepted back (i.e. have they been banned / owe rent arrears / are eligible for a place) .
 - Good to check whether any spaces available. If no spaces available, the person will be asked to present there every day until a place becomes available.

2. **Great Yarmouth Borough Out of Hours Emergency number: 01493 330369**
 - Available outside of normal working hours.

3. **Shelter, free helpline: 0808 8004444**

Available 9.00 a.m.—5.00 p.m. at weekends
Advice for those who are:

 - homeless
 - worried about losing their home in the next two months
 - at risk of harm or abuse

4. **Re-fresh Warm Hub at St George's Theatre Café**
 - This is open 3.30—6.00 pm on Fridays (as well as Wednesdays and Thursdays)
 - Hot food provided for free, as well as people to talk to and sign-posting support.

4. **Contact Details and Emergency Provision**
 - Take as much contact information as possible from the person, e.g. full name, telephone number (if possible), current sleeping location, regular places visited (e.g. library, pub, Herbies etc.). This can then be passed on to agencies during the week or to follow-up with the person
 - Give person copy of 'Free meals' sheet which lists free meals provided by local churches (rather than giving money)
 - Make Food Bank referral if appropriate (see details here: <https://imaginenorfolktogether.org.uk/resources/foodbanks>)
 - Its often good to have homeless 'packs' made up in advance to give out (e.g. gloves, hat, scarf, socks, toothbrush, toothpaste, cereal bars, cold drinks, Greggs prepayment card, sleeping bag or blanket, hand warmers, contact numbers for local agencies) rather than giving money.

Weekdays

1. **Greyfriars House: Greyfriars Way, Great Yarmouth, NR30 2QE**

If not already done, encourage the person to attend Greyfriars House to make a declaration of homelessness and to check eligibility for emergency housing from the council. However, may not be deemed a priority for even emergency accommodation unless: they have children with them, are pregnant, or considered vulnerable. Eligibility will also depend on immigration status.

2. **Herring House: 51 St Nicholas Road, Great Yarmouth, NR30 1NR, 01493 331524**

See information on previous page.

3. **The Living Room: 07724303310 / coordinator@thelivingroomgy.org**

The Living Room provides two drop-ins:

- Drop-in for those who are long-term homeless or currently rough-sleeping
- Drop-in for those who are about to be moved to more stable accommodation, newly in accommodation or at risk of losing accommodation

These include light refreshments (not a meal) and people to chat to.

To refer to either of these drop-ins contact the Support Coordinator using the details above.

Under 25s

YMCA Norfolk: 01493 854162

- Offer a range of different kinds of support including emergency housing for young adults.
- Support for those up to the age of 30 is also sometimes available.

MAP: 01493 854839

Local charity. Drop-in, telephone advice line, life-skills and counselling for young people aged 11 - 25.

Drop-in from 1.30pm-5pm Monday, Wednesday and Friday

Domestic Abuse

Leeway: 0300 561 0077

Support for those experiencing domestic abuse, including emergency accommodation.

Addiction

CGL: 01493 332224

Range of support services including one-to-one and group sessions, needle-exchange, virus testing, prescriptions

Matthew Project: 0800 970 4866

Work focuses on reducing drug and/or alcohol misuse with young people under 18, providing support for both young people and adults in recovery, and improving individuals' mental wellbeing.

Other Useful Sign-posting / Options

- Provide a homelessness pack and 'Free meals' sheet (see previous page)
- **Citizen's Advice Bureau (0800 1448848)** Advice on a large range of issues including housing. At Great Yarmouth Library Monday, Wednesday and Friday.
- **East Norfolk Medical Practice (01493 745050)** have the contract to deliver general medical services for those people who are homeless.
- **GYROS (01493 745260)** support migrants with a range of issues. Drop-in on Tuesday mornings at PrimeYarc in Market Gates shopping centre.
- **DIAL (01493 856900)** - support with all benefits except UC, employment advisors, budgeting advisors, housing advisors.
- **Showers / laundry** - contact The Well at Gorleston Baptist Church (07786952306) or Kingsgate Community Church (01493 442861) to find out availability