

Supporting information

- No Second Night Out information Booklet
- Local Assistance Scheme signposting sheet
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- DCC Homelessness web information
- ‘Are you sleeping rough in Derby?’ leaflet
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- ‘Padley 4000’ campaign

No Second Night Out



Helping **new** rough sleepers
in Derby and Derbyshire





This is someone's home
tonight, help us make
sure it isn't tomorrow.

Who are we?

Riverside ECHG is a leading provider of Housing with Care services.

Who are rough sleepers?

They are people who:

- Sleep on streets
- Live out of their cars
- Sleep in derelict buildings
- Live in and out of hostels

No Second Night Out service

We work across Derby and Derbyshire targeting those who are new rough sleepers.

We offer a rapid response service and we can get help to a rough sleeper within hours.

We provide a single service offer based on the individual's needs. Our offer can include emergency accommodation, reconnection to someone's local community or family, or a range of other options. The key focus is to offer an alternative to spending a second night on the streets.



When we get a referral

Our outreach team will follow up referrals at the earliest opportunity and make an initial assessment of what action is needed. Sometimes the person referred will be known to Riverside ECHG or to another homeless service and we will then ensure that the referral is linked to that service.

If the person is a new rough sleeper we will make contact and carry out an assessment of need in a safe place. We will look at what options with there are with the person and which are most suitable to their specific circumstances, but the priority is ensuring that the person can access a safe place to stay away from the streets.

Staying on the streets

We believe that entrenched rough sleeping is harmful and dangerous and is therefore not an option, even if a rough sleeper says they want to stay on the streets.

There are specific services to provide support and housing to enable each individual to live a healthy and happy life in our communities in Derby and Derbyshire.

We believe in empowering and providing person-centred support, but we do not believe in supporting people to sustain a street lifestyle that will ultimately damage them. For this reason, will we always do our best to work with the individual and alongside other services to find a suitable alternative away from the streets.

No Second Night Out – referral process

Referral to No Second Night Out can be made by phone by calling **0345 1110000** or online at **www.riverside.org.uk/hsnodd/**

The referrer will be asked for some basic details to help us to make contact with the rough sleeper. If it is an agency referral, they will be asked to share further information with us and any previous assessments will be carried out.

We aim to make contact within 48 hours from the point of referral. Please note that the outreach team does not currently work at weekends.

If the referral fits NSNO criteria, contact will be made via outreach or through provided contact details. An assessment of need is arranged locally in a safe place. This enables the team, together with the rough sleeper, to identify suitable support.

If a referral does not fit NSNO criteria or the referred person is already known to other services, then the referral gets passed on to the appropriate agency.

Emergency accommodation might be offered as a place of safety. Further assessments will take place to support the rough sleeper and identify their individual exit route from the streets.

Referrals to suitable move-on accommodation are made and support services are identified. Ongoing support is handed over to our staff on site, floating support staff or other support agencies. In each local authority, we follow a local pathway for new rough sleepers and work in partnerships with existing services.

Reconnection support is provided by the NSNO team or other suitable agencies and involves planning the journey as well as ensuring there is accommodation and support available at the destination. The NSNO team recognises that reconnection is not always suitable, but believes the option should be there.

Other solutions are identified due to the individual's specific needs or circumstances, e.g. hospital, family or friends, police custody or alternative accommodation.

A national context

In the government strategy, Vision for ending rough sleeping: No Second Night Out nationwide, every local authority is encouraged to adopt the No Second Night Out standard.

Riverside ECHG supports this vision and is proactively working towards the goal of ending rough sleeping.

Working in partnership across Derby and Derbyshire

Riverside ECHG delivers the No Second Night Out service in partnership with Derby City Council and the other local authorities of Derbyshire, in partnership with local services. This means that some elements of the service will be delivered by another provider and this varies depending on what the agreed NSNO pathway is for that local authority.

Volunteer Mentors – an additional tool

Volunteer Mentors are an important part of the No Second Night Out service as they provide additional, positive support to our clients. Volunteers come from many backgrounds and may be students, local parents and people who have been homeless themselves.

Their role is to support clients when they are first placed in emergency accommodation, and this can continue for up to six months after they move on.

Volunteer Mentors are all trained by Riverside ECHG and provide advice and guidance to clients on a range of issues, helping them develop life skills, employment skills and self-confidence. Regular meetings can also be supplemented by accompanying clients to appointments, shopping and budgeting trips, and helping them in their job search.

A Volunteer Mentor's main focus is to be a guide to move each client towards a positive destination, whatever that may be for each person.



If you have a SmartPhone you can download the QR Scanner app and scan this symbol which will take you directly to our NSNO rough sleeper reporting form.

Contact us



0345 111 0000



www.riverside.org.uk/nsnodd/
Email: nsnodd@riverside.org.uk

Volunteer enquiries:
volunteering@riverside.org.uk



You can write to us at:
Riverside ECHG,
PO Box 61, Speke,
Liverpool L24 8WU

The Riverside Group Limited

Registered office:
2 Estuary Boulevard,
Estuary Commerce Park,
Liverpool L24 8RF

A charitable Industrial
and Provident Society

May 2013

Details correct at time of printing



Derby City Council

Other help available for customers applying to the Local Assistance Scheme

Help Available	Who can get help?	Where from?
Food from a food bank	Anyone in need	<p>Padley Day Centre – Systems House, Becket Street, Derby 01332 331280</p> <p>Derby City Mission – Osmaston Road Baptist Church, Charnwood Street, Derby 01332 460347</p> <p>New Life Christian centre – Normanton Road, Derby 01332 349056</p> <p>Long Eaton and Sawley food bank – St Johns Church, Canal Street, Long Eaton 0795 0547671</p> <p>St Peters Church – 40 St Peters Street, Derby</p> <p>The Hope Centre – Derby City Church, Curzon Street, Derby 01332 341189</p> <p>Storehouse – St Alkmunds Church, 40 Kedleston Road, Derby 01332 223800</p> <p>Peoples Kitchen – Community rooms, Abbey Street, Derby 07956 2727306</p> <p>Prophets Pot – All nations for Christ, Normanton Road 01332 768043</p>
Food from a food bank	Asylum Seekers or refugees	<p>Derby Refuge Advice centre – 35 to 36 Queen Street, City Centre 01332 347497</p> <p>British Red Cross – 7 Liversage Street, Derby 01332 525423</p>
Clothing	Anyone in need	<p>Spondon relief in need – PO box 5073 01332 299792</p> <p>Derby Cathedral Chapter – 18 to 19 Irongate, Derby 01332 341201</p> <p>Child First – 13 Leopold Street, Derby 01332 341516</p>
Clothing	Asylum Seekers or refugees	British Red Cross – 7 Liversage Street, Derby 01332 525423
Clothing	Ex-service people only	Royal British legion – Saxon House, Friary Street, Derby 01332 299729
Furniture	Anyone in need	YMCA – unit 1 Forman Street, Derby 01332 354128
Furniture	Asylum Seekers or refugees	British Red Cross – 7 Liversage Street, Derby 01332 525423
Furniture	Ex-service people only	Royal British legion – Saxon House, Friary Street, Derby 01332 299729
Money Advice and help with Money	Anyone	<p>Midland Community Finance – 227 Normanton Road, Derby 0845 388 3998</p> <p>Money Advice Service - 0300 500 5000</p> <p>Derby Advice – 01332 643395</p>
Refuge from violence	Women in fear of violence	<p>Family Justice Centre – 2nd Floor St Peters House, Gower Street, Derby 01332 256897</p> <p>Derby Women's centre – 4 Leopold Street, Derby 01332 341633</p> <p>Derby Relate – 62 Friar Gate, Derby 01332 349177</p> <p>Housing Options – The Council House, Derby 01332 643759</p> <p>Derbyshire Police – Assembly Rooms, Market Place, Derby. Phone 101 for help</p>

Help Available	Who can get help?	Where from?
Funeral costs	People receiving certain Benefits	Department for Work and Pensions – 1 to 5 The Wardwick, Derby 0845 6043719
Maternity Grant	Pregnant women receiving certain benefits	Department for Work and Pensions – 1 to 5 The Wardwick, Derby 0845 6043719
Budgeting Loan	People receiving certain benefits	Department for Work and Pensions – 1 to 5 The Wardwick, Derby 0845 6043719
Mental Health Advice	Anyone	MIND – 0300 123 3393 Mental Health Action Group – Derbyshire MIND, Kelvin House, RTC Business Park, London Road, Derby 01332 345 966
Immigration Advice	Asylum Seekers or Refugees	British Red Cross – 7 Liversage Street, Derby Derby Refuge Advice centre – 35 to 36 Queen Street, City Centre Persian Cultural Association – CJH Solicitors, 119 Osmaston Road, Derby. 01332 298605 New Communities Fusion – 182 Peartree Road, Derby. 01332 244582
Leaving Care Payments	Young People leaving care	Leaving Care Team – Curzon House, 8 Curzon Street, Derby 01332 643907 ASPIRE leaving care advice – Connexions, 8 Curzon Street, Derby. 01332 643907
Advice and support for getting a job	Anyone	Working Links – 3 rd Floor St Peters House, Gower Street, Derby. 01332 340401 Department for Work and Pensions – 1 to 5 The Wardwick, Derby. 0845 6043719
Low cost Loans	Anyone can apply – each company will have its own policies	Erewash Credit Union – 12 South Street, Ilkeston 0115 932 9493 Midland Community Finance – 227 Normanton Road, Derby 0845 388 3998
Advice and support when leaving Prison	Previous Prisoners	Unlock – National Association of Ex-Offenders - 01634 247350 Derbyshire Probation Trust – 2 Sidals Road, derby 01332 340047
Advice if you're struggling with fuel bills – gas and electricity	Anyone	National Energy Action – 0191 2615677 If you're struggling to pay your fuel bills, you should always contact your provider. They can help you set up a payment arrangement or have a meter fitted. They will only disconnect your supply if you don't contact them.
Problems with your water bill	Anyone	Severn Trent Water – 08457 500 500 Severn Trent will help you by setting up a payment arrangement or fitting a water meter. If you are having problems paying your water bill, please contact Severn Trent as soon as you can.
Personal Budgets for care	Anyone who needs help with care	Adult Social Care – 01332 717777
Support for Carers payments for carers respite	Anyone who is a carer	Derbyshire Carers Association – 17 Babington Lane, Derby 01332 200002
Emergency accommodation if you are homeless	Anyone who is homeless or threatened with Homeless	Housing Options – for customers who are single or in a couple with no dependants – Milestone House, 93 Green Lane, Derby 01332 642150 For customers with children – The Council House, Corporation Street, Derby 01332 256483

Welcome to Derby Homefinder

Derby Homefinder

Derby Homefinder is Derby City Council's way of allocating social housing, managing 'home swaps' for tenants of social landlords and to give you housing advice to help you find a new property as quickly as possible. Our partners are:

- Derby Homes
- Some [housing associations](#) in Derby

Using Derby Homefinder

You can use this website to:

- Complete the [self assessment](#) form for housing advice and find out if you are suitable to apply to the housing register or advertise your property for a 'home swap'
- Apply online to bid for [Open to All](#) properties
- [Search](#) for available homes
- [Bid](#) for a property, or withdraw bids you have already placed
- [View results](#) of previous advertised properties
- Derby Homefinder landlord tenants can [Apply on-line](#) to join Derby Home Swap
- Update your Derby Home Swap property advert
- Find out about other [housing options](#)
- Click [How to Contact Us](#) for contact details and opening hours.

If you are homeless or threatened with homelessness

If you are homeless or threatened with homelessness, please contact us urgently.

If you have children, dependants or if you are aged under 18

Please go to The Council House, Corporation Street, Derby

or call **01332 256483**

If you are a single adult or a couple, you are over 18 and have no children or dependants

Please go to the Single Point of Entry Team, Milestone House, 93 Green Lane, Derby

We will be able to help you with housing advice for homeless people as well access to hostel accommodation in Derby.

Contact Number 01332 642150

For our Milestone House, Opening Hours please visit our [contact us](#) page

Homeless Tonight

If you are homeless tonight between 9am and 5pm and the office is closed please ring the following numbers

Single people/couples	01332 642150
People with children/expecting children	01332 256483

Emergency out of hours 01332 786968

After 5pm weekdays and all weekend

Some information on this site is in PDF format (Portable Document Format) To view these documents you will need Adobe Acrobat Reader.



[Download Adobe Acrobat Reader](#)

Housing - information and advice

Contents

- [What housing options are there in Derby?](#)
- [Renting from private landlords](#)
- [Buying a property](#)
- [Mutual exchanges](#)
- [Social housing](#)
- [Registering with other councils](#)
- [What can I do if I am homeless or threatened with homelessness?](#)
- [If you are threatened with homelessness](#)
- [If you are homeless, aged 18 or over \(single or in a couple\), without children](#)
- [If you are homeless, with children or expecting a child](#)
- [Contact details](#)

What housing options are there in Derby?

Renting from private landlords

Find general information on [renting from private landlords](#).

If you are on a low income and looking for private properties to rent, you may be able to get help through:

- the [Bond Assurance Scheme](#) or
- the [Rent In Advance Scheme](#).

[Contact us](#) to talk to us about these schemes.

Buying a property

'HomeBuy' is a scheme funded by central government that's designed to help people buy their own home. Get more information from [EMHomeBuy website](#), the local provider.

Secure tenants of Council properties and housing association tenants can find general information about [Right to Buy](#) and [Right to Acquire](#) schemes that they may be able to apply for.

Mutual exchanges

'Derby Home Swap' is a local mutual exchange scheme that allows Council and housing association tenants to swap properties. Find more information about [Derby Home Swap](#).

'HomeSwapper' is a national scheme that lets other council and housing association tenants know you would like to exchange your home. Visit the [HomeSwapper website](#) for more information.

Social housing

We can advise you if applying to get on the Housing Register for 'council housing' (also called 'social housing') is the right option for you.

Find information on how [Council housing](#) is allocated in Derby.

Registering with other councils

You can apply to get on the Housing Register of any council in the country, but each will its own policy on allocating housing. Find out more from the council in the area you wish to move to. Visit the [Directgov website](#) to find contact details for all councils.

What can I do if I am homeless or threatened with homelessness?

If you are threatened with homelessness

Call us straight away on 01332 256483. Our priority is to try and prevent you from becoming homeless. We will work with you and any relevant agencies to stop you from losing your home so that you can stay where you are.

If you are homeless, aged 18 or over (single or in a couple), without children

Call Milestone House on 01332 642150 (24 hours, 7 days a week) - services available include housing advice and help for homeless people, as well as access to hostel accommodation in Derby.

Milestone House is at 93 Green Lane, Derby DE1 1RX. The reception is open Monday to Friday, 12.30pm to 4.30pm, email: spe@derby.gov.uk.

If you are homeless, with children or expecting a child

Call us on 01332 256483 or

Call the out-of-hours number 01332 786968:

- when the [Housing Options Centre](#) is closed during the week

- it is after 5pm on weekdays
- all day Saturday or Sunday
- Get advice if you are aged 16 to 18 years and homeless tonight or threatened with homelessness on our [Housing advice - young people](#) page.

Opening times

Housing Options Centre

Day	Times
Monday	12.30pm to 4.30pm
Tuesday	12.30pm to 4.30pm
Wednesday	12.30pm to 4.30pm
Thursday	12.30pm to 4.30pm
Friday	12.30pm to 4.30pm
Saturday	closed
Sunday	closed

Useful forms

[Housing information and advice](#)

Downloads

[Food banks in Derby](#) (pdf, 19kb)

Contact details

Address details

Map

Email:	derby.homefinder@derby.gov.uk
Post address:	Housing Options Centre Bio House Derwent Street Derby DE1 2ED
Phone:	01332 256483
Minicom:	01332 256666

Are YOU sleeping rough in Derby?

Services for YOU...

FOOD

Osmaston Road Baptist Church

Free food and hot drinks
Every night 10 to 11 pm

Padley Day Centre, Becket Street

01332 331280

Every day for cheap meals, showers, laundry, support,
Monday, Tuesday, Thursday and Friday 8 am to 3 pm

Wednesdays 8 am to 2 pm

Saturday 10.30 am to 2 pm

Sunday 1 to 4 pm

Wounds Clinic: Wednesdays 9.30 am to 1 pm

Drop-in Clinic Mental Health Nurse:

Monday to Friday 10 to 11 am

Alcohol Advice and Support: Thursdays 9.30 to 11.30 am

Housing Advice: Tuesdays 10 am to 11.30 am

Jake's New Life Christian Centre

Normanton Road. 01332 298265

Free hot meal. Mondays 6.30 to 8.30 pm. Fridays 6 to 8 pm

Storehouse, St. Alkmund's Church

Kedleston Road. 01332 291236

Free snacks, drinks, support. Fridays 10 am to 12 noon

Storehouse, St. Augustine's Church

Upperdale Road

Free hot meal, food bags, clothing exchange and advice

Thursdays 6 to 8 pm

HEALTH SERVICES

GP Service. 0844 477 8585

Dr. Joshi, Charnwood Surgery, Burton Road

Open Access Centre, Lister House Surgery

St. Thomas Road

GP, nurse, tests and advice. Every day 8 am to 8 pm

Walk-In Centre, London Road, Community Hospital

Entrance C, off Osmaston Road. 01332 224700

For minor illnesses and injuries. Every day 8 am to 7.30 pm

HEALTH SERVICES continued

Women's Work, 8a Charnwood Street

01332 242525

Drop in sessions for advice

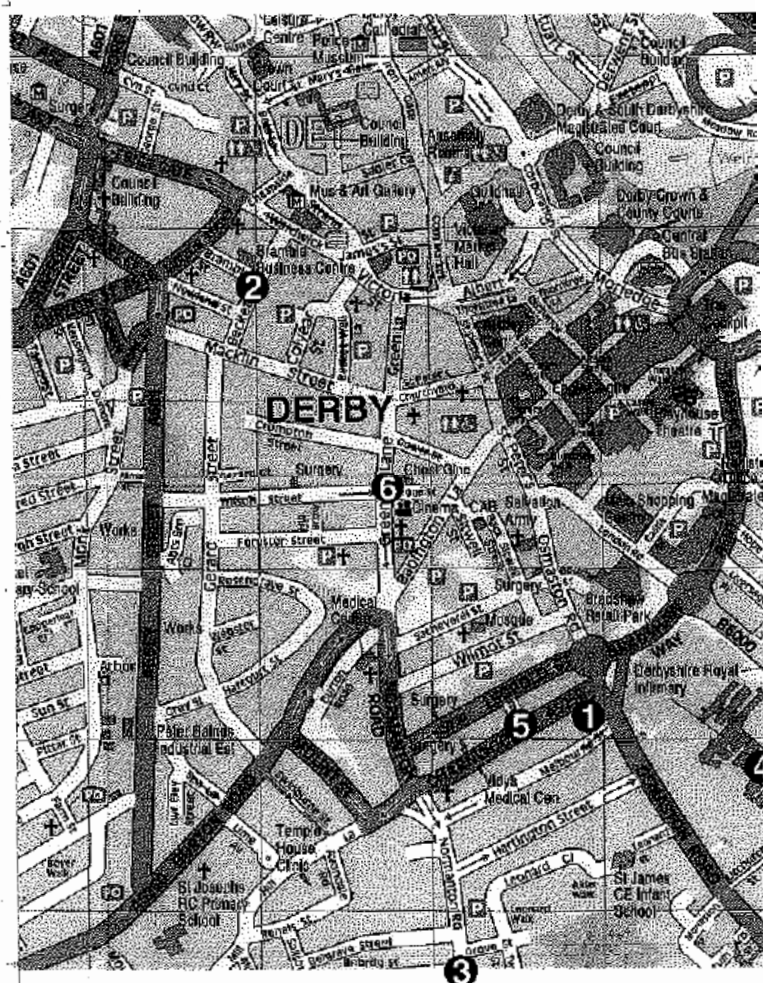
Mondays 12 noon to 3 pm and Thursdays 4 to 6 pm

EMAC, Rosehill Business Centre, Normanton Road

01332 604130 or 07777 626276

Support and advice for people from Central and Eastern Europe plus interpreter service.

Monday to Friday 10 am to 4 pm. Sundays 11 am to 1 pm



HOUSING

Single Point of Entry (SPE) Milestone House

93 Green Lane. 01332 642150

Access to local hostels and other accommodation

Weekdays 1 to 4 pm

Emergency Derby Care Line. 01332 711250

Every day, outside of office hours

Shelterline 0808 800 4444

Housing advice: Monday to Friday 8 am to 8 pm

Saturday and Sunday 8 am to 5 pm

Social care - out of hours support

Where can I get social care support in an emergency out of office hours?

Derby City Care Line is the out-of-hours emergency social work service for people living in or visiting Derby.

It operates:

- Monday to Friday from 5.00pm to 9.00am
- on weekends and Bank Holidays - 24 hours a day.

Contact Care Line by:

- telephone: 01332 786968
- Minicom: 01332 785642
- text: 0789 0034081 (for Deaf people only)
- fax: 01332 786965

What support can Care Line give?

It may be able to give help to:

- children and families
- older people
- people with mental health problems
- disabled people
- homeless people
- people who are at risk of domestic violence
- other vulnerable people.

Calls to Care Line are dealt with, where required, by a qualified social worker. If the line is busy, you can leave a message and the worker will ring you back as soon as possible.

Most of Care Line's work is done by telephone, but sometimes workers may need to visit you.

When the social worker is out of the office, calls are diverted to a message- taking service. There may be a delay, but your message will be dealt with as soon as possible.

Care Line's role is to make people safe until the next working day. Daytime workers may need to become involved to follow up on a problem that has been dealt with by Care Line at night or over a weekend. Information will be passed to them to let them know what has happened.

Where can I get social care support during office hours?

Contact us during office hours (9am to 5pm, Monday to Friday, not on public holidays) for social care support:

- for adults - telephone 01332 717777
- for children and young people under the age of 18 - telephone 01332 641172.

Contact details

Address details

Map

Post address:	Derby City Care Line PO Box 5998 Derby
Phone:	01332 786968
Minicom:	01332 785642
Text (for deaf people only):	0789 0034081
Fax:	01332 786965



Supported Housing

at YMCA Derbyshire's Campus
for Learning and Development

Protect

Trust

Hope

Persevere

Introduction

YMCA Derbyshire's Campus for Learning and Development provides 88 accommodation units for single homeless people aged 16 to 64 with support needs. We are NOT a direct access hostel.

We take referrals from:

- SPE Single Point of Entry,
Milestone House, Green Lane
Tel. 01332 642150
- Other hostels in the city
- Other YMCAs
- Social Services (Children, Young People and Adult Services)

We endeavour to support our residents to address any issues. We do this in a multi-disciplinary approach, working with our partners in:

- Social services
- Probation
- Connexions
- Youth offending
- Benefits Agency
- Training providers

...and many other statutory and voluntary agencies.



Our accommodation

Our accommodation comprises of:-

1. The main Campus building

This unit has:

- a. 12 single bed, en suite rooms with catering provided
- b. 17 en suite rooms with shared kitchen/lounge/diner
- c. 11 self-contained flats
- d. 5 Crashpad beds

All residents are expected to be working towards the skills needed to live more independently. This means:

- Gaining lifeskills
- Gaining budgeting skills
- Engaging in training and/or education. (A Connexions worker is available on site by appointment)

To meet the criteria for accommodation types 'b' and 'c', you must have:

- Have your benefits in place
- Have developed skills for budgeting your money
- Be addressing any rent arrears you have
- Be able to cook for yourself
- Have the life skills to care for yourself

2. Hilton Court

This unit has:

- a. Seven bed and sitting room flatlets. To meet the criteria for this accommodation you must have:
 - Your benefits in place
 - Skills for budgeting your money
 - Be addressing any rent arrears you have
 - Be able to cook for yourself
 - Have the lifeskills to care for yourself
 - Be prepared to engage in training, education and/or be seeking employment

b. 16 bed and sitting rooms with catering provided

Residents are expected to be working toward the skills needed to live more independently, this means:

- Gaining Lifeskills
- Gaining budgeting skills
- Engaging in training and/or education. (Connexions worker is available on site)

All have shared bathroom and toilet facilities.

3. Douglass Court

This unit has 15 bed and sitting room flatlets for service users who are in employment and meet the following criteria:

- Have skills for budgeting your money
- Be addressing any rent arrears you have
- Be able to cook for yourself
- Have the life skills to care for yourself

All have shared bathroom and toilet facilities.

4. Devonshire House

This unit has 5 bedrooms with catering provided and shared facilities. Residents will need to meet the same criteria as for the rooms with catering in the main Campus building.

Regulations

Our site is alcohol and drug free. If you breach these conditions your accommodation will be at risk and the Police may be informed.

If you join us at YMCA Derbyshire you will be allocated a support worker who will work with you to address any issues you may have. Throughout your stay we will encourage you to gain the skills you need to become an independent member of the community.



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**HELP US GIVE A HAPPY HOME TO
THOUSANDS OF STRAY AND
ABANDONED DOGS
We never destroy a healthy dog**

[Home](#) | [Dog A-Z](#) | [H](#) | Hope Project

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

HOPE PROJECT

Dogs Trust Hope Project has been helping dogs whose owners are homeless or in housing crisis since 1994. The project was set up to offer advice to homeless dog owners and free veterinary care to their dogs.

How the Hope Project helps:

[Veterinary entitlement card scheme](#) giving free and subsidised veterinary treatment to dogs whose owners are homeless or in housing crisis

Animal welfare advice for dog owners who are homeless or in housing crisis in our [Happy & Healthy](#) booklet

Advice and assistance for hostels, shelters and day centres on accepting clients with dogs. See our [dog-friendly hostels and housing projects section](#) for more information about this

Information on homelessness projects that accept clients with dogs in our [directory of dog-friendly homelessness services](#)

Christmas parcel service providing food and treats for dogs whose owners are homeless over the festive season

Working with [Crisis](#), the national homelessness charity, every winter to provide a dog-friendly Christmas shelter in London

Download additional free Hope Project publications:

[Hope Project Information Leaflet](#)

[Welcoming Dogs](#)

[Hope Project News Spring 2008](#)

[Hope Project News Autumn 2008](#)

[Hope Project News Autumn 2009](#)

[Spring newsletter 2012](#)

For more information about the project, please [contact us](#).

Related Information

[Dog-friendly hostels and housing projects](#)

[Homeless](#)

[Housing Crisis](#)

[Veterinary Entitlement Card](#)

[Pets and housing](#)

[Lets With Pets](#)

PLACE'S OFFERING FREE* FOOD IN DERBY

Monday

Jakes Kitchen – 6:30pm – 8:30pm

New Life Christian Centre, Normanton Road

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Peoples Kitchen – First Monday of every month – 7pm-9pm

Fresh food served – *donation of £2 per plate may be required – Boyer Street Community Rooms, Boyer Street

Tuesday

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Wednesday

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Thursday

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Community Church – 6pm – 8pm

Food and clothes – Osmaston Road Baptist Church, Charnwood Street

Friday

Jakes Kitchen – 6:30pm – 8:30pm

New Life Christian Centre, Normanton Road

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Prophets Pot – Third Friday of each month – 8pm

Clothing and Take Away- All nations For Christ Church, Walbrook Road, Normanton.

Storehouse – 10am – 12 Noon

St Alkmund's Church, Kedleston Road, Derby, DE11 1GU

Saturday

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Prophets Pot – First Saturday of each month – 6pm – Second Saturday of each month – 9am

Free evening meals and free breakfast – All nations For Christ Church, Walbrook Road, Normanton.

Sunday

Derby Soup Run – 9:30pm – 11:30pm

Soup, Hot drinks, bread and blankets – Osmaston Road Baptist Church, Charnwood Street

Sunday Lunch – Second Sunday of the month – 4pm

St Peters Church, St Peters Street.

Food Parcels available – Please ask staff for information

FOOD BANKS IN DERBY

Information taken from <http://www.advisederbyshire.org/foodbanks.asp>

British Red Cross

- Address - 7 Liversage Street, Derby, Derbyshire DE1 2LD
- Which organisation runs the bank/scheme - British Red Cross
- Lead person and contact details - Guy Freeman 01332 525423 gfreeman@redcross.org.uk
- What area, e.g. ward, district, does the bank/scheme cover? - Derby City (mainly, but one delivery per week also goes to Nottingham)
- When does it operate? - Six days a week, in the mornings
- What does the bank/scheme offer? - We distribute food that is close to its best-before and use-by dates. The project started in October 2010 and we distribute about £5000 worth of food each week
- Who supplies the food for the scheme? - Costco Derby
- Who is eligible for support? - Mainly refugees and asylum seekers, but also other vulnerable groups
- What, if any, are the referral processes? - Contact Guy Freeman in the first instance

Derby City Mission

- Address - 25 Charnwood Street, Derby, Derbyshire DE1 2GU
- Which organisation runs the bank/scheme? - Derby City Mission
- Lead person and contact details - John Gatt via Derby City Mission
- What area, e.g. ward, district, does the bank/scheme cover? - Derby
- When does it operate? - 09.00 – 17.00 hours Monday-Friday
- What does the bank/scheme offer? - Food parcels to cover approx. 2-3 days depending on size of family
- Who supplies the food for the scheme? - Mostly from Schools/church's from Harvest festival celebrations
- Who is eligible for support? - Anyone referred from known agencies who have checked the credentials of the applicant
- What, if any, are the referral processes? - Referrals from known public bodies only

Derby Soup Run - Osmaston Road Baptist Church

- Address - Charnwood Street, Derby Derbyshire DE1 2GU
- Which organisation runs the bank/scheme? - Christ the King Catholic Church
- Lead person and contact details - (01332) 340161 (Parish Office)
- What area, e.g. ward, district, does the bank/scheme cover? - Derby City
- When does it operate? - 365 days of the year from 10pm to 11pm
- What does the bank/scheme offer? - Derby Soup Run provides soup, hot drinks, bread and blankets.
- Who is eligible for support? - Homeless people of Derby

Gallery – Place of Welcome

- Address - 35/36 Queen Street, Derby, Derbyshire DE1 3DS
- Which organisation runs the bank/scheme? - Derby Refugee Advice Centre
- Lead person and contact details - Joan Stannard 01332 347497 joanmstannard@hotmail.co.uk
- What area, e.g. ward, district, does the bank/scheme cover?
- When does it operate? - Tues and Thurs 10am – 4pm
- What does the bank/scheme offer? - Essential food items and toiletries
- Who supplies the food for the scheme? - Charitable donations and food close to sell by date from Costco
- Who is eligible for support? - Asylum Seekers who are not in receipt of benefits (not economic migrants)
- What, if any, are the referral processes? - No referral process, we check details with the individual using ARC card from UKBA

Jake's - New Life Christian Centre

- Address - Normanton Road, Derby, Derbyshire
- Which organisation runs the bank/scheme?
- Lead person and contact details
- What area, e.g. ward, district, does the bank/scheme cover?
- When does it operate? - Monday 18:30 – 20:30, Friday 18:30 – 20:30
- What does the bank/scheme offer?
- Who is eligible for support?

Storehouse - St Alkmund's Church

- Address - Kedleston Road, Derby, Derbyshire DE22 1GU
- Which organisation runs the bank/scheme?
- Lead person and contact details
- What area, e.g. ward, district, does the bank/scheme cover?
- When does it operate? - Friday 10:00 – 12:00
- What does the bank/scheme offer?
- Who is eligible for support?

Sunday Lunch - St Peter's Church

- Address - St. Peter's Churchyard, Derby, Derbyshire DE1 1NN
- Which organisation runs the bank/scheme?
- Lead person and contact details
- What area, e.g. ward, district, does the bank/scheme cover?
- When does it operate? - 2nd Sunday of the month, 4pm
- What does the bank/scheme offer?
- Who is eligible for support?

Systems House Padley Day Centre

- Address - 3 Becket Street, Derby, Derbyshire DE1 1HT
- Which organisation runs the bank/scheme? - Padley Group
- Lead person and contact details - Helen Repton Tel 01332 331280 / email helenrepton@padleygroup.com
- What area, e.g. ward, district, does the bank/scheme cover? - Derby and surrounding areas
- When does it operate? - Monday to Friday 8.00am to 3.00pm, Wednesday 8.00am to 2.00pm, Saturday 10.30am to 2.00pm, Sunday 12.30pm to 4.00pm
- What does the bank/scheme offer? - Emergency Food parcels
- Who supplies the food for the scheme? - Padley Group via donations received
- Who is eligible for support? - Anyone aged 18+ who is suffering extreme hardships
- What, if any, are the referral processes? - Agencies fill in Padley referral form – explanation of hardship is required

The Hope Centre

- Address - Curzon Street, Derby, Derbyshire DE1 1LH
- Which organisation runs the bank/scheme? - City Church Derby
- Lead person and contact details - (01332) 341189 office@derbycitychurch.co.uk
- What area, e.g. ward, district, does the bank/scheme cover? - Derby City
- When does it operate? - Tuesdays and Fridays each week
- What does the bank/scheme offer? - A three day food parcel
- Who supplies the food for the scheme? - City Church Derby via donations
- Who is eligible for support? - Those who face financial difficulties because of debt, unemployment, sickness and domestic violence etc
- What, if any, are the referral processes? - A three day food parcel to those who are in need via vouchers which are distributed by various agencies within Derby

FOOD BANKS AND DISTRIBUTION IN-AND-AROUND DERBY
Version 14/6/13

ORGANISATION	SCOPE	CONTACT	EMAIL / WEBSITE
All Christians Together Food Bank Avaston Derby	We provide food parcels on a professional referral basis through our partners Surestart and Avaston's Community Support Worker. Food is provided through the congregations, friends and family from the churches in Avaston and surrounding areas	Mike Lowe 07950 036019	minister@boultonlane.org.uk
Canaan Trust Jordan House, 14 Main Street, Long Eaton NG10 1GR	Open 24/7 and happy to provide small food parcels to anyone who seeks assistance 8am until 8pm, 7 days a week.	Kevin Curtis 0115 9464903	kevin@canaan-trust.co.uk
Community Church Derby The Riverside Centre, Riverside Court, Pride Park, Derby DE24 8HY	Food, clothes and advice provided at Osmaston Road Baptist Church on Charnwood Street in Derby on Thursdays from 6pm to 8pm for anyone over the age of 16 who needs help	Phil Morton 01332 332044	phil@theriversidecentre.co.uk
Derby City Mission 25 Charnwood Street, Derby DE1 2GU	Parcels are only distributed through our Jubilee clinics. Details of times and locations are on our website www.derbycitymission.org.uk/jubilee.html . Except for exceptional circumstances the client must present themselves to the clinic where they will be assessed for a parcel. Attendance at a clinic does not guarantee a parcel		www.derbycitymission.org.uk/jubilee.html
Derby Refugee Advice Centre Bosnia and Herzegovina Centre, 87 Curzon Street, Derby DE1 3DS	Open Tuesdays and Thursdays, 10am to 4pm. Provide essential food items and toiletries from charitable donations and food close to sell-by date distributed by the Red Cross from Costco. Distribute to asylum seekers who are not in receipt of benefits (not economic migrants)	Joan Stannard 01332 347497	draz2@hotmail.co.uk
Derby Soup Run Osmaston Road Baptist Church, Charnwood Street, Derby DE1 2GU	Provide soup, hot drinks, bread and blankets to homeless people of Derby, 365 days of the year from 9.30pm to 11.30pm	Jackie and John Newbury 01332 516955	jackie.newbury@talktalk.net
Dove Project Osmaston Road Baptist Church, Charnwood Street, Derby DE1 2GU	Open Fridays 11am to 1pm, serving meals / food, distributing clothing, sleeping bags and bedding and providing advice through Citizens Advice Bureau (whose services are bought in). Immediate future plans include the provision of food parcels, as well as toilet and hygiene parcels	Ray Pickett 07706 401756 or Dave Roberts 07980 727581	ray.pickett@hotmail.co.uk david.roberts50@ntlworld.com
Hope Centre City Church Derby, Curzon Street, Derby DE1 1LH	A three-day food parcel for those who face financial difficulties because of debt, unemployment, sickness and domestic violence etc. Open on Tuesdays 1pm-3pm and Fridays 10am-1pm	Sarah John 01332 341189	office@derbycitychurch.co.uk
Jackie's Kitchen New Life Christian Centre, Normanton Road, Derby DE23 6UU	Open Mondays 6.30pm to 9pm, and Fridays 6pm to 8pm	Sonia Robinson 01332 349056	office@newliferby.org.uk
Long Eaton and Sawley Foodbank c/o St John's Church, Canal Street, Long Eaton NG10 4GA	Emergency food parcels for people and families in crisis, supplying 3 days of balanced meals, under a voucher scheme. Distributed at Christ Church, College Street, Long Eaton on Tuesdays 10-12 and Fridays 10-12	Philip Walter or Norman Thomas 07950 547671	info@longeatonandsawley.foodbank.org.uk
NC Fusion 182 Peartree Road, Derby DE23 8NQ	Food distributed to East European families including Roma (but not exclusively) on Wednesdays at 12 noon. Needs assessment is carried out prior to distribution. 6 months of support before cut-off point	Shameem Malooq 01332 344582	info@ncfusion.co.uk
Padley Centre 3 Beckel Street, Derby DE1 1HT	Emergency Food parcels for anyone aged 18+ who is suffering extreme hardships. Monday to Friday 8am to 3pm, Wednesday 8am to 2pm, Saturday 10.30am to 2pm, Sunday 12.20pm to 4pm. Agencies fill in Padley referral form (explanation of hardship is required)	Helen Repton 01332 331280	helenrepton@padleygroup.com
People's Kitchen Boyer Street Community Rooms, Off Abbey Street, Derby DE23 3UE	Wholesome fresh food served the last Monday of the month, from 7pm to 9pm. Suggested donation £2 per plate.	Lisa Bonnet 07562 727306	derby@peopleskitchen@gmail.com
Persian Cultural Association 119 Osmaston Road, Derby DE1 2GD	Food is distributed on Tuesdays that benefit refugees and asylum seekers, unemployed, homeless and disadvantaged groups including people on low income who find it difficult to afford their living costs	Salomeh Ghavami 01332 298605	pca.derby02@yahoo.co.uk
Prophets Pot All Nations for Christ Church, Walbrook Road, Normanton, Derby DE23 8RY	Free evening meal at 6pm every first Saturday of each month. Free breakfast at 9am every second Saturday of the month. Free take-away every third Friday of the month. Includes clothing give-away when available	Frances Cooper 01332 768043	admin@antic.org.uk
Refugee Services at the British Red Cross 7 Liversage Street, Derby DE1 2 LD	We provide support to refugees and asylum seekers. We distribute food that is close to its use-by and best-before dates. Food is kindly provided by Costco and Fareshare and is distributed to partner organisations (such as NC Fusion, PCA, DRAQ), who then distribute the food to their beneficiaries	Guy Freeman 01332 525423	gfreeman@redcross.org.uk
Storehouse St Alkmund's Church, Kedleston Road, Derby DE22 1GU	Friday 10am to 12 noon	John Prestwich 01332 223800	office@stalkmunds.org.uk
Sunday Lunch St Peter's Church, St Peter's Street, Derby DE1 1NN	Open second Sunday of the month at 4pm	Lesley Kilsom 01332 360790	office@stpetersderby.org.uk

Please email any changes to this table to RefugeeServicesDerby@RedCross.org.uk

Refugee services from the Red Cross

Overall purpose

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We provide this assistance through a number of different services, one of which is Refugee Services – this service provides support to refugees, asylum seekers and vulnerable migrants across the region.

The service is delivered by a dedicated team of volunteers, who work closely with other community organisations in the area. The help that we offer includes:

- > destitution and orientation support
- > food / clothing / furniture referrals
- > travel costs (where travel is related to an asylum claim)
- > form filling (eg benefits applications, health care forms, etc)
- > sign-posting to other support organisations
- > mentoring and befriending
- > education support
- > supporting community groups
- > food collection and distribution
- > family reunion
- > international tracing and messaging
- > awareness raising

Location

The service is organised and delivered at the Red Cross building in the city centre at:

British Red Cross, 7 Liversage Street, Derby DE1 2LD

However we are always willing to offer our services at other locations that may be more convenient for our service users.

Find out more

For further information on the services that are available, or for volunteering opportunities, please phone 01332 525423 or email:

RefugeeServicesDerby@redcross.org.uk

Further information is also available at:

www.redcross.org.uk/what-we-do/refugee-services



FareShare - About Us

FareShare is a national UK charity supporting communities to relieve food poverty. FareShare is at the centre of two of the most urgent issues that face the UK: food poverty and food waste.

The charity addresses these issues in three ways:

- 1** **Providing quality food** - surplus 'fit for purpose' product from the food and drink industry – to organisations working with disadvantaged people in the community
- 2** **Providing training and education** around the essential life skills of safe food preparation and nutrition, and warehouse employability training through FareShare's **Skills Training** programme
- 3** Promoting the message that **'No Good Food Should Be Wasted'**

FareShare has been operating since 2004 as an independent charity and today has 17 locations around the UK. Established in 1994 as a project within the homelessness charity Crisis, FareShare aims to help vulnerable groups, whether they are homeless, elderly, children, or other groups in food poverty within our communities.

FareShare Helps Improve Lives:

In 2012/13, the food redistributed by FareShare contributed towards more than 10 million meals

The FareShare Community Food Network has over 900 Community Members across the UK receiving food, training and advice

Every day an average of 43,700 people benefit from the service FareShare provides

As well as redistributing food, FareShare provides a programme of education and vocational training opportunities.

FareShare Helps The Environment:

The redistribution of food by FareShare minimises surplus food going to landfill. This redistribution of food helped businesses reduce CO2 emissions by 1,850 tonnes in 2012/13

FareShare Leicester

Partner Organisation:

[Diocese of Leicester](#)

Unit 4, The Oaks Industrial Estate
Coventry Road, Narborough
Leicestershire LE19 2GF

Tel: 0116 286 7735 / 07863 763 647 (Simone) / 07956 321048 (Robert)

Contact: Simone Connolly or Robert Rushton

Email: fsleicester@fareshare.org.uk

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



Chilled transport & distribution

Chilled warehousing

- Stockholding
- Repacking
- Relabelling & picking
- Promotions
- Ethical disposal
- Reverse logistics

NFX Full load solutions

Primary retail logistics

Secondary retail logistics

IT integration

Ethical disposal

Disposal of product whether for consumption or material use is taken seriously by NFT at all levels.

As we are holders, carriers and consumers of product, we have a duty of care to undertake when an exit strategy is called for.

Our aims

- To benefit communities and deprived social groups
- To keep to our social responsibilities
- To not just comply with legislation at minimum cost
- To minimise impact on the environment

...whilst protecting brands and being commercially sensible.

Proactive & collaborative working

We work proactively and collaboratively with retailers, manufacturers, charitable organizations and other bodies to re-use product wherever possible.

Our solutions cover the collation and shipping of left-over or unwanted fresh product to organisations for the homeless or less fortunate, right up to to working with partners on total vehicle or building life cycles.



ESOL SUMMARY (3rd draft issue 26/11/12)

Organisation	Address	Point-of-contact	Phone	Email	Cost	If Free or subsidised, how is course funded	No of ESOL learners engaged during 2011/12	Scope / comments
Asian Aid	St Chads Centre, St Chads Road, Derby DE23 6RS	Sanbeela Sadiq	01332 344582	aaac@btconnect.com	Free course. All costs covered by European Social Fund			The aim is to offer first step to learning and build learners confidence so that they are able to go onto voluntary work, further education or training. All the learners have never been in employment because of low self confidence and struggling with the basics. Learners have already shown good progression in their learning and confidence.
Derby City Council	Derby Adult Learning Service: Multicultural Centre, Village Learning Centre, Rycote Centre, Allen Park Centre, Sure Start Allenton and Madeley Centre	Jo Porrino	01332 717933	jo.porrino@derbyals.org	120 hour course £240 (£2 per hour). Free to people in receipt of Job Seekers Allowance	Skills Funding Agency	1031	Offer ESOL courses from pre-entry level (learners with no English) through to Level 2. Each academic level has three modules: Speaking and Listening; Reading; Writing. Each module takes approximately 60 hours and includes a formal exam with City & Guilds. All learners have to be assessed before enrolling on a course.
Derby City Libraries	www.derby.gov.uk/libraries	Margaret Jay	01332 641718	Margaret.Jay@derby.gov.uk	To use the language courses you have to be a member of Derby City Libraries and also subscribe to the eLibrary.			As part of the eLibrary on the website, there are online language learning courses which can be used on a computer or learning device. The options include learning English through the medium of over 20 other languages
Derby College	St James Centre, Malcolm Street, Derby	Carol Woodward	01332 604104	carol.woodward@derby-college.ac.uk	Depends on the student's status	Working students £280 per term (if studying E3 –L2 – Free) If working and pre entry to E2 have to pay. Jsa – free.	Pre-entry to level 2 (and includes numeracy).	16-19 Year olds – Lexis Programme, full time 1 year course. All levels delivered at Roundhouse next to Derby Railway Station. 2x3 hour classes per week. Home students (EU).
Derby Refugee Advice Centre	35 Queen Street, Derby DE1 DS	Joan Stannard and Sarah Wall	01332 347497	drac2@hotmail.co.uk	Free			A small class of four students on Tuesday and Thursday afternoons in term-time though it is not actually examined/ESOL as such. It is for those initially who cannot get funding for other classes.
Jobs Education and Training (JET)	284 Normanton Road, Derby, DE23 6WD	Ejaz Sarwar	01332 298553	esarwar@jetderby.co.uk	Free course.	Part funded through JET reserves, Jobcentre Plus and Hilden Charitable Trust	210	We deliver a series of ESOL/language support classes from pre-entry to level 1. Classes are delivered from Monday to Friday including female only classes.
Local Learning	180 Peartree Road, Derby DE23 8NQ	Arif Hussain	01332 385357	arifhussain@local-learning.co.uk	ESOL with Citizenship is £250. Skills for Life maths and english are free			Currently offer ESOL with Citizenship and Skills for Life, which includes Maths and English to Level 2. Planning to deliver stand-alone ESOL training soon
Upbeat Communities	NC Fusion, 182 Peartree Road, Derby DE23 8NQ	Heili Tõnissaar	07957 587735	Heili@upbeatcommunities.org	All courses are free			Provide six-week courses "Welcome to Derby" covering topics such as: registering with the doctor; schools; jobs; money; UK law; etc. It's very basic English.

Please email any changes to this table to Rizvan Bhatti at rizvan.bhatti@derbyals.org

Housing

1. POINT OF CONTACT FOR ADULTS

Milestone House Single Point of Entry (SPE)

City Council advice on housing and homelessness for single people and childless couples over the age of 18.

- Milestone House, 93 Green Lane, Derby DE1 1RX
- They are open from 1pm to 4pm, Monday to Friday. They can organise accommodation. They act as the single point of entry for most of the hostels and housing providers in Derby.
- Tel: 01332 642150

2. POINTS OF CONTACT FOR FAMILIES

Derby City Council Housing Options Team

If you are a parent with a family, are pregnant, or are 16 or 17, and have nowhere to live contact the city council's housing team. They can only offer support to people with Leave to Remain.

- Housing Options, The Council House, Corporation Street, Derby
- Tel: 01332 256483. Drop-in service available Monday to Friday, 8.30am to 1pm

Social Services

If you do not have leave to remain but do have children, then social services should be able to accommodate you and your family. You will need to provide evidence that the children are yours (examples are passports, birth certificates) plus any proof of your immigration status in the UK (eg Home Office letters, ID cards etc)

- Social Services, Ash Tree House, 218 Osmaston Road (next to The Gondola Restaurant), Derby
- Tel: 01332 641172. Open 9-5 Mon-Fri. Out of hours tel: 01332 711250

3. HOSTELS IN DERBY

Milestone House

35 beds, emergency accommodation, aim to move people on within 28 days. Referral via SPE in office hours. Outside office hours, ring or drop in any time.

- 93 Green Lane, Derby DE1 1RX
- Tel: 01332 642151. Open 24/7.

The Padley Centre

10 beds, above the day centre. Male only – tel: 01332 361633. Referrals via Day Centre
Day centre – tel: 01332 331280 – the day centre provides showers and food.

- Beckett Street, Derby

Centenary House

38 beds, including 2 specialist Alcohol Dependency Units, a Drug Dependency Unit, and a women-only unit. Referrals via SPE.

- Mount Street, Derby DE1 2HH
- Tel: 01332 200005

YMCA

88 beds, including 11 self-contained flats, and Crash Pads (emergency accommodation for 16 to 18 year olds). Referrals from SPE, other YMCAs, and Social Services (Children & Young People and Adult Services)

- 770 London Road, Wilmorton, Derby DE24 8UT
- Tel: 01332 579550

4. SEVERE WEATHER PROVISION

In the winter months of December to April, depending on weather conditions, the hostels will take anyone for a night regardless of status, but this is on a first come first served basis. The individual will be asked where they spent the previous night and whether there is any possibility of staying there again.

5. NO SECOND NIGHT OUT (NSNO)

This team is provided by Riverside ECHG (who run Centenary House), and aim to eliminate rough sleeping. They help people new to the streets. Refer any rough sleepers to them on their website.

<http://www.riverside.org.uk/nsno/derbyshire/index.aspx>

6. NO RECOURSE TO PUBLIC FUNDS (NRPF)

Mark Evans, the Street Drinkers Case Manager, and runs the Derby City Relocation Project is the contact for people with No Recourse to Public Funds, particularly if they wish to go back to Eastern Europe or another area of the UK where they have a connection. Contact Mark on 07969 245419.

7. OTHER ORGANISATIONS

Examples of other organisations who are involved in housing provision in Derby include:

G4S

G4S organise the accommodation for asylum seekers who are receiving NASS support. Their phone number for all enquiries is 0800 3777361

Derby Homefinder

Homefinder is where all the local social housing properties are advertised. This includes Derby Homes (formerly called council housing) and other providers such as Derwent Living, fch, Riverside. You apply by going on the website www.derbyhomefinder.org/ and completing the "Housing Wizard Form". This assesses if the client is eligible to go on the Homefinder waiting list. If accepted, they get a bidding number and can bid for properties they would like to live in.

Private rented sector

There are some social lettings agencies who specialise in private rented lets to people on Housing Benefit, eg Derventio Housing Trust, see www.derventiohousing.com

7. FURTHER INFORMATION ON HOUSING RIGHTS

<http://www.housing-rights.info> This website provides detailed information on housing entitlement for different categories of new arrivals and the documents they need in order to qualify. It also provides information for migrants who are homeless and destitute, or are victims of domestic abuse

You can also contact Shelter, a national charity and provider of specialist housing advice, by telephoning 0808 800 4444, or visit www.shelter.org.uk

A useful list of advice and accommodation across the UK is at <http://www.homelessuk.org/>

Giving Real Opportunities to Work

“Integral to the support we provide is the principle of helping our customers get back into training and employment. GROW is our way of delivering on this commitment”

GROW – Giving Real Opportunities to Work

We at Riverside ECHG know that life experience can be an essential skill in the workplace. For our former clients' their experience of homelessness or living a chaotic lifestyle gives them a unique insight into the needs of our tenants. Therefore we are actively committed to promoting the employment of individuals with experience of homelessness through training and volunteering.



Beneficial outcomes for clients...

Traineeships and volunteering are not simply methods of getting homeless people into employment. They build confidence, give structure to the day and offer a real sense of

purpose and achievement. Vocational training is also known to improve mental health and wellbeing. The GROW programme also gives former clients the opportunity to feel as though they are “giving something back” by helping others who may be in similar situations to those they themselves have faced.

GROW allows trainees to gain practical experience of developing professional working relationships with the benefit of a being within an empathetic organisation.

From a corporate perspective the skills and knowledge harnessed by employing people with firsthand experience of the service they are providing has an enormous value for the teams they work with. The scheme allows us to further diversify our workforce whilst offering fantastic role models to other customers in the services, demonstrating that there are channels into work for homeless people.

How GROW works...

- Developing “traineeships” – A 48 week fixed term post paid a salary with extensive training through a set programme.
- Establishing a life coaching programme where each of our trainees is allocated a life coach or mentor who can give them support outside of the line management system or, if they are an RECHG client, outside of their support service.
- Development of the above mentoring system from customers in our older

peoples' services. Recruited and trained to carry out the role.

- Developing a volunteering program for clients who are unsuccessful as applicants to the traineeship programme (but meet, or are very close to meeting the core competencies) or those who are not quite ready to embark on full time employment.

Contact info...

For further information on our GROW Project please contact our Strategy and Innovation Manager:
Richard.Plenderleith@Riverside.org.uk



BECOME ONE OF THE
Padley 4000

The Padley Group

About Padley

Current Services

How You Can Help

- Volunteering
- Fundraising & Events
- Donating Funds
- Renting Facilities

Links

Latest News

Contact Us

- Group Office
- Day Centre
- Direct Access Hostel
- Charity Shop



Can **YOU become one of the**



On March 31st this year the Supporting People funding Padley receives from Derby City Council, to provide shelter, advice and support to help the homeless to deal with their issues and move into their own tenancies **WILL CEASE**.

The impact of this means we will have to

CLOSE THE PADLEY HOMELESS HOSTEL

and over 100 people a year who are helped by a short stay at our Hostel and are then moved-on to sustainable tenancies will have nowhere to go other than the streets of Derby. Their issues will go unattended and many will reach crisis point and become a major drain on health, social services, police and criminal justice systems.

So we are asking **YOU** the citizens of Derby and Derbyshire who have supported us over the years, to

HELP US IN OUR HOUR OF NEED.

Please print & complete the details **on this donation form** and return to Padley.

By becoming one of the **PADLEY4000** and donating just £2 a month (£24 a year) we can keep the Hostel open and continue to provide the support needed to move people on in their lives.

Someone once said one person cannot make a difference but **YOU CAN** by reaching out to help the homeless and most vulnerable in our society.

SAY NO TO HOMELESSNESS NOW

Please print & complete the details **on this donation form** and return to Padley.

or contact Jan Noble on 01332 774480, OR email **Jan Noble**



Any links provided on this web site do not necessarily represent the views or opinions of The Padley Group or its staff or volunteers. Any content in any external links is completely outside our control.



PADLEY HOMELESS CENTRE

All services provided are shown on the attached schematic of services, advice and support provided by the Padley Homeless Centre. Further detail is given below regarding food, alcohol, homeless prevention and awareness raising.

Padley works in conjunction with all other services, providers and agencies.

FOOD PROVISION:

The Homeless Centre is open every day of the year and provides a cooked breakfast and a two course lunch every weekday and lunch on Saturday and Sunday.

BREAKFAST: - Rough Sleepers

- No Recourse to Public Funds Service Users
- Direct Access Service Users
- NSNO Service Users (Voucher system)
- Other Providers (Voucher system)

LUNCH: - Rough Sleepers

- No Recourse to Public Funds Service Users
- Direct Access Service Users
- Referrals from other providers & general public (Voucher system)

SANDWICHES: Rough Sleepers

- No Recourse to Public Funds Service Users
- Direct Access Service Users
- Referrals from other providers and the general public

EMERGENCY FOOD PARCELS:

- Referrals from 20-30 statutory and other approved agencies, providers and services.
- 50% are referrals from the full range of statutory agencies and authorities.
- 25-36% are referrals from Derventio
- The remainder are referrals from other providers and services across the city.

DCC LOCAL ASSISTANCE SCHEME EMERGENCY PARCELS:

- These include food and toiletries and are issued only on production of DCC/LAS watermarked paperwork.

**SEVERE WEATHER PROVISION:**

Padley provides breakfast for ALL service users of Severe Weather Provision. (Voucher System)

Padley also provides other providers with toiletries for SWP service users during this period.

ALCOHOL:

Whilst Padley is not a 'wet' unit in that drink is not allowed on the premises, a lot of work is done with both residents and service users who are under the influence of drink and/or are alcohol dependent.

PREVENTING HOMELESSNESS:

In addition to working with the homeless, Padley works with people to prevent homelessness, by providing the following services;

- Supporting people to maintain their tenancy
- Helping people to understand their rights/responsibilities as a tenant
- Budgeting advice
- Fuel poverty advice
- Debt advice and referral
- Liaison with landlords
- Emergency Food Parcels

RAISING AWARENESS OF HOMELESSNESS:

- Talks/lessons/interactive sessions with adult groups, schools, guides, scouts, brownies, colleges and the university

OUR AIM IS TO HELP PEOPLE REBUILD THEIR LIVES AND MOVE-ON INTO SUSTAINABLE FUTURES.

PADLEY HOMELESS CENTRE SERVICES

M U L T I P L E R E F E R R A L R O U T E S - including Self Referral



P A D L E Y

ASSESSMENT



ADVICE

- Homelessness
- Letters
- Form Filling
- Welfare Benefits
- Housing
- Debt
- Criminal Justice
- Social Services
- Probation
- Drugs
- Alcohol
- Mental Health
- Repatriation

SERVICES

- Toilets
- Shower
- Laundry
- Ironing
- Food
- Clothes
- Human Interaction
- Place of Safety
- Mailing Address
- Phone Calls
- Hairdresser
- Chiropodist
- Optician
- Well Being & Smoking Cessation Clinic

SUPPORT

- Assessment
- Keyworking
- Referrals to Services/Agencies
- Education
- Employment Skills
- Programme Support i.e. Drugs Alcohol
- Mental Health Support
- Smoking Cessation

ACCOMMODATION

3-24 Months conditional on Keyworking Cooperation

ACTIVITIES

- Cooking
- Carpentry
- Literacy
- Numeracy
- Personal Hygiene
- Budgeting
- Work Club

SOCIAL ACTIVITY

- TV/Papers
- Library
- Games
- Quiz
- Art



S U S T A I N A B L E M O V E O N