

# ROUGH SLEEPERS

How to get the help you need



**Wiltshire Council**

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## Introduction

Rough sleeping is the most visible form of homelessness and the most damaging. It can cause significant harm to individual physical and mental health and general well-being as well as reduced life expectancy.

We believe that nobody should be sleeping on the streets in Wiltshire and should have access to appropriate support and suitable placements to ensure there is a route off the streets for everyone.

### Our Aim for Rough Sleeping is:

***“Work together to reduce the number of people who are rough sleeping and ensure there is a route off the street for everyone”***

The Rough Sleeper Team will attempt to engage with you if you are sleeping rough and will connect you to services and assistance where possible. The RS Team consists of 5 Outreach Workers, one who specialises in Mental Health.

Their role is to seek out and engage with Rough Sleepers to support them off the streets. The Outreach team complete several early morning Outreach sessions across the County to support Rough Sleepers and attend the Drop-In Sessions.

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## The role of an Assertive Outreach Worker

The Assertive Outreach worker will support you to identify a route into accommodation. They will remain persistent and positive in continuing to engage with you throughout the process, until you are ready to accept an offer.

### The Outreach can assist with the following -

- Housing Advice and support with Housing Applications
- Referrals into Supported Accommodation
- Help with obtaining ID
- Engaging with the Housing Team and coming with you to meetings
- Supporting you to claim benefits
- Registering with a GP
- Engaging with the Substance Misuse Service
- Advising you on drop in services
- Helping you set up a bank account

## Rough Sleeper Team Contact Details

### Rough Sleeper Team Leader & Project Coordinator -

Louis Shortall

Tel No: 01225 716642 07810 655936 -

*Louis.shortall@wiltshire.gov.uk*

### Mental Health Outreach Worker – Monica Farkas

Tel No: 07979 664019 – *Monica.farkas@wiltshire.gov.uk*

### Rough Sleeper Prevention Officer– Martyn Adrey

Tel No: 07979 664385 – *Martyn.adrey@wiltshire.gov.uk*

### In/outreach Worker – Mollie Smy

Tel No: 01225 716618 – *Mollie.Smy@wiltshire.gov.uk*

### In/outreach Worker – Tony Carter

Tel No: 07795333054 – *Tony.Carter@wiltshire.gov.uk*

The Rough Sleeper Team work Monday – Friday. If calling out of hrs you can contact the Emergency

Duty Service Team on 0300 456 0100



<b>Animals</b>	
Dogs Trust Hope Project on 020 7837 0006 or visit <a href="http://www.moretodogstrust.org.uk/hope-project">www.moretodogstrust.org.uk/hope-project</a> Alabare and Unity House offer free dog food	The Dogs Trust (The Hope Project) can offer chips/neutering/vaccinations.

<b>Citizen Advice</b>	<b>Opening times</b>	<b>Address</b>
Chippenham	Monday, Tuesday and Friday - 10am to 3pm	3 Avon Reach, Monkton Hill, Chippenham SN15 1EE
Trowbridge	Monday, Wednesday & Thursday - 10am to 3pm	1 Mill Street, Trowbridge BA14 8BE
Devizes	Monday and Thursday - 10am to 3pm	New Park Street, Devizes SN10 1DY
Salisbury	Monday, Tuesday and Thursday - 10am to 3pm	Five Rivers Health & Wellbeing Centre, Hulse Road, Salisbury SP1 3NR
Tidworth	Wednesday - 10am to 3pm	The Community Centre, Wylde Road Tidworth SP9 7QQ

<b>Housing Options</b>	<b>Opening times</b>	<b>Address</b>
County Hall Trowbridge	Monday – Friday 9-5 Tuesday 2-5	County Hall, Bythesea Road, Trowbridge, BA14 8JN - 01225 718005
Monkton Park Chippenham	Monday – Friday 9-5 Wednesday 2-5	Monkton Park, Chippenham, SN15 1ER - 01249 706666
Bourne Hill Salisbury	Monday – Friday 9-5 Thursday 2-5	Bourne Hill, Salisbury, SP1 3UZ
Email – <a href="mailto:Homeless@wiltshire.gov.uk">Homeless@wiltshire.gov.uk</a>		

<b>Food Banks</b>	<b>Opening times</b>	<b>Address</b>
Devizes & District Foodbank	Tue , Wed, Thu - 10:00 - 16:00	Devizes Community Hospital, New Park Road, Devizes, SN10 1EF
Marlborough Foodbank Centre	Fri 10:00 - 12:00	Christchurch, New Road, Marlborough SN8 1AH
Pewsey Foodbank Centre	Wed 14:00 - 16:00	Pewsey Methodist Church, North Street, Pewsey SN9 5ES
The Hub@ BA15	Mon-Fri 10:00 – 13:00	Church Street, Bradford-on-Avon, BA15 1LS
St Paul's Foodbank Centre	Mon, Wed, Fri 11:00 – 14:00	Fisherton Street, Salisbury, SP2 7QW
Amesbury Foodbank	Tues – Friday 13:00 – 15:00	9 Flower Ln, Amesbury SP4 7JE
Storehouse Foodbank	Tuesday, Thursday and Friday 10am - 12.30pm	Emmanuel Church Buildings (access via Union street) Trowbridge Wiltshire BA14 8RZ
Cross Point	Monday, Wednesday 14:30 - 17:00 & Thursday, Friday 10:00-12:30	7 Market Pl, Westbury, BA13 3DE
Warminster Food bank	Tuesday, Wednesday, Friday 10am - 1pm	Dewey House North Row BA12 9AD
The Salvation Army	Monday – Friday 9-5 Thursday 2-5	Bourne Hill, Salisbury, SP1 3UZ

Local Welfare Provision – LWP is for crisis situations where you may have no food and no means of getting any, or no electric or gas (key meter only).

Applications can only be accepted in person and by telephone from 9am to 12pm Monday to Friday. 0300 456 0110

Project Name	Location Opening Times	Services provided
Doorway, Chippenham	Monday morning breakfast & Thursday afternoon hot lunch	Showers, laundry and benefit support.
Opendoors, Devizes	Monday 11:00 - 13:00 Lunch, Wednesday 09:30 - 11:30 Breakfast, Thursday 14:00 - 16:00, Friday 17:00-18:30 Evening meal.	Access to showers, food and benefit support.
The Hub, Bradford on Avon	Monday - Friday 10:00 - 13:00	Benefits support, Internet access, Food bank and the Hub plan to provide hot food from the 1st November this will be for the winter months.
Breakthrough, Trowbridge	Monday & Tuesday 10:00am - 13:00	Providing Hot food, support with benefits.
Cornerstone, Warminster	Monday, Wednesday, Friday 10:00- 12:30	Access to the internet, support with benefits and a food bank.
Cross Point, Westbury	Monday, Wednesday 14:30 - 17:00 & Thursday, Friday 10:00 - 12:30	Support with benefits. No food provided. Access to Warminster foodbank.
Alabare, Salisbury Street Project	Monday, Wednesday & Friday 11-15:00	Support with benefits, hot meals, clothing store, sleeping bags, laundry and washing facilities
Morning Star Banquet Run (Soup Run)	Tuesday, Wednesday and Thursdays 3.30 - 4.00pm.	Hot food and drinks
SP2 Community Coffee shop, Salisbury	Monday - Friday 10:30 - 4:30	Reasonably priced drinks and snacks. Free drinks if RS.
Lifeline, Melksham	Monday and Thursday	Hot showers, Tea/Coffee, Debt/Housing advice.
Trowbridge Soup Kitchen, St Stephens Car Park, ground floor.	Every evening from 19:00	Hot food/drinks.
Unity House Drop in	Tuesday, Friday Sunday 14:00-16:00	Showers, Laundry, Link up with other services.

## Rough Sleeper Provision

We have a number of provisions across the County for people sleeping rough in Wiltshire.

Unity House – 4 Woodlane , Chippenham , SN15 3DJ

Haven –38-40 Langford Road, Trowbridge, Wiltshire, BA14 8NU

Alabare - Alabare Place , 58 Barnard Street , Salisbury , SP1 2BJ

Please note all placements for bed spaces are handled by the Rough Sleeper Team. You cannot contact the projects direct and should refer to the below referral process if you wish to enter the rough sleeper provisions.

### Referral Process –

Please contact a member of the Rough Sleeper team or via email on [Roughsleeperteam@wiltshire.gov.uk](mailto:Roughsleeperteam@wiltshire.gov.uk)

Please provide the RSI with as much information as possible, this will speed up the support we can provide to the individuals. Information should include –

Name:

- DOB (Where known or approximate age)
- Nationality (where known)
- How long has the individual been a Rough Sleeper:
- Location – sleeping in a Tent, doorway, car etc.:
- Description of the individual:
- Dog:
- Medical/Mental Health:
- Substance Misuse
- Veteran:

## Sever Weather Emergency Provision

During extremely cold weather, when temperatures falls to zero degrees or lower for three consecutive days, the Government-backed Severe Weather Emergency Protocol (SWEP) is launched. The Housing Options Team decide when the SWEP is implemented by monitoring the Met Office forecast.

This means well accommodate under are SWEP placement, we have - 10 bed spaces Alabare

6 at Unity House

6 at the Haven.

During times of adverse weather, we'll provide updates on our Twitter and Facebook pages as to when the SWEP is activated.

You can alert us to rough sleepers in need of support by visiting the Street Link website or by calling Street Link on 0300 500 0914.

Referrals should be made to the Rough Sleeper Team or Housing Options between 9-5

Out office hrs. - Emergency Duty Service Team on 0300 456 0100

### Extreme Heat

During the extreme heat, water bottles and sun cream are provided at Alabare, Unity House, Housing Options Hubs and provided by the Outreach Team.

## Local Connection

To access some services such as the Housing Register called 'Homes for Wiltshire' (H4W) or our Wiltshire Let Deposit Scheme for private sector landlords, you will need a 'Local Connection'. By local connection we mean that you must have lived in Wiltshire for at least 6 months out of the previous 12 months, or 3 years out of the previous 5 years. Residence may include, for example, a tenancy or other settled accommodation which is supported by evidence. Local connection can also be gained through a close and meaningful family relation who has lived in Wiltshire for over 5 years, or if you have meaningful employment in the County. The following will **NOT** be considered as having established a local connection to Wiltshire:

- Time spent sleeping rough, living in tents, squats, cars and other arrangements not intended for residential occupation
- Time spent in approved premises (formerly known as bail hostels)
- Time spent in Wiltshire in detox, treatment, or rehabilitation where placed by an agency from outside of Wiltshire. The placing Local Authority will have responsibility for move-on as part of the recovery process.

If you **do not** have a local connection to Wiltshire we can offer to reconnect you to an authority where you do have one as your access to Wiltshire services will be limited and this will offer you the best opportunity to secure accommodation. We would always look to refer any Relief Duty under the Homelessness Reduction Act 2017 to the Authority where you have a local connection so it is better that you work to achieve this with us as early as possible. This can include helping you financially to secure travel back to that area.

## Homes 4 Wiltshire

Homes4Wiltshire is the place to find affordable housing in the Wiltshire Council area, plus information on other housing options available. Homes4Wiltshire is a Choice Based Lettings scheme for people in housing need seeking alternative accommodation.

To Apply

[www.homes4wiltshire.co.uk](http://www.homes4wiltshire.co.uk)

Documents required for H4W

- Full Birth certificate or Passport
- 3 Months Bank Statement must include name and address
- Proof of income 2 months pay slip or proof of benefits
- Proof of local connection 2 years or 5 years close family member or employment
- Latest rental statement if in accommodation

**Private Rental Market** - If you are eligible for assistance and rough sleeping we can assist you with a deposit through our personal budgets for rough sleepers. We may also, in some circumstances, be able to assist with rent in advance. We don't hold any private Landlords details, however if you wish to take this option please consult with your allocated Outreach Worker or Prevention Officer who can support you in finding suitable accommodation.

Please note it's important that you do not sign agreements or pay any holding fees up front Supported Accommodation - Supported accommodation is a stepping stone into independent accommodation. Supported accommodation providers help individuals to prepare living independently by equipping them with the necessary skills. We have a number of projects across the County. Please contact the Rough Sleeper Team or Housing Options if you wished to be referred.

## Turning Point Substance misuse

We work with anyone who is affected by drugs or alcohol and wants support to make changes

- Easy referral and assessment process either face to face or online
- An allocated worker to provide consistent support and motivation
- Access to free online resources available 24/7
- Online treatment options
- Advice and information
- Group work sessions
- Access to substitute prescribing
- Motivational Enhancement Therapy and Behavioural Couples Therapy
- Specialist Military Substance Misuse worker
- Peer support
- Relapse prevention
- Harm reduction
- Needle exchange
- Support with housing, debt and benefits
- Access to Health Trainer service
- Access to Detoxification and Residential Rehab
- Opportunities to get involved as peer mentors or volunteers

Please contact us on 0345 603 6993

### **IMPACTreferrals@turning-point.co.uk**

Trowbridge Hub  
Rothermere House,  
Bythesea Road,  
Trowbridge,  
BA14 8SQ  
01225 341520

Salisbury Hub  
Cheviot House,  
69 – 73 Castle Street,  
Salisbury,  
SP1 3SP  
01722 343000

## Useful Contacts

Missing People – Anyone who is missing or away from home - 116 000  
Shelterline - Housing Advice - 0808 800 4444

### **Wiltshire Council Health Trainer**

Can provide advice and support on eating healthy, stop or reduce smoking, sensible drinking, increasing physical activity, building confidence and motivation to change and boosting self-esteem.  
0300 0034566

### **Veterans**

Combat Stress – 0800 138 1619  
Vetrans Gateway - 0808 802 1212  
HelpforHeroes – 01980844200  
SSAFA – 0800 731 4880  
RBL – 0808 802 8080

### **Mental Health**

Samaritans – Helpline for emotional support –116 123  
Avon & Wiltshire Mental Health Partnership - 01225 325680

### **Domestic Violence**

Splitz - 01225 775276  
Women's Aid – 0808 2000 247  
Nelson Trust – 01453 885633

### **Job Centre Plus**

0800 169 0190

### **Adult Social Care**

0300 456 0111 AdviceandContact@wiltshire.gov.uk

### **Probation**

01249 461577

## Free Internet Access

Internet access can be acquired from a local library. There are libraries in locations all over the county including in Devizes, Trowbridge, Salisbury, Chippenham, Calne, Corsham, Marlborough, Malmsbury and Tidworth. It's free of charge but you must be a member of the library. Special system is in place for those rough sleeping with no ID to join. Limited access to books but can use the computers. Wi-Fi is available in most libraries.





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