

Sign-posting and Pathway for Homeless Visitors to churches — 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).
 - 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. GYbeeandbee: 07847408285**
 - Small Christian charity providing emergency bed and breakfast accommodation . May be used for men and women if accommodation at Herring House is not possible.
 - The charity is only able to provide 3 nights accommodation in total, so if the person has stayed in a bed and breakfast paid for by GYbeeandbee before they will not be eligible again for the next 6 months.
 - Referral is made by ringing the number above and giving the details of the person in need of somewhere to stay. The team will then check eligibility and availability of spaces and ring back to confirm whether or not a place can be offered. Please do not give the number out to the person who is homeless or guarantee a place.

- 3. Shelter Free helpline: 0808 8004444**
 - Available 9.00 a.m.—5.00 p.m. at weekends

- 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 'Food Availability for people in Crisis' sheet which lists free lunches and Food Bank information (rather than giving money)
 - Make Food Bank referral if appropriate.
 - 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) rather than giving money.
 - Tribal Trust provide a hot meal on Tuesday evenings between 18.00—19.00 in central Great Yarmouth. They can also often help with emergency supplies. Contact on 01502 735706, tribaltrust@hotmail.com or via Facebook.

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. **GYbeeandbee: 07847408285** - See information on previous page
4. **The Living Room: 07724303310 / TheLivingRoomGY@outlook.com**
 - During the winter months *The Living Room* provides emergency overnight shelter in church buildings for several nights a week if nowhere else is available.
 - Referral can be made by contacting the Project Co-ordinator—details above.
 - During the summer months *The Living Room* Co-ordinator continues to work reduced hours with homeless people to help them connect with services.

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.

Domestic Violence

Leeway: 0300 561 0077

- Support for those experiencing domestic violence, including emergency accommodation.

Other Useful Sign-posting / Options

- Provide a homelessness pack and 'Food Availability for people in Crisis' sheet (see previous page)
- Citizen's Advice Bureau: 03444 111 444 / 2 Stonecutters Way, Great Yarmouth, NR30 1HF
- Neighbourhoods that Work Teams:
 - Make it Happen (Southtown, Cobholm, Halfway estate): 01493 651081
 - Comeunity (Great Yarmouth): 01493 846710
 - MESH (Gorleston): 01493 604739
- Lighthouse Medical Centre who have the contract for working with the homeless: 01493 745050 / Howard St S, Great Yarmouth NR30 2PT