

Homelessness in Gloucestershire

Introduction

This leaflet provides you with information and advice about services that may be able help you if you are homeless or at risk of being homeless.

What is homelessness?

You are homeless if you have nowhere to live; if where you are staying is unsafe or unsuitable or if you have no legal right to stay there. You could be homeless if you are sofa surfing at friends. Being homeless is often grouped as:

At risk of becoming homeless

When staying in your current home isn't an option, help is available from P3 (People, Potential, Possibilities) who run the Homelessness Prevention Programme. This is a free and confidential advice service helping to prevent you from becoming homeless.

Whether you rent (privately or with a housing association), own a property, live with someone else or have no fixed address P3 can help with:

- finances and debts
- tenancy support and tenancy rights
- mortgage advice
- what rights you have if your relationship breaks down

Already homeless

The council **does not** have a duty to provide you with emergency accommodation. If you have nowhere to live, or you cannot live in your own home, hospital staff and other agencies will work with you to find somewhere to live.

Reference No.

GHPI1532_09_19

Department

Emergency
Department

Review due

September 2022

**Patient
Information**

Who can help?

In Gloucestershire there are 6 local authorities which have a duty to help people who are homeless. They are:

Cheltenham Borough Council / Cheltenham Borough Homes

Website: www.cbh.org/services/help-support/homelessness-advice

Tel: 01242 387 615

Cotswold

Website:

www.cotswold.gov.uk/residents/housing/homelessness

Tel: 01285 623 301

Tewkesbury

Email: housingadvice@tewkesbury.gov.uk

Tel: 01684 272 212

Gloucester City Council

Website: www.gloucester.gov.uk/housing/homelessness

Tel: 01452 396 396

Forest of Dean

Website: www.fdean.gov.uk/residents/housing/homeless-or-at-risk/homelessness-emergency-accommodation-and-advice

Tel 01594 810 000

Stroud Valley

Website: www.stroud.gov.uk/housing/homelessness

Tel 01453 754 078

Hospital services

Under the Homelessness Reduction Act 2017, certain public organisations have a legal duty to refer people they believe to be homeless, or at risk of homelessness to the local authority.

The Emergency Departments at Gloucestershire Hospitals NHS Foundation Trust will, with your permission, tell the local authority that you are homeless or threatened with homelessness, so they can provide you with help and support.

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- The hospital staff might ask you several questions to make sure you are accessing all the correct agencies to meet your needs. This is known as the 'Homeless Checklist'
- With your permission, we will also let P3 know about your situation
- We can help you register with a GP
- We will also send any follow up paperwork to The George Whitfield Centre. This will include information about any tests or treatment you have received. The George Whitfield Centre is the designated homeless Health Centre

Please remember that if there are any Safeguarding concerns, hospital staff have a 'Duty of Care' which may involve informing other agencies especially if there are children or adults with 'Support Care Needs' who might be at risk.

Within the hospitals, there is limited stock of clean clothing which may be suitable for you.

Severe weather

Gloucestershire's local authorities have developed a countywide 'Severe Weather Protocol' to prevent deaths on the county's streets due to extreme cold weather.

This applies to everyone who is rough sleeping during a period of extreme weather and is put in place when:

- there is a temperature forecast of 0 degrees or lower for 3 or more consecutive dates
- there is a temperature of minus 3 degrees or lower for 1 night only

Laundry and bathing

Trinity and Open Door both have laundry facilities/showers/food packages available around meal times between 1:15pm and 3:00pm, Monday and Friday.

The George Whitfield Centre has laundry facilities/showers/food packages available on Tuesday and Friday afternoons between 2:00pm and 4:00pm.

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Help with food and meals

Throughout Gloucestershire there are various locations where you can get food. Please see the following pages:

Cheltenham

Monday

9:30am to 10:30am Trinity, Garage Breakfast

12:00pm to 1:00pm Trinity, the Kings Table lunch

7:15pm Sandwiches outside Marks & Spencer

Tuesday

9:30am to 1:00pm Breakfast and lunch at Open Door

7:15pm Sandwiches outside Marks & Spencer

Wednesday

9:30am to 1:00pm Breakfast and Lunch at Open Door

7:15pm Sandwiches outside Marks & Spencer

Thursday

9:30am 1:00pm Breakfast and Lunch at Open Door

7:15pm Sandwiches outside Marks & Spencer

Friday

9:30am to 10:30am Trinity Garage Breakfast

12:00pm to 1:00pm Trinity, the Kings Table lunch

7:15pm Sandwiches outside Marks & Spencer

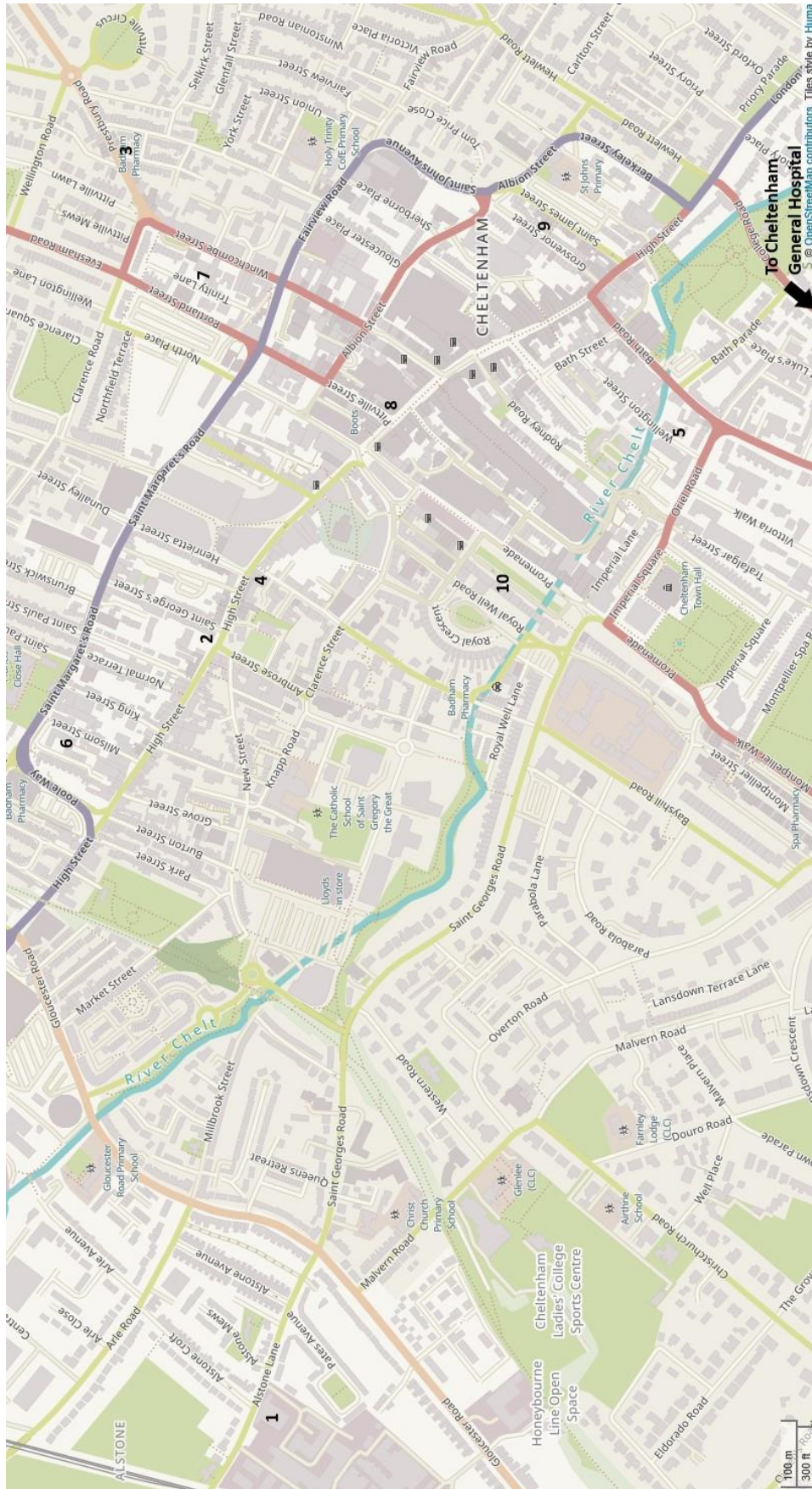
Saturday

7:15pm Sandwiches outside Marks & Spencer

Sunday

9:45am to 11:45am Cooked breakfast and take-away lunch at Open Door

Patient Information



**Patient
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Cheltenham Map Key

1. Change Grow Live (CGL)
2. Cheltenham 1st Stop
3. Cheltenham Housing Aid Centre (opposite Badham Pharmacy)
4. Citizens Advice Bureau
5. P3 Housing Support
6. Sexual Health & Family Planning
7. Trinity Church Hall
8. Marks & Spencer
9. Open Door
10. Cheltenham Borough Council / Cheltenham Borough Homes

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Monday

12:00pm to 1:00pm Lunch Salvation Army, Eastgate St.

9:00pm to 10:30pm Soup run, City Centre

Tuesday

10:00am to 1:00pm Lunch, Seventh Day Church, Cromwell St

10:30am to 12:00pm Coffee, Park Street Mission

2:00pm to 4:00pm Gloucester City Mission (Drop-in)

Wednesday

11:00am to 12:30pm Gloucester City Mission

9:00pm to 10:30pm Soup run, City Centre

Thursday

7:50am to 8:50am Breakfast, Cathedral Coffee Shop

10:00am to 1:00pm Lunch, Seventh Day Church

Friday

11:30am to 1:00pm Lunch, Mariners Hall

2:00pm to 4:00pm Gloucester City Mission (Drop-in)

Saturday

9:00pm to 11:00pm Soup run, City Centre

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Gloucester Map Key

1. Change Grow Live (CGL)
2. Dental Access Centre
3. Citizens Advice Bureau
4. P3 Housing Support
5. Hope House
6. George Whitfield Health Centre / Gloucester City Mission
7. Mariners Hall
8. Salvation Army
9. Seventh Day Adventist Church
10. Cathedral Coffee Shop

Further information and support

The following list gives details of the organisations that can provide further information and support:

Change Grow Live (CGL)

Drug and alcohol services

41- 43 Longsmith Street

Gloucester

Gloucestershire

GL1 2HT

Tel: 01452 223 014

36 Alstone Lane

Bramery House

Cheltenham

GL51 8EW

Tel: 01452 223 014

Cheltenham 1st Stop

Multi-agency for all your needs including substance misuse/mental health/housing/family breakdown

301-305 High Street

Cheltenham

Tel: 01242 228 999

Monday to Friday, 9:00am to 5:00pm

**Patient
Information****Cheltenham Borough Homes**

Tel: 0300 555 0121

Tel: 01452 614 194 Out of hours/emergency

Cheltenham Housing Aid Centre

31 Prestbury Road

Tel: 01242 226 672

Citizens Advice Bureau

Cheltenham, Forest of Dean, Gloucester and Tewkesbury can be contacted via the central telephone number

Tel: 01452 527 202

Drug and Alcohol In-Reach Team (DART)

Work in Cheltenham General and Gloucestershire Royal Hospitals

Tel: 07391 864 490

Tel: 07391 864 484

Available Monday to Friday office hours (but can see people outside of these times) so please leave a message

Gloucestershire Dental Access Centres

2 Kimbrose Way

Gloucester

Tel: 0300 421 6757

Gloucestershire Domestic Abuse Support Service (GDASS)

GDASS also provide Independent Domestic Abuse Advisors (IDVA) who work at both Cheltenham General and Gloucestershire Royal Hospitals

Tel: 01452 726 570

Email: support@gdass.org.uk**National Association for People abused in Childhood**

Supporting recovery from childhood abuse

Tel: 0808 801 0331

Monday to Thursday, 10:00am to 9:00pm

Friday, 10:00am to 6:00pm

National Homelessness Advice Service (NHAS)

Provide useful factsheets and support

Website: www.nhas.org.uk

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P3 - Housing support

Montrose House
Wellington Street
Cheltenham

Tel: 01242 576 002

Monday to Friday, 2:00pm to 5:00pm

or

13 - 15 Ladybellegate Street
Gloucester
Gloucestershire
GL1 2HN

Tel: 01452 221 698

Sexual Health and Family Planning

Tel: 0300 421 6500 – to book an appointment

8 Milsom Street
Cheltenham

or

Hope House
Gloucestershire Royal Hospital

Shelter England

Shelter helps people struggling with bad housing or homelessness through advice, support and legal services.
Helpline: 0808 800 4444

The George Whitfield Centre - Homeless Health Centre

107 Great Western Rd
Gloucester

Tel: 01452 521 898

- Nurse appointments
Monday to Friday, 9:00am to 3:00pm
- GP Drop in from 9:30am
Monday, Wednesday and Friday
- Foot care and Dental care also available
- Includes City Mission – free hot food

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Samaritans

24/7 support for anyone struggling

Tel: 116 123

Tel: 01452 306 333

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