

Are you homeless or at risk of being homeless?

Where & how to get help in Mansfield and Ashfield



Get food



Help with money



See a Doctor



Help on mental health



Help on Housing



Help and support



Help with my problem



See a Dentist



Moving forward...

This book is in sections on different subject areas to make it easier to use. It has also been colour coded.

Where can I get help for everyday things?

Where can I get help on health?

Where can I get help on housing?

Where can I get help on money?

What about people who need extra help?

Where can I get help with my problem?

Where can I get help on moving forward?

Help if you are homeless or at risk of being homeless

There is lots of help for people who are homeless or at risk of being homeless, but it is not all in one place. This can make it difficult to know what help is out there and where you can go to get it.

Who is this book for?

This book is for people who are homeless, or at risk of being homeless and for those people who work with them. So if you are homeless, this book provides a simple and straight-forward guide on how and where to get support.

If you are a GP, nurse, dentist, work for charity, or a local community or voluntary group, or you work for local government this book is also for you and has been developed as a useful tool for you to support homeless people.

Who asked for this work to be done?

This book has been put together for Mansfield and Ashfield Clinical Commissioning Group or CCG (the part of the NHS which plans and pays for services) as part of their commitment towards supporting people who are homeless.

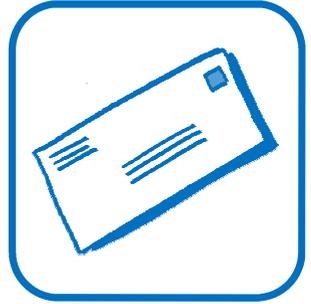
Use this part of the book to find out where you can get practical help...



Get food



Get a shower



Get mail sent to...



Wash my clothes



Get clothes



Get help & support



Charge my phone or
make a free call



Get a tent /
sleeping bag



Is there a winter
shelter near me?

Where can I get food?

There are three types of places you can use to get free food:

- Foodbanks
- Soup kitchens
- Food share projects

What are foodbanks and how do they work?

Foodbanks give you enough food to last you for a few days. Some food banks will let you go every week for several weeks; others you can only use once every three months. They are all different.

Most foodbanks get a lot of their food through donations from the general public. A lot of the food is dried and tinned which means it will keep for a long time. Some foodbanks have things like fresh bread, but others just have dried and tinned goods like pasta, tins of soup and cereals. A lot of foodbanks also have toiletries, and some carry baby food and products.

If you are sleeping rough, don't have money for gas and electric, or don't have a cooker or microwave, the food bank can give you food which can be opened easily and does not need to be heated up or cooked. Foodbanks will usually give you more food if you have children and many also have cat and dog food.



How do I use foodbanks?

Most food banks will ask you to bring along a referral form - this is a special form that food banks give to places like the Council, Citizens Advice and Framework for them to fill in



about you. Each food bank has its own referral form. The reason foodbanks use referral forms is to make it easier both for them and for you. It means that you will be able to use the foodbank easily without having to answer lots of questions and giving the same information over and over

again. It also means that the foodbanks can make sure that they are helping the people who need it most. Usually you will have to take along a referral form or a letter from an organisation like Citizens Advice, or from a worker who might be helping you, like a Social Worker, Health Visitor, Support Worker or Drug Worker. Once you have your referral form or letter you can take it along to the foodbank in your area.

When are foodbanks open?

There are lots of food banks in Mansfield and Ashfield and they are all different, and open on different days and at different times. This is because many of them are run by local community or faith groups and are run by volunteers. We have put together a table of the foodbanks, food share

projects and soup kitchens so that you can find out what help is available in your area. See the tables on pages 10 - 14 to find out more about where you can get food.

Where else can I get food?

You can also get food from food share projects and soup kitchens. Anyone can use food share projects, but soup kitchens are usually just for people who are homeless, or rough sleeping.

What are food share projects?

Some community groups run food share projects. This is where local shops donate food, which is near its use-by date but still good to eat, so that it can be shared in the local community.

Food share projects usually have things like fresh vegetables and bakery products which can be eaten that day or the next. This food is also perfect for freezing.



Usually you can go to food share projects weekly, but the food they have will change from week-to-week. Most food share projects ask that you take no more than five items.

What are soup kitchens and drop-in centres?

Soup kitchens and drop-in centres are for people who are homeless or rough sleeping. What do they offer?



- A hot meal and a warm drink.
- Many have showers.
- A washing machine.
- Clean clothes and footwear.
- Blankets and sleeping bags.
- They may be able to give you a tent if you are sleeping rough.

They can also help you in other ways, so if you need...

- To see a nurse.
- Help with a drug or alcohol problem.
- Support for mental health issues.
- Benefit, debt or housing advice.

Talk to your local drop-in centre or soup kitchen and they may be able to help, or at least make sure that you can access the help you need.

The Beacon Centre in Mansfield runs a drop-in centre (see page 16 for details) and there are soup kitchens in Mansfield and Sutton-in-Ashfield (see pages 16 and 17).

Foodbanks, Soup Kitchens and Food Share Projects

What	Open	Who they help	Where	Contact	How it Works
Foodbank Ashfield Voluntary Action (AVA) Emergency Foodbank	Monday to Friday 9.30 am – 4.30 pm	Anyone from Mansfield & Ashfield, but we will also help anyone in Nottinghamshire	The Health & Well Being Centre Ashfield Health Village Portland Street Kirkby-in-Ashfield Nottinghamshire NG17 7AE	Sarah Taylor ☎ 01623 555 551	📞 first if you can. Parcels are a one-off until people can go to the foodbank in their area
Drop-in Centre The Beacon Centre (for homeless people)	Tuesday 12 – 2 pm, Wednesday 12 – 1.30 pm and Friday from 10.00 am - 2.00 pm	Homeless people	The Beacon Centre Wood Street Mansfield Nottinghamshire NG18 1QA	Louisa Hillman ☎ 07943 630 952	You can get a hot meal three times a week, wash your clothes, have a shower and see a nurse from a local GP surgery. They also give out food parcels, clothing and sleeping bags
Foodbank Bestwood & Bulwell Foodbank (Trussell Trust)	Tuesday 1 – 3 pm Thursday 1 – 3 pm Saturday 10 – 12 pm	People from Hucknall, Bestwood and Bulwell	St Philip's Church Knights Close Off Old Farm Road Top Valley Nottingham NG5 9AJ	☎ 01159 751 825	

Foodbanks, Soup Kitchens and Food Share Projects

What	Open	Who they help	Where	Contact	How it works
<p>Soup Kitchen</p> <p>Bridge Street Methodist Church (anyone without a home is welcome)</p>	Monday and Friday 6.30 pm – 8.30 pm	Homeless people	Bridge Street Mansfield Nottinghamshire NG18 1AL		The Soup Kitchen opens in the Church Foyer on Monday and Friday nights (including Bank Holidays). They offer soup, tea/coffee, sandwiches and a warm welcome
<p>Foodbank</p> <p>Care and Share Shop</p>	Monday to Friday 10 am – 12 noon	People from Ashfield	21 Outram Street Sutton-in-Ashfield Nottinghamshire NG17 4BA	Chris Wragg ☎ 01623 442 056	Referrals only on headed paper to book a food parcel. One parcel every three months
<p>Food Share</p> <p>Mansfield Community Food Share Project</p>		People from Mansfield	William Kaye Hall Ladybrook Community Centre Ladybrook Lane Mansfield Nottinghamshire NG18 5JJ	☎ 01623 624 208	Mostly fresh food, collect from the Community Centre during drop-in hours of 12 – 3 every weekday afternoon. All food is free with a maximum of 5 items per person

Food Banks, Soup Kitchens and Food Share Projects

What	Open	Who they help	Where	Contact	How it works
Foodbank Mary's Foodbank	Friday 1.30 pm – 3.30 pm	People from Ashfield	St Mary Magdalene Parish Church, Church Avenue Off Lammas Road Sutton-in-Ashfield Nottinghamshire NG17 2EB	Lee Fletcher ☎ 07758 213 769	They do take self-referrals, but you will need to show proof of benefits, of address and the number of people living in the household.
Food Share The Three Lions Food Share	Thursday	People from Meden Vale	Netherfield Lane Meden Vale Mansfield Nottinghamshire NG20 9PA	☎ 01623 842 569	
Food Share The Plough Food Share	Friday 2 pm – 4 pm	People from Warsop	Church Street Warsop Mansfield Nottinghamshire NG20 0AR	Mark Hickinbotham ☎ 01623 370 931	Self-referrals are taken, usually five items are given, but more are given for a family. Many items are fresh
Foodbank The Salvation Army	Monday, Tuesday, Thursday and Friday 10 am – 2 pm	People from Mansfield	The Salvation Army Victoria Street Mansfield Nottinghamshire NG18 5SB	☎ 01623 652 021	Food parcels and clothing given out.

Food Banks, Soup Kitchens and Food Share Projects

What	Open	Who they help	Where	Contact	How it works
Foodbank Seiston Church of Christ	Tuesday 9 am – 11 am	People from the Seiston area	Portland Road Selston Nottinghamshire NG16 6AN	Rev Chris Ibbs Derek Ibbs ☎ 01773 779 838/9 07738 221 330	Food parcels by referral. Open every Tuesday morning to collect parcels. This is for emergencies only and not for weekly collection
Foodbank Sherwood Forest Food Bank	Monday & Thursday 1.30 pm – 4 pm	People from Mansfield	The Stables Café Church Street Mansfield Woodhouse Nottinghamshire NG19 8HA	Gloria Townsend ☎ 07932 452 533	
Foodbank Shirebrook Christian Centre Food Bank	Wednesday 7 pm – 9 pm, Friday 9 am – 5 pm, Sunday 5.30 pm	People from Shirebrook	18 – 26 Main Street Shirebrook Mansfield Nottinghamshire NG20 8DG	☎ 01634 744 371	
Foodbank Shirebrook Methodist Church Freedom Centre	Wednesday 10 am – 1 pm	People from Shirebrook	4 Church Drive Shirebrook Mansfield Nottinghamshire NG20 8DE	☎ 01623 743 263	A free café, food bank and support help with advice on debt, benefits and housing

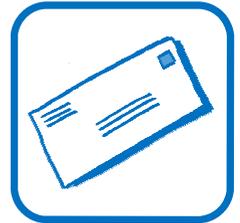
Food Banks, Soup Kitchens and Food Share Projects

What	Open	Who they help	Where	Contact	How it works
Foodbank St John's Community Foodbank	Thursday 1.30 pm – 3.00 pm	People from Ashfield	St John's Outreach Project The Hall Skegby Road Annesley Woodhouse Nottinghamshire NG17 9JE	Elaine Moulton ☎ 07715 762 235	You don't need to register and can take away a form to fill in for your next visit. They will do emergency food parcels if needed ☎ 0771 576 2235
Soup Kitchen Sutton Christian Fellowship Church	Monday, Tuesday, Wednesday, Saturday 9.00 am – 12.00 noon, Sunday 5.00 pm - 8.00 pm	Everyone welcome	Sutton Christian Fellowship Church High Pavement Sutton in Ashfield Nottinghamshire NG17 1BE	Colin ☎ 07719 158 939 Sonia ☎ 07534 111 400	Full English breakfast & packed lunch provided Monday, Tues, Wed & Sat
Foodbank The Storehouse	Tuesday 1.30 pm – 3.00 pm	People from Ashfield, mainly Kirby-in-Ashfield	The Ashwood Centre Portland Street Kirby-in-Ashfield Nottinghamshire NG17 7AE	☎ 01623 758 897	You will need a referral. One parcel a week for up to three weeks
Foodbank Under One Roof Community Resource Centre	Monday, Thursday and Friday 9.30 am to 12 noon	People from Hucknall	3A Vine Terrace Hucknall Nottingham NG15 7HN	Ed Rippon ☎ 0115 952 1236	You will need a letter of referral. One parcel a month only

Where can I get...



At some soup kitchens and drop-in centres as well as getting a hot meal you can also...



- Have a shower.
- See a nurse.
- Charge your phone.
- Wash your clothes.
- Get help and support with things like housing, debt and benefits.
- Get clean clothing and shoes.
- Get blankets and sleeping bags.
- They may be willing for you to have your mail sent to them.

Where to go in Mansfield



In Mansfield, the **Beacon Project** on Wood Street offers a warm welcome and safe place to people who are homeless or sleeping rough. You can get a hot meal, clean clothes and access to toilet and shower facilities. They have a nurse who runs a drop-in session once a week and someone from **Framework** can offer support in helping you to find somewhere to live.

They are based on Wood Street in Mansfield and are open on Tuesday from 12 - 2 pm and on Wednesday from 12 - 1.30 pm and on Friday from 10.00 am - 2.00 pm.

The **Beacon Project** closes for the month of August.

Also in Mansfield, **Bridge Street Soup Kitchen** provides soup, tea, coffee, sandwiches, a comfortable seat and warm welcome. The Soup Kitchen opens on Monday and Friday nights (including bank holidays) from 6.30 - 8.30 pm in the Church foyer.



Bridge Street Methodist Church, Rock Valley, Mansfield, Nottinghamshire, NG18 2HA.

In Warsop and Meden Vale, check out the **Freedom Community Project** providing a free café, benefit support, housing support, debt advice and a food bank. Warsop

Methodist Church, Thursday 9.00 am - 1.00 pm and Meden Vale Methodist Church, Friday 9.00 am - 1.00 pm, find out more by visiting www.fcgroup.org.uk or ☎ **0300 30 20 334**.

Where to go in Ashfield

In Sutton-in-Ashfield, the **Sutton Christian Fellowship Church** (SCF) provides a warm welcome along with a full English breakfast and a packed lunch for you to take away. The service is open the following hours -

Monday	9.00 am - 12.00 noon
Tuesday	9.00 am - 12.00 noon
Wednesday	9.00 am - 12.00 noon
Saturday	9.00 am - 12.00 noon
Sunday	5.00 pm - 8.00 pm

You can also talk to someone from **Framework** and find out what support is available and SCF has a supply of sleeping bags, blankets and clothes and you can also get a free hair cut. **CGL New Directions** (the drug and alcohol support service) also attends on a Tuesday between 9.00 am - 11.00 am and someone from **DWP** also attends to provide benefit advice.

Sutton Christian Fellowship Church, High Pavement, Sutton-in-Ashfield, Nottinghamshire, NG17 1BE.

Other services which can help

Framework helps people in Nottinghamshire who are rough sleeping.



The **Framework County Street Outreach Team** works across Nottinghamshire and supports people who are rough sleeping. Teams go out in the early hours of the morning to support people living on the street.

The service has two aims: to support rough sleepers, and find out how much street homelessness there is in any area working in partnership with other agencies such as the Local Authority.

The support offered by the Street Outreach Team is tailored to the need of the individual and may include (but is not limited) to the following;

- Finding safe and secure accommodation.
- Helping people to access treatment for substance, alcohol and mental health issues.
- Helping people to access medical help.
- Supporting people to re-engage with estranged family members.

- Helping people to return to home region or home country where they can link in with existing support networks.
- Supporting people to claim benefits.

The teams will actively look for new and existing rough sleepers in known ‘hot-spots’ around the County but they cannot possibly find everyone so they strongly rely on information from partner agencies and members of the public.

There are 4 ways that individuals can self-refer or agencies can refer to Framework;

BY PHONE – Framework’s 0800 number is free from any landline or mobile and is answered 24 hours a day, 7 days a week 📞 **0800 066 53 56.**

BY EMAIL sotnottinghamshire@frameworkha.org

BY STREETLINK – The National Rough Sleeping Referral mechanism www.streetlink.org.uk Can be downloaded on a phone or tablet as an app.

BY TEXT – No credit required and can text 80800 starting the message with SOT and they will respond.

Winter Night Shelters



In larger towns like Mansfield, cold weather shelters open in the winter months usually providing a warm and dry place to sleep and a hot meal. The shelters are usually open at weekends and may open on additional days if the weather is very cold. Shelters are often run by church or community groups and may be in different places on different days. The shelter in Mansfield is hoping to open 7 days a week throughout winter of 2018.

Who can stay and is there a charge?

Anyone who is sleeping rough can stay at the shelter and there is no charge, but there are only so many spaces available.

What do they provide?

Winter Shelters provide a dry and warm bed to sleep in a communal hall, they also provide breakfast and either an evening meal or snack.

Do I need a referral to stay there?

Yes you do. You can't just turn up on the day. You will need to get a referral from the Housing Solutions/Options Teams at the Council in advance (see page 50 for contact details).

How do I find out where Night Shelters are?

You can find out where the night shelters are either through the Housing Options team at the Council, or through any project which supports homeless people.

What about Night Shelters that open when the weather is very cold?

As well as the shelters that are run by church and community groups in the area, Councils have to provide shelter when it is forecast that the temperature will drop below freezing for three nights in a row or more.

You can find out when and where these special Night Shelters are running through the Council's Housing Options team or projects which support homeless people.

Because these emergency Night Shelters run only when the weather is very cold, you will be given a warm, dry place to stay, but you may be given comfortable seating rather than a bed as space is limited.

Is there any other help offered at Night Shelters?

Yes. Night shelter staff and volunteers are also there to help

you in other ways. They may be able to support you in finding longer term housing solutions or link you into other services.



Notes and useful numbers...



Use this part of the book to find out how and where you can get help with your health



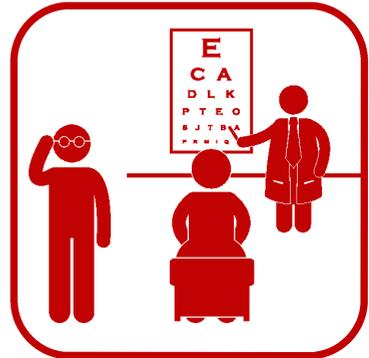
See a Doctor



See a Nurse



Help with mental health

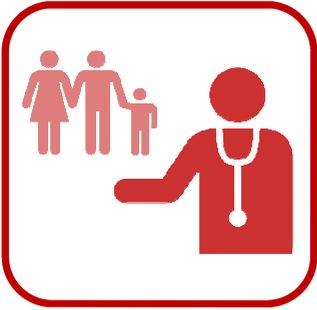


See an Optician



See a Dentist

How do I register with a Doctor?



Sometimes people who are homeless can find it hard to register with a Doctor and worry that they will need ID and have to pay for prescriptions. They also worry how their Doctor can get in touch if they don't have a contact address.

It is really important that you register with a Doctor if you are homeless, especially if you are sleeping rough. People who are homeless often have poor health so you need to make sure that you can get help with your health when you need it.

First steps...

Ask at the reception of the GP (Doctor) if you can register and tell them that you are homeless. They will give you a form to fill in. If you need help to fill in the form, your local drop-in centre (or other services which support homeless people) should be able to help. If you can't find anyone to help, then ask the GP receptionist to help you.

When you register with a Doctor they will ask you for ID. It does make it easier if you have ID, but if you don't have any you can still register.

Why does it help if I have ID?



If you have ID it does make it easier to register with your GP (Doctor) and it helps your Doctor to make sure that they have the right patient files.

What kind of ID can I use?

If you do have ID you can use any of these to register with your GP.

- Passport.
- Birth certificate.
- HC2 certificate.
- Rough sleepers' identity badge.
- Letter or registration from your hostel.

What if I don't have ID?

You can register with a temporary address. This can be a friend's address, the address of a local group which helps homeless people (like a drop-in centre) or you can use the address of the GP to register.

Can the GP refuse to register me?

The GP can refuse to register you if their Practice is



closed to new patients or if you live outside the Practice boundary (if you are in settled accommodation). They cannot refuse to register you

because you cannot show them any ID or because you are homeless.

How do I get free prescriptions?

You will have to apply for a HC2 certificate. This is the special NHS certificate which means that you won't have to pay anything for your prescriptions.

Is anything else covered?

- Dental treatment.
- NHS wigs and fabric supports.
- Sight tests, glasses and contact lenses.
- It can also help you with travel costs to get to NHS appointments.

You will have to fill in a HC1 form to get a HC2 certificate.

Where can I get a HC1 form?

You can get a HC1 form from Jobcentre Plus offices or most NHS hospitals. Your Doctor, Dentist or Optician may have one too. Once you have filled in your HC1 form post it to the address on

the form. If the NHS has any questions they aim to get in touch within five working days of getting your HC1 form.

How quickly will I get my HC2 certificate?

The NHS will try to deal with your claim within 18 working days. If they decide you can get help, then you will get a HC2 certificate and letter. The letter will tell you how much you have to pay (if anything) towards your health costs.

You will need to show your HC2 certificate when you go to the dentist, optician or get a prescription as proof that you do not have to pay for treatment, or pay less than the full amount.



See a Nurse

As well as through your GP Surgery, there are other ways that people who are homeless can see a nurse.

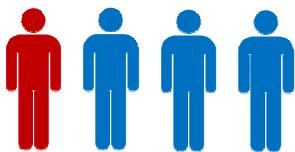
Some local charities run a regular drop-in service where you can see a nurse, like the **Beacon project**. Others work with nurses to provide special support when needed, like **GCL New Directions** and **Framework**.

The **Beacon Project** is run from Wood Street in Mansfield and once a week they have a drop-in session where you can see a nurse, for more information on the Beacon project see page 16.

GCL New Directions supports people who have a problem with drugs or alcohol. CGL has a specialist nurse working for them who really understands the problems faced by people with an addiction. Find out more about how CGL New Directions can support you on pages 78 and 79.

Framework supports people who are homeless and rough sleeping, making sure that they can access the help they need. They have a street outreach team who visit people where they are rough sleeping and can call on a specialist nurse if needed. For more information on Framework and how they can help, see page 18.

Help with mental health



One in four people will experience depression or anxiety at some point in their lives, but help is available.



There are a number of ways in which the NHS can help with your mental health. So if you are suffering from depression or anxiety, or other mental health problems then the first thing to do is to talk to your Doctor.

Locally the NHS pays three services (this will change to one service from March 2019 onwards) to provide a free and confidential therapy service for people over the age of 18 living in Nottinghamshire who need support with their mental health. These services help people to manage things like low mood, anxiety, stress or panic. You can talk through the options with your Doctor who may refer you to one of these services, or you can refer into them yourself (usually by telephone or a referral pack). The therapy sessions are delivered in different places locally (like GP surgeries, community centres or health clinics) so you should be able to find something near you. The

local services are:



Insight Healthcare

☎ 0300 5555582

Trent PTS

☎ 0115 896 3160

Let's Talk Wellbeing

☎ 0115 956 0888

Can I use any of these talking therapy services?

If you are registered with a GP in Nottinghamshire and are over 18, you can use any of these talking therapy services. You may choose to use the one nearest to you, the one with the shortest waiting list, the widest range of treatments offered, or the best recovery rates - the choice is yours.

What do I do if am very mentally unwell?

Sometimes people are very mentally unwell and need the help of the **Crisis Resolution and Home Treatment Team** (usually known as the Crisis Team). This is for people who are really very unwell and would otherwise be admitted to hospital. This is a 24 hour service for people aged 18-65. Face-to-face contact is provided between 8.00 am and 8.30 pm, seven days a week and telephone support and advice are provided between 8.30 pm and 8.00 am.

How do I access the Crisis Team?

Although it is possible to self-refer to the Crisis Team, it is best for you to talk to your Doctor or contact NHS 111 if your GP surgery is closed and they will direct you to the best service for you.

What if I am under 18 years of age?

CAMHS (Childhood and Adolescent Mental Health Service) is for

young people aged up to 18, see page 68 for more information.



What other help is available?

As well as the help available through the NHS, there are a number of charities, both local and national which can support people with mental health difficulties.

The Samaritans

The **Samaritans** provide a free telephone helpline, 24 hours a day, 365 days a year. The **Samaritans** offer a safe place for you to talk, any time you like, in your own way, about whatever's getting to you. You don't have to be suicidal to call.

Call the **Samaritans** on 📞 **116 123**.

Some branches of **Samaritans** (including the Mansfield and District branch) offer the opportunity to talk to one of their volunteers face-to-face if you find it easier.

The Mansfield and District branch of the **Samaritans** is based on -

1a Grove Street
Mansfield
Nottinghamshire
NG18 1EL

You can drop-in to talk to one of their advisors face-to-face at the **Mansfield and District Samaritans** branch office from 10.00 am to 9.00 pm.

SSG - the Suicide Support Group

The **Suicide Support Group** (SSG) provides private and confidential support for people in Mansfield and Ashfield who have experienced the loss of a loved one through suicide.

The group was founded in 2017 by Vicki and Kelly after the suicide of a close relative when they found that there was little support for families who had experienced suicide loss in Mansfield and Ashfield.

The support group meets once a week (Thursday 10.30 am -11.30 am) at the Friends Meeting House on Rosemary Street, Mansfield and offers support and empathy in a confidential and friendly environment.

SSG also offers a support line which operates between 9.00 am and 3.00 pm from Monday to Friday.

All four volunteers; Vicki, Kelly, Emma and Laura are qualified Suicide Assist first aid support workers and can help with:

- Grief Support.
- Loss.

- Relationship difficulties.
- Bereavement.
- Family Issues.
- Stress.
- Understanding of suicide loss.
- Comfort.
- Suicidal thoughts.

To find out more about SSG, or to ring the support line ring:

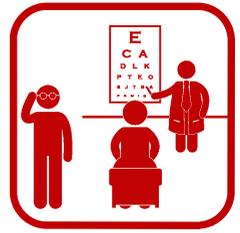


VICKI on 07456 481 928



KELLY on 07951 821 341

See an Optician



Quite often people who are homeless are not receiving benefits and this means that they are not eligible for an NHS eye examination and a voucher towards glasses. Even if they can have a NHS eye examination and voucher, the small cost they may have to pay for their glasses can be out of reach.

Ashfield Eyecare Services is a local charity which provides free eye checks and glasses for people who are homeless, even if they are not receiving benefits.

When and where are clinics held?

The charity works in partnership with **Framework** and holds a monthly clinic which is normally held on the last Friday of the month at the ATTIC café at Sutton Community Academy, New Street, Sutton-in-Ashfield, NG17 1BW (this is just to the right of the entrance to the school, opposite to the bottom entrance to the Idlewells Shopping Centre). If possible, you should attend the appointment with your support worker and you will need to book the appointment in advance.

How do I make an appointment?

Ask your support worker, or **ring 07943 903 776**. If you have a

contact number, leave this with your message and they will ring you back to arrange an appointment.

Will it cost anything for the eye test and new glasses?

No, the service is completely free of charge.

How do I find out more information?

Speak to **Framework**, ask your support worker if you have one or the Nottinghamshire Help Yourself website has more information on the scheme, simply type 'Optician' into the keyword search.

Nottinghamshire Help Yourself can be found at -

<https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page>

See a Dentist



People who are homeless are far less likely to visit a Dentist and their lifestyle means that the state of their teeth is more likely to be poor.

Heavy use of drugs and alcohol can also have a massive impact on teeth and gums. This can lead to serious tooth decay, cracked teeth, gum disease, severe pain and tooth loss. People who are homeless may self-medicate with drugs or alcohol if they have toothache and may even pull out their own teeth.

How can I access a Dentist?

You don't need to register with a Dentist in the same way that you do your Doctor. This means that any Dentist with spaces for NHS patients can see you, but sometimes people who are homeless can find it difficult and their lifestyle might mean that getting to appointments for a course of treatment can be a challenge.

Do I need an address to see an NHS Dentist?

No, but to access free NHS treatment you will need to be receiving benefits and may need to provide proof of this (such as a letter about your benefits).

What if you need urgent care?

If you do not have a regular Dentist and need urgent care you can call NHS 111 who can put you in touch with an urgent dental service.

When should I go to A&E?

Only visit A&E in serious circumstances, such as:

- Severe pain.
- Heavy bleeding.
- Injuries to the face, mouth or teeth.

If you're not sure whether you should go to A&E, contact NHS 111 (calls are free from a landline or mobile) who will be able to advise you.

I find it very difficult to access a Dentist because of mental health issues or a medical condition, what can I do?

Sometimes homeless people have teeth which are in a very poor state and they may need a long course of treatment. Accessing treatment might be more difficult if you have mental health issues or a medical condition. The Community Dental Care team can provide specialist help for people with

additional needs which may include people who are homeless. To use this service you have to be referred into the service by a Dentist, speak to your Dentist to see if you are suitable for this service.

So what steps do I need to take to access dental treatment?

- Do you receive benefits? If you don't you will need to apply otherwise you will have to pay for dental treatment. You can get help to apply for benefits. The **Beacon Project**, **Sutton Christian Fellowship**, **Framework** or any of the other services which support homeless people should be able to help.
- Once you have proof of benefits then you can look for a Dentist accepting NHS patients. If you are able to access the internet, or someone can access it for you, you can search the NHS website to find dentists who are accepting NHS patients. The link below takes you to the right page.

<https://www.nhs.uk/service-search/Dentists/LocationSearch/3>

- Once you have found a dentist that is taking on NHS patients you can access the dental care you need.

What if I can't find a Dentist near me?

If after contacting several dental practices you still can't find a dentist accepting NHS patients, you should call NHS England's Customer Contact Centre on 0300 311 2233.

Hints and tips...

If you are finding it difficult to get a Dentist in your area, ask a support or project worker to help you. Sometimes a call from another professional can make it easier to access the services you need.

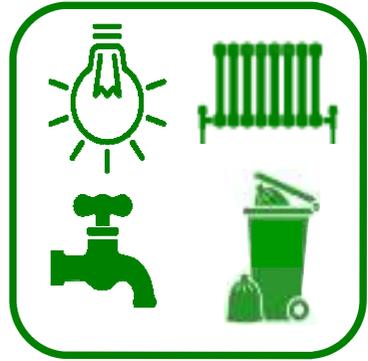
Notes and useful numbers...



Use this part of the book to find out where you can go for help on housing



Help on Housing



Help with Utilities



What about my pet?



Storing my things

Where can I get help with housing?

If you are homeless or at risk of being homeless, there are a number of places you can go to for help. Before we look at where you can get help with housing, let's look at the different ways you can be homeless.

What does being homeless mean?

Are you homeless? It sounds like an easy question, but there are different ways you can be homeless and so the ways that services help depend on how and why you are homeless.



Are you are sleeping rough?

If you are sleeping on the streets, in doorways, parks, tents, bus shelters, or in buildings which are not meant to be lived in (like a warehouse) then this means that **you are legally homeless**.

Am I homeless if I am sleeping on a friend's sofa?

You might be.

If you stay for short periods with different friends or family because you have nowhere else to stay (sometimes called sofa-surfing) then **you are legally homeless**.

What if I am staying in a hostel or a refuge?

If you are staying in a night shelter, emergency short-stay hostel or a woman's refuge then **you are legally homeless**.

What if I have nowhere to stay?

Maybe your partner has thrown you out and changed the locks, or your landlord has illegally evicted you. This may mean that **you are legally homeless**.

What if I am being evicted?



Eviction is where you are made to leave by the court and the place where you live is handed back to your landlord. There are lots of reasons why you might be evicted -

- You may be behind in paying your rent (these are called rent arrears).
- Your landlord may want to sell the place where you live.
- You may have abandoned the property (this is where you are no longer living in your home).
- You may have been evicted because of anti-social behaviour. This can be your anti-social behaviour, or

the anti-social behaviour of anyone who lives in, or visits your home regularly.

Evictions have to be done properly through the courts and you **may be legally homeless if you are evicted.**

If you get a notice for eviction (a letter from your landlord telling you that you are going to be evicted) it is really important that you talk to someone and get advice as soon as you can.

Why do I need to get advice quickly?

If you get help straight away this could make a big difference to what happens to you. It might mean you are able to stay in your own home, or that you can be re-housed.



Who can I go to for advice?

If you are going to be evicted, or have any other housing issues. **Citizens Advice** and **Shelter** can give you advice and support. You can also talk to **Housing Options** at the Council, **Housing Associations** and other services like **Framework**. To find out how they can help and how to get in touch see pages 46 to 48 and pages 18-19 for **Framework**.

What if my home is repossessed?

If you cannot keep up the payments on a home you own

(with a mortgage) then your mortgage lender may repossess your home. You **may be threatened with homelessness** but if you can't afford to pay for basics like food or heating once you've paid your mortgage then you **may already be legally homeless**.

What if I am at risk of violence or abuse?

If you have experienced (or been threatened with) domestic abuse from a partner, ex-partner, or family member **you are legally homeless**.

Maybe you (or someone else who lives in your house) has been threatened by a neighbour, suffered racial abuse, gang-related violence or witness intimidation (this is where someone might try to scare a witness into not going into court, changing what they say). **You may be legally homeless**.

What if I can't afford to stay in my home?

If you can't afford to pay for the basics like food and heating after you have paid your rent or mortgage then **you are homeless**. But, you are only homeless if you can't afford food and heating. If you pay things like a credit card or doorstep lender and then cannot afford to pay your rent then the Council may say that you are intentionally homeless.

Living in overcrowded or poor conditions

If you are living in a house which is legally overcrowded or is in such a bad state of repair that it seriously affects your health then **you may be legally homeless**.



Talk to your local housing officer at the Council or **Citizens Advice** for help on this.

If I am legally homeless, then what?

If you are legally homeless the Council must help (as long as you are eligible for help - which is linked to your immigration status and right to live in the UK). How much the Council helps you and what they do depends on your circumstances.

Homeless Assessments and Personal Housing Plans

If you are legally homeless the Council will do a homeless assessment and draw up a personal housing plan. The plan makes sure you have the information and advice you need to secure housing. When the Council assesses you, they may decide that they have a duty to house you, or they may just give you information (like lists of local letting agents) to help you to find private housing yourself.

Registering on Homefinder

If the Council agrees that they have a duty to house you and decide that you are a 'priority need' then you can register on Homefinder. Homefinder is a live database (or list) of all the empty properties that the Council and local Housing Associations have on their 'books'. When you register on Homefinder this will allow you to bid for Housing Association and Council properties.

What happens when I bid for a property?

If you put a bid in for a property, it doesn't mean that you will get that property, as they are given to people based on priority. This means that the Council will give the first choice to the person/people who are in the greatest need.

Who can help and how?

- **The Council** - as well as providing Council properties to rent at affordable rates, the Council can help with information about private housing locally.

The Council has to provide everyone who is eligible a personal housing plan. This gives you information which you can use to get a home (through the Council, Housing Association, or through a private landlord). If you are

eligible to register on Homefinder, the Council can support you. The Housing Options/Solutions teams at the Council can help and they also have a complex case team to help people who are very vulnerable, or need extra help.

To find out more about the ways that **Ashfield District Council** can help you go to the **Housing Options Team**:

<https://www.ashfield.gov.uk/residents/housing/> or  01623 457 252.

In Mansfield go to the **Housing Solutions Team** at **Mansfield District Council** at <http://www.mansfield.gov.uk/housing> or  01623 463 121.

- **Housing Associations** - Like the Council, Housing Associations can provide affordable housing for rent. You can either use Homefinder to look for homes through Housing Associations or go to the Housing Associations directly.

Ashfield District Council has a list of Housing Associations on their website (which will also cover Mansfield District or speak to the Housing Options team).

- **Framework** - supports people who are street homeless, helping them to find accommodation and supporting them to access other services including help with drug or alcohol

issues. See pages 18 and 19 for contact details and more information on the services they offer.

- **Citizens Advice** can provide a wide range of information and advice on everything relating to housing. They have a telephone advice service, you can drop in and talk to one of their advisors or you can look on their website. See page 57 for more information, their contact details and opening hours.
- **Shelter** - Shelter is a national charity which supports people around housing. They have a very detailed and useful website which covers everything you need to know about housing and is easy to find your way around.

Shelter also runs two free telephone helplines; one for emergencies and one for people who need to talk to an expert advisor when it's not urgent. The telephone helpline is free and is manned 365 days a year. You can also chat to advisers online.

The number for the **emergency telephone helpline** is **0808 1644 660**.

The number for the **telephone helpline** is **0808 800 4444**.

You can chat online to Shelter's housing advisors at **https://england.shelter.org.uk/get_help**

Help with Utilities



What can you do if you are at risk of becoming homeless and are struggling to pay for gas, electricity or other utilities? Or maybe you are in temporary accommodation whilst you are being assessed for housing and you can't afford to top up your pre-payment meter?

If you are on a normal meter (where you pay for gas and electricity after you have used it) and you can't afford your gas and electricity bills, the first thing to do is talk to your supplier to see if you can agree to a payment plan that works for both of you. It is important that you only agree to pay an amount you can actually afford.

If you are on a pre-payment meter and can't afford to top up your meter, you can ask your supplier for temporary credit but you will have to explain why you need it. Tell them if there are young children in the household or if someone is disabled or ill.

You might also be able to apply for a grant to clear your fuel debt from a charitable trust like the British Gas Energy Trust.

Citizens Advice will be able to talk through your options. See page 59 to find out where they are and their opening times.



What about my pet?



If you are homeless and offered a place in a hostel or temporary accommodation whilst you are being assessed, it is likely that the place you are offered won't accept dogs. What are your options if you have a pet?

Is there any accommodation which allows dogs?

Unfortunately there isn't any temporary supported accommodation which allows pets locally at the moment, but if you speak to Framework (pages 18 and 19 for information about the service and contact details) they may be able to offer you some advice about where you can go.

Other Options

What can you do if you are offered temporary accommodation which won't allow pets? Before you turn the offer of accommodation down, you may have other choices. One option is to see if your pet can be fostered just until you can move into accommodation where you are allowed to take your pet.

Who might be able to foster my dog?

Some rescue centres work with specific breeds (like Staffies or Lurchers) and run fostering schemes. Although fostering is mostly for dogs which would not do well in kennels and the number of foster placements is limited, it might be worth talking to them to see if they can help and offer a foster placement for your pet until you are able to move in to longer term accommodation which allows pets.

It may also be worth talking to local rescues, for their advice or to see if they can help in the short-term. The only problem with dog rescues is that they can only help if they have a licence to board (and not all do).

Even if your local rescue can't look after your dog, they can provide advice and other help. **Jerry Green Dog Rescue** in Blidworth can provide dog food, blankets and coats for your dog if you are homeless. You can also talk to your local vet or the **PDSA** to ask their advice.

If you are being supported by an agency such as **Framework**, talk to them and find out more about your options.



Storing my things...



What can you do if you need to store furniture and belongings whilst you are homeless?

One option may be to ask family and friends. If they can't help your only choice may be to find and pay for a storage unit near you.

Some Councils are able to help with either the costs of storing your belongings, or with providing affordable storage on a short-term basis. Unfortunately Nottinghamshire County Council has now closed its local welfare assistance scheme which used to help people meet the cost of storing their things.

Depending on the availability of space, Mansfield District Council may be able to provide short-term storage for furniture. Please contact **Mansfield District Council** on 📞 **01623 463 463** to find out if they can help.

Ashfield District Council is not able to provide storage for furniture, but may be able to offer advice, please contact Ashfield District Council on 📞 **01623 450 000**.

Some people (like Veterans) may be able to get a grant to

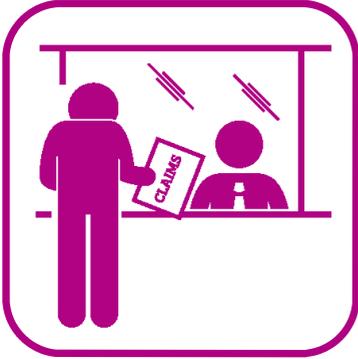
help them with storage or removal costs. See pages 93-96 for more information or speak to your local Citizens Advice.

See pages 57 and 58 for contact details and opening hours of our local **Citizens Advice**.

Notes and useful numbers...



Use this part of the book to find out where you can go for Help on Money...



Help with benefits



Help with debt



What if I don't have a bank account?



Help with forms

Help with benefits and debt



Because problems with benefits and debt are so often linked, we have covered them together as many people will have problems with both.



Benefits

Are you getting all the benefits you should be? Have you recently had a medical assessment and have your benefits been stopped? Have you been sanctioned? Do you need help to claim benefits for sickness or disability? Are you claiming benefits for housing costs? How can you get a crisis loan? Have you been moved on to Universal Credit?

The benefits system is complicated and you might not know where to get the help you need.



Debt

What about debt? Maybe you have rent arrears and are worried that you won't be able to get a tenancy again. You might have council tax arrears, court fines, child maintenance, loans or credit cards debts which you can't afford to pay. Who can help you to sort your finances out and help you to get back on your feet?

Who can help?

There are a few organisations who can help you with debt and benefits, these include:

- **Citizens Advice**
- Some foodbanks and soup kitchens also have someone you can talk to about debt and benefits
- Your local Credit Union
- **Money Sorted**
- **Step Change** (advice online or by phone only)
- **Disability Notts** (supporting people with a physical disability or with mental health issues)
- **Age UK** (for people aged 50 and over)
- **Pay Plan** (free online debt advice)
- **Money Advice Service** (free online debt advice)
- **National Debt Line** (free online and telephone debt advice)

As there are a number of organisations which can help with debt and/or benefits, just the main organisations with a local presence have been listed.

Citizens Advice

Citizens Advice can give you information and advice about debt and make sure that you are getting all the benefits you

should be. They offer advice online, by telephone, or you can speak to one of their advisors face-to-face.

In Mansfield, Citizens Advice is in the Advice Hub, 16 Regent Street, Mansfield, Nottinghamshire.

Monday	9.30 am - 12.30 pm	Initial check and general advice
Wednesday	9.30 am - 12.30 pm	Debt only
Thursday	9.30 am - 12.30 pm	Initial check and general advice

In Ashfield, Citizens Advice is based in the Health and Well Being Centre on Portland Street (the old community hospital in Kirkby-in-Ashfield). Ashfield Health and Wellbeing Centre, Portland Street, Kirkby-in-Ashfield, Nottinghamshire, NG17 7AE

Monday to Friday 9.30 am - 2.00 pm

Citizens Advice also has a debt helpline and a telephone advice line -

Debt Helpline

 01623 784 385 Monday to Friday 10.00 am - 3.00 pm

Telephone Advice

 03444 111 444 Monday to Friday 10.00 am - 4.00 pm

Foodbanks, soup kitchens & homeless support agencies

See pages 10-19 for information and contacts details of foodbanks, soup kitchens and homeless support agencies which are also able to advise you on benefits and debt.

Disability Nottinghamshire

Disability Nottinghamshire provides a wide range of support for people with a disability and those who care for them.

They have the specialist skills and knowledge to advice people with a disability on benefits including allowances, payments, credits, pensions, funds and budgets.

To find out more about their work and how they can help contact them at -

 **01623 625 891**

<http://www.disabilitynottinghamshire.org.uk/>

Nottingham Credit Union

Nottingham Credit Union also has a Mansfield branch.

What is a Credit Union and how can they help?

Unlike high street banks which have share holders, Credit Unions are run in a 'not-for-profit' way and help people to take control of their money by encouraging them to save what they can and only borrow what they can afford to repay.

What does Nottingham Credit Union offer?

Nottingham Credit Union offers simple savings accounts and affordable loans from £100 to £15,000. They have also set up a new scheme with Mansfield District Council which helps people who are homeless or at risk of being homeless to access private rented accommodation. The scheme provides landlords with a written guarantee of a bond up to a maximum of £500.

Mansfield Branch

Nottingham Credit Union

3 Clumber Street

Mansfield

Nottinghamshire

NG18 1 NU

 **01623 707 774**

Opening Hours: Tuesday - Friday 9.30 am - 2.30 pm

What if I haven't got a bank account?



Benefits and payments like child tax credits and working tax credits are usually paid straight into a bank account.

If you don't have a bank account, the **Department of Work and Pensions**, or **DWP**, can also pay you using something called the Payment Exception Service. This will allow you to withdraw money using a special card, or you may be sent a voucher by email or a text message using a special reference number. To collect a payment you will have to show your card, or show your voucher sent by email or text to your phone.

Benefits of the Payment Exception Service

You can collect your payments at any PayPoint outlet which offers the Payment Exception Service. Many newsagents, convenience stores and supermarkets are also PayPoint stores, so you should easily be able to find somewhere to collect your payment.

Downside of the Payment Exception Service

You will need proof of ID such as; a driving licence, passport, current gas, electricity, water or landline bill, or a tenancy

agreement, or council tax bill to open the account.

You can only withdraw £100 at a time so you may need to make more than one collection at a time to get all the money you are owed.

You may need to have a mobile phone - unless you have a card you will need to have a mobile phone to use the service. As you will have to show staff at the PayPoint outlet the text or email on your mobile phone you will have to make sure that your phone is charged.

Other Options...

If you can't open a standard bank account, perhaps because you have a poor credit rating or low income, you might be able to open a Post Office card account or basic bank account.

Post Office card accounts

You can use a Post Office card account to collect benefits, tax credits and state pensions. You can't pay other money in. You can only get your money out of a Post Office account with a card and a PIN number at the Post Office.

Basic Bank Account

You may be able to open a basic bank account at a bank or

building society even if you have previous bad debts or outstanding County Court Judgements (CCJs) against you. You won't have to put any money in the account to open it and you won't be charged fees, but you won't be able to go overdrawn and if you have set up a Direct Debit and there's not enough money in your account to pay it then you are likely to be charged.

If you need help and advice to set up a basic bank account or Post Office account speak to your local Citizens Advice and they should be able to help. To find the contact details and opening hours for **Citizens Advice** see pages 58 and 59.

Help with Forms



If you need help with completing benefits forms then you can go to:

Citizens Advice (see pages 58 and 59 for contact details and opening hours of the Mansfield and Ashfield branches).

Ashfield Citizens Advice also offers a mobile service where they visit different locations throughout Ashfield. Visit their website for times and locations.

<http://www.ashfieldca.org.uk>

Notes and useful numbers...



Use this part of the book to find out where you can get help with your problem...



You & the law



Domestic abuse



Help with drug & alcohol problems

You and the Law



This section of the book includes information on -

- Stop and search - your rights.
- Public Space Protection Orders or PSPO's.
- Your rights if you are arrested.
- What help there is if you are arrested.
- Going to Court.
- Domestic Abuse.
- Hate crimes.

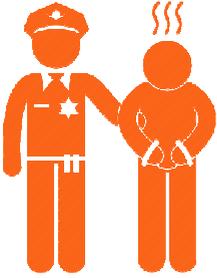
What are Public Space Protection Orders?

The Council want to make sure that public spaces (like town centres) feel comfortable and safe for everyone. To help them they can use Public Space Protection Orders (or PSPO's for short). PSPO's give Councils the power to make sure that people don't behave in a way which spoils everyone's enjoyment of life.



PSPO's are set up to try to stop anti-social behaviour like drinking alcohol or urinating in public areas. Mansfield and Ashfield District Councils Police and Community Protection Officers have the power to confiscate alcohol and you could face a fine.

What are my rights if I am arrested?



If you are arrested, you'll usually be taken to a police station, held in custody in a cell and then questioned. After being taken to a police station and questioned, you may be released or charged with a crime.

When you are arrested, the custody officer at the police must explain your rights. You have the right to:

- Get free legal advice.
- Tell someone where you are.
- Have medical help if you're feeling ill.
- See the rules the police must follow.
- See a written notice telling you about your rights.

You will be searched and your possessions will be kept by the police custody officer while you're in the cell.

Help if you're arrested

Did you know that you can get help if you are arrested if -

- You have mental health problems.
- You have a learning disability.
- You have a problem with drugs or alcohol.
- You are a child or young person.

What kind of help can I get?

- Someone can stay with you when you are being interviewed. This means that when the police interview, or talk to you, you can have someone with you to make sure that you understand what is happening. They will also make sure that your rights are protected.
- Someone can do a special assessment (or check) to find out if you have a learning disability or mental health problem. If you have got a problem they can make sure that you get the help that you need.
- You can see a doctor whilst you are in custody.
- You can be signposted to services which help people who have a problem with drugs or alcohol.
- You can get help with other problems like housing and benefits.

Criminal Justice Liaison Team

Heatherdene

3 Crow Hill Drive

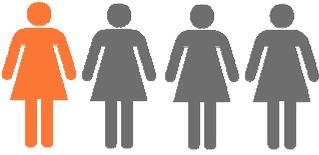
Mansfield

Nottinghamshire

NG19 7AE

 01623 433 919

Help with Domestic Abuse



One in four women will experience domestic abuse during



their lives. However, anyone can experience domestic abuse. Any gender, age, race, ethnic or religious group, class, disability or lifestyle. There are a number of services which can help you if you have experienced domestic abuse, whether you are a woman or a man.

What is Domestic Abuse?

Domestic abuse isn't just physical. It's about someone you know (usually a partner, ex-partner, or family member) trying to control your life. Domestic abuse can be physical, financial, psychological, emotional or sexual.

Where can I get help?

There are two main crisis services across Mansfield and Ashfield and a 24 hour Freephone domestic and sexual violence helpline where you can talk to a specialist trained female support worker 365 days a year.

24 hour helpline

 **0808 800 0340 (24 hour helpline)** calls to this helpline are

free from landlines and mobiles and do not appear on itemised bills.

Crisis support in Ashfield

If you are in Ashfield, **Women's Aid Integrated Services (WAIS)** work with women, children and teens who have been affected by domestic abuse.

WAIS offers -

- Crisis support and drop-ins.
- Ongoing one-to-one support.
- Refuge accommodation.
- 12 week healthy relationship programmes (The Freedom Programme).
- Therapeutic groups for mums and children.
- One-to-one support for teenagers.
- Foster care for family pets.

Crisis support in Mansfield

If you are in Mansfield, **Nottinghamshire Women's Aid** work with women, children and teens who have been affected by domestic abuse. They provide -

- Refuge accommodation.
- Supported housing.

- Practical help, support, information and guidance.
- 12 week healthy relationship programmes (The Freedom Programme).
- One-to-one sessions for children.
- One-to-one and group support for teenagers.

Crisis support for Men

Equation offers support for men aged 18 or over living in Nottinghamshire who are experiencing domestic abuse.

To talk to someone confidentially about your situation, receive guidance and support and find out what your options are, call **Equation's** domestic abuse service for men on 📞 **0115 960 5556**

Available Monday - Friday 9.30 am - 4.30 pm to talk to an advisor or leave a message on **Equation's** 24-hour confidential answerphone service.

Other services...

NIDAS (Nottinghamshire Independent Domestic Abuse Services) is a small, friendly and independent local charity working across Mansfield and Ashfield. They offer a family based approach for people who are living with or have experienced any form of domestic violence or abuse. They

have a team of highly experienced and qualified workers who have supported 1,000's of families to live a life free from harm. If you or anyone you know needs some advice, support and guidance then please get in touch with **NIDAS**. They are there to listen and know how hard it is to make that first contact, but will be waiting for when the time is right...

NIDAS is not a crisis support service, instead they focus on intervention and prevention at the earliest stage possible enabling families to live healthy, happy and safe lives.

 **Advice Line 01623 680 250**

Monday – Thursday 9.00 am – 5.00 pm and Friday 9.00 am – 4.30 pm

What if I need to leave my home because of domestic abuse?

You can ask the Council for help if you're at risk in your home or can't stay there because of domestic abuse. The Council must look at what they can do to either keep you safe in your home or find you somewhere safe to live.

They must help with emergency housing if you're pregnant or have children with you, unless you don't



qualify due to immigration restrictions.

If you're single, the Council only provides emergency housing if they think you're vulnerable. This could be, for example, because of the abuse or due to physical or mental health problems.

To decide if you are vulnerable, the Council look at what has happened to you and any support you have. It can help if you can provide:

- Witness statements from friends or professionals.
- Crime reference numbers, if police have been involved.

If you are planning to leave your home, if you can get advice about your rights before you leave your home permanently.

Where can I get advice?

24 hour free-phone domestic and sexual violence helpline

 **0808 800 0340** (calls to this helpline are free from landlines and mobiles and do not appear on itemised bills).

National domestic violence helpline

 **0808 2000 247**, free, 24 hours, women only

Men's Advice Line

 **0808 801 0327**, free, Monday - Friday 9.00 am - 5.00 pm, men only

National LGBT Domestic Abuse Helpline

 **0800 999 5428**, free, daily except Saturday.

Karma Nirvana - Honour based abuse and forced marriage

 **0800 5999 247**, free, Monday - Friday 9.00 am - 5.00 pm.

Shelter - Expert housing advice

 **0808 1644 660** 8.00 am - 8.00 pm on weekdays, 9.00 am - 5.00 pm on weekends

Where can I go for help if I have a problem with drugs or alcohol?



If you are homeless and you have a problem with drugs or alcohol, then **CGL New Directions** can help. They are a charity working across Ashfield and Mansfield which provides advice, guidance and support and a clear pathway to recovery for people who are affected by drug or alcohol misuse.

CGL New Directions can help you to regain control, change your life, grow as a person and live life to your full potential.

CGL New Directions has a team of doctors, nurses, recovery coordinators, social workers, group workers, recovery champions, volunteers and peer mentors who work with you to overcome the problems which have affected your life.

What CGL New Directions offers

- Advice, guidance and support.
- Alcohol screening, advice and brief interventions.
- Alcohol Treatment Referrals (ATR).
- Blood Borne Virus (BBV) screening and vaccination.
- Breaking Free online.
- Cognitive Behavioural Therapy (CBT).
- Counselling.
- Complementary therapies.

- Cooking skills/classes.
- Criminal Justice Services.
- Custody based services.
- Detox.
- Drug Interventions Programme (DIP).
- Drug Rehabilitation Requirement (DRR).
- Education, Training and Employment.



Opening hours

Monday to Friday 9.30 am to 5.00 pm - Open access

Monday, Tuesday, Wednesday and Friday 9.30 am to 3.30 pm

Where to find them

New Directions
 Unit 2&3 Sherwood Court
 Sherwood Street
 Mansfield
 Nottinghamshire
 NG18 1ER

☎ 01158 960 798

E: notts@cgl.org.uk

www.changegrowlive.org

Other organisations offering support...

There is a full list of organisations who can support you with drug or alcohol misuse and your recovery from page 103 onwards.

Notes and useful numbers...



Use this part of the book to find out about extra help for certain groups of people...



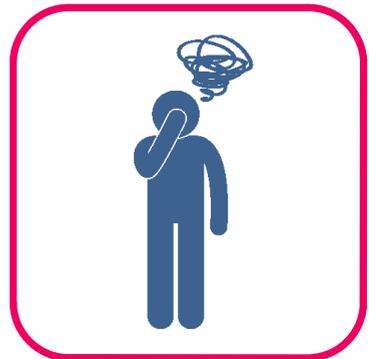
Young People



LGBT



Veterans



If you have Mental Health difficulties



If you have experienced Domestic Abuse

Help for Young People

Use this section of the book to find out about specialist services for young people who -



- Are having mental health difficulties.
- Have a problem with drugs or alcohol.
- Have experienced domestic abuse.
- Are homeless or at risk of being homeless.

Help with young people with Mental Health difficulties



CAMHS stands for Child and Adolescent Mental Health Services. It's the part of the **NHS** which helps children and young people who have problems with their thoughts or feelings. They can help people until they are 18.

How can I get help?

If you are aged between 12 and 18 years old and have a Nottinghamshire GP, you can self-refer to **CAMHS**. This means that you can directly approach the team to ask for help.

The telephone number is 0115 8542 299 and it is open from 8am to 5pm, Monday to Friday. You will speak to a specially trained professional who will ask you some questions and talk to you about how they can help. If you prefer, you can ask for help by

completing an online self-referral form which can be found at:

<https://www.nottinghamshirehealthcare.nhs.uk/camhs-self-referral>

If you prefer you can speak to your GP, school health nurse or an adult in school who can get in touch with **CAMHS** by calling or writing to them. Any other professional who works with you like a social worker, counsellor or youth worker can also contact **CAMHS** to find out how they can help you.

Who works at CAMHS?

Most children who get help from **CAMHS** see one of their community teams. This normally means you will go and see them for weekly appointments at one of their bases, at a health centre or at your school.

They have lots of people working for us who can help you in different ways. These include:

- **Family therapists** – who talk through problems with you and your family.
- **CAMHS social workers** – who support children and families through difficult times.
- **Family support workers** – who can give advice to your parents or carers.

- **Mental health practitioners** – who support young people and their families to bring about positive change.
- **Psychologists** – experts in how people think and act.
- **Psychiatrists** – doctors who work on thoughts and feelings.
- **Art psychotherapists** – who can help you by using art and music.

What happens next?

CAMHS will talk to you about your problems and together with you they will set some goals. This might be things you want to do or targets you want to reach. They will give you some treatment to help you. This might be talking through your problems, or taking medicine if you need it.

What else does CAMHS do?

As well as their community teams, they have some teams which work on other difficulties. These include:

- Problems with eating.
- Problems with drugs or alcohol.
- Psychosis – when someone hears or sees things which aren't there.
- Intellectual disability – when someone finds it difficult to communicate or understand things.

Help for young people with problems with drugs or alcohol



In Nottinghamshire there is a new service for young people who have a problem with drugs or alcohol.

CGL New Directions - Nottinghamshire Young Persons' Service

Nottinghamshire Young Persons' Service is a free and confidential drug and alcohol service for young people up to the age of 18.

Alongside support services for young people they also offer support to parents, carers and professionals who support young people in Nottinghamshire. CGL want to ensure that their service is flexible and accessible for young people so they offer appointments across Nottinghamshire in youth services, schools and other convenient locations to bring the service to the young person.

They provide:

- Long and short term one to one support for young people.
- Targeted group work for young people.
- Training for professionals.



- Support for parents and carers.
- Volunteering opportunities.
- Peer mentor programme for 16-24 year olds.

 **01159 484 314 to access support**

Where to go for help if you are a young person who has experienced domestic abuse

Please see pages 73 - 76 for information on services supporting young people who have experienced domestic abuse.

What to do if you are a young person who is at risk of being homeless

There are all sorts of reasons why a young person might be homeless, or at risk of being homeless. The kind of help you can get depends on your situation. Where can you go if -

- Your relationship with your parents has broken down?
- You have been asked to leave because of financial difficulties?
- You are at risk of violence and harm?
- You are a young person leaving Care?

Shelter is a national charity who provide specialist housing advice. They have a free telephone helpline, or you can chat to them online. They can talk through your options and give

you advice on what to do next.

Shelter run two telephone helplines where you can talk to an expert housing advisor about your situation. The service is open every day and they have one telephone helpline for emergencies and one for advice when it's not an emergency.

The service is open from 8.00 am to 8.00 pm on weekdays and 9.00 am to 5.00 pm on weekends.

Emergency helpline 📞 **0808 1664 660**

Telephone advice line 📞 **0808 800 4444**

Or you can chat to a **Shelter** advisor online from 9.00 am to 5.00 pm on weekdays at https://england.shelter.org.uk/get_help

Where else can you go for advice and support?

Social Services (if you are under 18, or are a young person under 21 who is leaving Care) 📞 **0300 500 80 80**

Homeless and Housing Options/Solutions at your local Council

Ashfield District Council

📞 **01623 450 000**

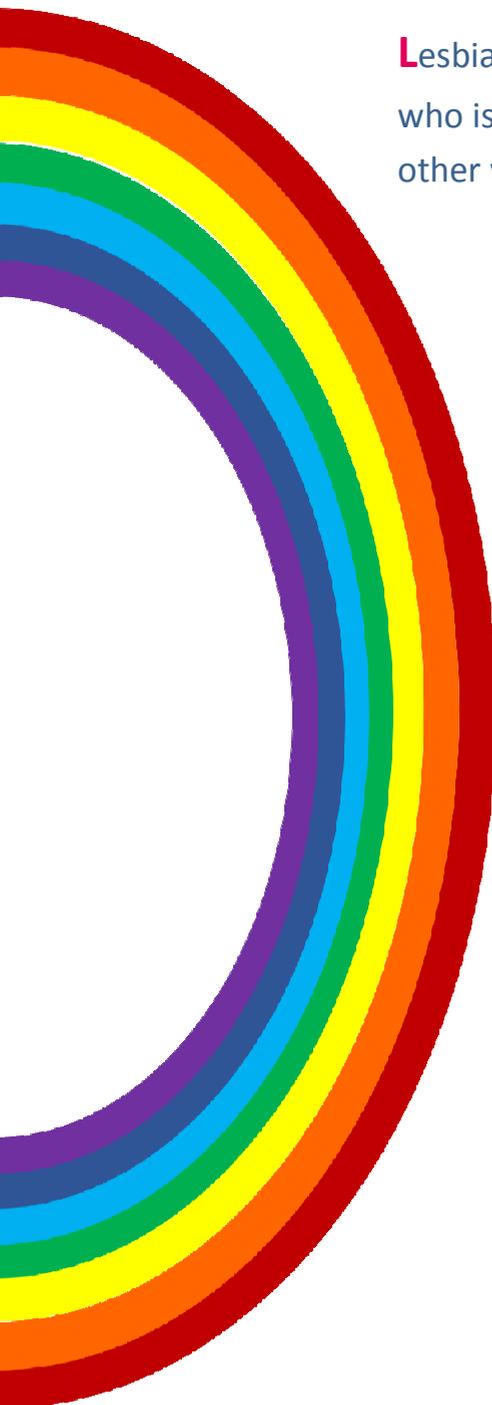
Mansfield District Council  **01623 463 463**

Your local **Citizens Advice** - see page 59 for contact details and opening hours.



Some young people will be able to get help from Social Services, or the Council and may be able to claim Housing Benefit - but this does not apply to everyone. **Shelter** suggest that you get advice before you leave home if you can and don't rush into anything.

Help for people who are LGBT



Lesbian - a woman who is attracted to other women



Gay - a man who is attracted to other men



Bisexual - a person who is attracted to both men and women



Transgender - someone who is born one sex but identifies as the other



Why people who are LGBT need extra help...

- 24% of homeless young people are LGBT - so nearly 1 in 4 young people who are homeless are LGBT.



- 77% believe that coming out to their parents was the main reason why they became homeless - so nearly 8 out of 10 LGBT young people feel they became homeless because they came out to their family.



What kind of help is available?

There are some charities which work just to help people who are LGBT. making sure that you have the information and support you need.

Notts LGBT+ Network

Notts LGBT+ Network has a website with lots of useful information about local groups for the LGBT community. They also have information about hate crime and domestic abuse.



Notts LGBT+ Network Telephone Helpline

Notts LGBT+ Network also run a telephone helpline on weekday evenings from 7 - 9.15 pm. You can talk to them in confidence about -

- Your sexuality and gender identity.
- What's going on in your area.
- Sex and sexual health .
- Legal advice.
- Or if you just want to talk.



 **01159 348 485**

info@nottslgbt.com

Around 1 in 10 rough sleepers across the UK used to serve in the armed forces.



There is quite a lot of support available to veterans and although this is a good thing, it can mean that finding out about services can be confusing.

How do I find out which services can help?

The Veteran's Gateway is a good way to find out more about the services which can help you. The Veterans' Gateway is made up of a group of organisations and Armed Forces charities and includes:

- **The Royal British Legion.**
- **SSAFA – the Armed Forces charity.**
- **Combat Stress.**
- **Connect Assist.**

They have a website with lots of information on the different organisations which can offer support, a helpline and you



can also talk to them online.

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 0808 802 1212 (24 hours, 365 days a year)

Website: www.veteransgateway.org.uk

The Royal Air Force Benevolent Fund (RAFBF)

The **RAF Benevolent Fund** (RAFBF) looks after the RAF Family in the UK and overseas. They support serving and former members of the RAF as well as their partners and dependent children. They can offer grants to current and former RAF personnel who are homeless or at risk of homelessness.

 0800 169 2942

Email: welfareservices@rafbf.org.uk

Website: www.rabf.org

SSAFA - the Armed Forces charity

SSAFA is the Armed Forces charity, which provides lifelong support to anyone who is serving or has served in the Royal Navy, the Royal Marines, the British Army or the Royal Air Force. They offer support for homeless veterans or those at risk of becoming homeless.

 0800 731 4880



Extra help...

Email: flis@ssafa.org.uk

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Website: www.ssafa.org.uk

Stoll

Stoll is a veteran's charity and housing association that provides housing and access to services that prevent homelessness.

 **0207 385 2110**

Email: info@stoll.org.uk

Website: www.stoll.org.uk

Help from military charities if you are homeless

If you're at risk of homelessness or rough sleeping, you can get help finding accommodation from:

- **Veterans Aid.**
- **Royal British Legion.**
- **SSAFA (Soldiers, Sailors, Airmen and Families Association).**
- **SPACES (Single Persons Accommodation for the Ex Services).**

The following specialist housing associations provide longer-term housing for veterans:

Stoll (supported housing for vulnerable veterans).



Haig Housing (general needs housing for ex-service single people and families).

ABF The Soldiers' Charity

ABF The Soldiers' Charity offer a lifetime of support to soldiers, veterans and their immediate families when in need. They can provide grants and financial support to veterans and their dependants for a range of issues including emotional wellbeing and mental health.

 020 7901 8900

Website: www.soldierscharity.org

Amicus Trust

Amicus Trust provide up to two years' accommodation for veterans who are homeless or at risk of homelessness. They also offer a range of services in education, employment, mental health and life skills to support individuals as they rebuild their life.

 0123 435 8478

Email enquiries@amicustrust.org

Website: www.amicustrust.org



Help for people with mental health difficulties



See pages 31 to 35 for information and contact details on services which support people with mental health difficulties.

Help for people who have experienced domestic abuse



See pages 72 to 77 for information and contact details on services which support people who have experienced domestic abuse.

Notes and useful numbers...



Use this part of the book to find out where you can get help with moving forward...



Staying clean & sober



My new home



Volunteering



Training



Getting a job



Staying well

Staying clean & sober...



So you've taken the hardest step and you're now in recovery. The challenge now is to keep on track.

There are a number of organisations and support groups who can help and you need to find the right support for you.

First steps...

Talk to your support worker if you have one and see what they suggest. They are likely to have a good idea what might work well for you. Here is a list of some of the groups and organisations which might be able to offer you the support you need.

Alcoholics Anonymous (AA)

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership.

The days, times and venues of local AA meetings are listed on the next page.

AA Meetings

Mansfield - Saturday

Double Impact

18-19 St John's Street

Mansfield

Nottinghamshire

NG18 1QJ

Start time: 10.00 am - duration 1 hr 30 mins

Mansfield Newcomers - Monday

Friends Meeting House

Rosemary Street

Mansfield

Nottinghamshire

NG19 6AB

Time: 20.00



Mansfield - Friday

Friends Meeting House

Rosemary Street

Mansfield

Nottinghamshire

NG19 6AB

Time: 19.30



Sutton-in-Ashfield - Tuesday

St Mowdens Court

Union Street

Sutton-in-Ashfield

Nottinghamshire

NG17 5EL

Time: 19.15 - duration 1hr 30mins



Double Impact

Double Impact is a charity working throughout Nottinghamshire which supports people with a drug or alcohol addiction. Their services include:

- Individually-tailored support to promote sustained recovery.
- Opportunities for education, training, volunteering and employment.
- Practical help and advice around housing and finances.
- Accredited courses to build self-esteem and employment skills.
- Volunteering experiences.
- Advice for family members.
- Safe places for people to socialise and support each other.

To find out more about **Double Impact** and the work they do, or

to complete a self-referral form for their service go to:

<https://www.doubleimpact.org.uk/how-we-help/get-help/>

Or you can ring on 📞 **01623 272 003**

CGL New Directions

See pages 78 and 79 for information on their service.



Help with furniture and moving costs...



If you move into accommodation and need help with furniture there are a few ways you might be able to get help.

- **You may be able to apply for a short-term benefit advance** - but you will have to pay this back within 3-6 months, talk to your adviser at the DWP to find out more.
- If you are a **young person leaving Care** you are entitled to help which you can use to buy furniture and white goods. Talk to your social worker or your local council to find out more.
- If you **served in the Armed Forces** you can apply for a grant, which you can use for furniture, moving costs or a deposit. See pages 93 - 96 to find out more.
- Another option is the **Furniture Project Nottinghamshire** who provide furniture for people in need. So if you are on a low income, in receipt of benefits, are a family or individual in crisis, or in temporary accommodation and live in Nottinghamshire you can apply for furniture and/or white goods. The project seeks to particularly help those who are homeless, escaping domestic abuse, fire/flood victims or those returning into the community from institutions, prisons or hospitals. You will need a referral into the project and these can be gained from; your local **District Council**, the

Housing Options team, Citizens Advice, NACRO or probation services. Email recycle@thefurnitureproject.net, ring ☎ 01623 836 410 or check out their website at www.thefurnitureproject.net

- The **British Heart Foundation** also has a furniture and electrical store in Mansfield which sells a wide variety of good quality pre-owned furniture and home appliances; from sofas, suites, chairs, tables, beds and wardrobes to TVs, Hi-Fi systems, washing machines, fridges and dishwashers. They sell -

- Sofas from £95.
- Beds from £65.
- Wardrobes from £40.
- Tables from £25.
- Chairs from £10.



They can also deliver furniture to your home for £20.

- The **British Heart Foundation** also run a scheme where you can apply to them for second hand and refurbished white goods using their application form. Contact your local **Citizens Advice** for more information on this scheme (see page 59 for their contact details and opening hours).





Volunteering, training, getting a job...

So you're ready to move on; you just need support to kick-start this next phase of your life. Where can you go for help?

First steps...

If you have a support worker, talk to them about what's on offer and where you can go to build your skills, confidence and experience ready to take on new opportunities.

Volunteering

Have you thought about volunteering? It's a really good way of building your skills and confidence in a supportive environment and is a fantastic way of giving something back to the community. People often think about volunteering as working in a local charity shop, for example, and whilst this is a good way for you to build retail skills which you can take into the workplace, there are many other ways you can get involved.

You could become a peer mentor. This means that you help

other people who have been in a similar position to you. So if you had a problem with drugs, for example, and you are now in recovery you can support other people who are going through the same process. There are lots of different volunteering opportunities on offer and lots of different routes into volunteering.

If you are recovering from addiction have complex mental health issues, or your worried that you won't be able to find a suitable volunteering opportunity as an ex offender, then your first step should be talking to your support worker about the best way forward. There are lots of different things on offer, from peer mentoring to getting your hands dirty at **Rhubarb Farm!**



Rhubarb Farm is a horticultural-based social enterprise based in Nether Langwith on the

Derbyshire/Nottinghamshire border. They offer work placements and volunteering opportunities for a wide-range of people including:

- People who are unemployed.
- Recovering drug and alcohol misusers.
- Ex offenders.
- Young people not in education, employment or training.
- People with learning disabilities.
- People with mental and physical ill health.



- Ex service personnel.

Rhubarb Farm helps you to develop your skills, confidence and employability, whilst improving your health and well-being and helps you to address drug and alcohol issues if these are a problem for you too. Rhubarb Farm collects volunteers in their minibus every Tuesday morning from outside Mansfield Job Centre. To find out more about what **Rhubarb Farm** has to offer email to enquiries@rhubarbfarm.co.uk ring on ☎ **01623 741 210** or check them out on their website or Facebook page.

<http://www.rhubarbfarm.co.uk/index.php>

<https://www.facebook.com/pages/Rhubarb-Farm/222740847792024>

Rhubarb Farm is open Monday to Friday 8.30 am to 4.30 pm.
Rhubarb Farm Community Interest Company
Hardwick Street, Nether Langwith, NG20 9DR

Other volunteering opportunities...

For more general enquiries about volunteering talk to **Mansfield CVS** on ☎ **01623 392 444** to find out more about volunteering opportunities in Mansfield or ☎ **Ashfield Voluntary Action** on **01623 555 551** for volunteering opportunities in Ashfield.



Help on Staying Well...



There are all sorts of factors that affect your health and well being; eating a balanced diet, exercising, looking after your mental health, stopping smoking, drinking responsibly and making sure you get the support you need when you need it.

Every journey of a thousand miles begins with a single step, so you can make small changes which over time can make a big difference. Think about healthy eating - you might be worried that it's difficult if you're on a low income, but most colleges run eating well on a budget courses - a great way to learn how to make tasty, healthy meals on a budget whilst making new friends at the same time.

If you're ready to move on and want to know what support is out there, there is loads going on - something to appeal to everyone. To find out more about what is on offer, **Nottinghamshire Help Yourself** has a website with information about activities and support groups.

<https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page>

Alternatively contact **Mansfield CVS** or **Ashfield Voluntary Action** to find out what is happening locally (page 113).



This book has been put together by Ashfield Voluntary Action for Mansfield and Ashfield Clinical Commissioning Group or CCG (the part of the NHS which plans and pays for services) as part of their commitment towards supporting people who are homeless.

If any of the information is incorrect, out-of-date, or you think anything is missing, please contact:

Sarah Taylor

Ashfield Voluntary Action
The Health & Well Being Centre
Portland Street
Kirkby-in-Ashfield
Nottinghamshire
NG17 7AE

 01623 555 551

Email: s.taylor@ashfieldvoluntaryaction.org.uk