

# Rough Sleepers Outreach Team

## Service Information Leaflet



## About the Service

*The Rough Sleeper Outreach Team consists of seven outreach workers. Their role is to seek out and engage with vulnerable rough sleepers.*

Anyone can become homeless, and sleeping rough can damage your health and be dangerous.

The longer someone sleeps rough, the greater the risk that they will become entrenched to rough sleeping and vulnerable to becoming a victim of crime, developing

drug or alcohol problems, or experiencing problems with their health.

Rough sleepers may not be known to local services because they remain out of sight, bedding down at different times of day or night, and moving from place to place.

Not all rough sleepers are aware that advice and support is available to them.

**Your Service Manager is - Amanda Nicklin**

## **Contents**

**Section 1 - Support**

**Section 2 - Facilities  
Access**

**Section 3 - Useful Information**  
Activities & Consultation  
Useful Numbers  
Hardship Support  
Drugs & Alcohol  
Trains  
Bus Services

**Section 4- Health and safety  
Fire Safety**

# Section 1 - Support

The team can offer support in the following areas:

- Housing Advice and Information, including support with housing application forms
- Referrals into supported accommodation, where you will receive a person centred support plan and regular support meetings
- Referrals into non supported accommodation, where we can make a referral for a Floating Support Worker to help you sustain your tenancy
- Emergency accommodation

Multi-agency approach to a wide range of support issues including Alcohol Treatment, substance misuse

- Help with obtaining ID

## Section 2 - Facilities

### Access

The team generally work Monday to Friday including early morning and late evening outreach.

We receive referrals via Streetlink 24 hour a day any member of the public can report a sighting of a rough sleeper through [www.streetlink.org.uk](http://www.streetlink.org.uk) or 0300 5000914.

The Homeless Outreach Street Triage (HOST) phone number is 07483 981912.

Surgeries are carried out at  
SIFA 48-52 Allcock Street, Birmingham, B9 4DY and  
St Martins Church, Edgbaston St, Birmingham B5 5BB

Monday	10-11am	St Martins
Monday	6.30-8pm	SIFA
Tuesday	10-11am	SIFA
Wednesday	10-11am	SIFA
Thursday	10-11am	SIFA
Friday	10-11am	St Martins
Friday	6.30-8pm	SIFA
Sunday	10.30-11.30am	SIFA

## Section 3 - Useful Information

### Activities & Consultation

We carry out consultation with customers on a quarterly basis so we can monitor what we do well and where we can improve. This will usually be carried out during our weekday surgeries at SIFA.

### Useful Numbers

Midland Heart Head Office	0345 602 0540
HOST 7am - 11pm	07483 981912
Rough Sleepers Outreach Team	0345 6020533

## Hardship Support

Midland Heart recognises that customers may experience times of hardship during an emergency or crisis situation and or following a change in circumstances. If you are in financial hardship you can access basic food supplies on a temporary basis until your income is sorted out.

Listed below are options available for customers who are experiencing hardship for a number of reasons and do not have enough income to buy food and or attend essential appointments.

- Food vouchers from Foodbank (food banks only allow you to have up to a maximum of 3 Vouchers within a 12 month period)
- Food parcels from service (basic items)
- Referral/signpost to services who provide food

### Criteria:

- If you come to service with no income in place -it is expected you will apply for any relevant benefits at the earliest opportunity
- If you get a sanction (and are trying to resolve reasons for sanction)
- If you have a change in circumstances which results in a delay in income
- If you have a crisis or emergency outside of your control
- You have no support from friends/family
- If you arrive at service after unsettled housing/sleeping rough
- If you have essential appointment with health/housing service

### Please Note:

- No cash payments will be given under any circumstances
- We are unable to purchase any tobacco or alcohol related items
- We will endeavour to ensure the items meet your dietary/cultural needs

## **Places of Worship**

There are several local places of worship. Other places of Worship can be found for you if requested.

### Christianity

Holy Trinity on Birchfield Road is Church of England. The local Catholic Church is 101 Hunters Road, Handsworth, Birmingham, B19 1EB.

### Islam

The Central Mosque is the Birmingham Central Mosque

### Judaism

Birmingham Central Synagogue, 133 Pershore Road  
Birmingham B5 7PA

### Sikhism

Gurdwara Sikh Temple Gurdwara Nishkam Sewak Jatha,  
18-20 Soho Road, Handsworth, Birmingham B21 9BH

### Hinduism

Shree Geeta Bhawan  
107-117 Heathfield Rd B19 1HL

### Buddhism

Maha Vihara 216 New John Street West, Hockley, B19  
3UA

## **Local Taxi Services**

BLUE LINE CARS

0121 523 6666 or 0121 523 6666

## Specialist Services

NHS Direct 24 Hour-Service:	111
Samaritans:	08457 90 90 90
National Drugs Help-line (AKA) FRANK:	0800 77 66 00
Change Grow Live (CGL)	0121 227 5890 (24hr)

### Advocacy / Advice:

Citizens Advice Bureau:	0844 477 1010
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### Emergency:

Ambulance / Fire / Police	999
Police Non-Emergency	101

## Bus Services

The bus service which stops nearest to SIFA is the 97/97a. A bus from the city centre goes across Health Mill Lane, there is a stop outside the Bond.

## Section 4 - Health & Safety

### Fire Safety

We want customers to stay safe and will offer advice, sometimes in partnership with the West Midlands Fire Service, around potential fire hazards when customers are bedded down.





If you would like help to access or understand any of our information call us on 0345 60 20 540 or email us at [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

پرفون کریں یا [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk) پر ای میل کریں۔

لر آپ کو ہماری کسی بھی معلومات کے حاصل کرنے یا سمجھنے کے لئے مدد کی ضرورت ہو تو 0345 60 20 540

Nếu bạn muốn được trợ giúp để tiếp cận hoặc tìm hiểu bất kỳ thông tin nào của chúng tôi, hãy gọi cho chúng tôi theo số 0345 60 20 540 hoặc gửi thư điện tử về địa chỉ [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

আমাদের যে কোনো তথ্য বুঝতে বা পেতে সাহায্য চাইলে আমাদেরকে 0345 60 20 540 নাম্বারে ফোন করবেন অথবা এই ঠিকানায় আমাদেরকে ইমেইল পাঠাবেন: [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

Jeśli potrzebujesz pomocy w uzyskaniu dostępu lub zrozumieniu naszych informacji, zadzwoń pod nr 0345 60 20 540 lub wyślij wiadomość email na adres [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

ਜੇ ਸਾਡੇ ਬਾਰੇ ਕਿਸੇ ਜਾਣਕਾਰੀ ਤਕ ਪਹੁੰਚਣ ਜਾਂ ਸਮਝਣ ਵਿੱਚ ਸਾਡੀ ਕਿਸੇ ਮਦਦ ਦੀ ਲੋੜ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 0345 60 20 540 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk) ਦੇ ਪਤੇ 'ਤੇ ਸਾਨੂੰ ਈ-ਮੇਲ ਭੇਜੋ।

ئەگەر پێویستیت بە یارمەتی هەبێت بۆ بەدەستەئێنان یان تێگەیشتنی هەركام لە زانیارییەكانی ئێمه تەلەفونمان بۆ بکە بۆ ژمارە تەلەفونی 0345 60 20 540 یان ئیمەیلمان بۆ بکە بۆ ئیمەیل ئێدرەسی [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

إذا كنت تريد مساعدة في فهم أو الاطلاع على أي من معلوماتنا اتصل بنا على 0345 60 20 540 أو راسلنا بالبريد الإلكتروني على [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

Si vous souhaitez obtenir de l'aide pour obtenir ou comprendre une information, appelez-nous au 0345 60 20 540 ou envoyez-nous un e-mail à [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk).

Haddii aad rabtid in lagaa gargaaro helitaanka ama fahmidda mid ka mid ah warkayaga ama macluumaadkayaga, naga soo wac 0345 60 20 540 ama iimayl noogu dir [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

اگر برای دسترسی یافتن یا درک متن هر یک از اطلاعات ما نیاز به کمک داشتید به شماره 0345 60 20 540 زنگ زده یا به نشانی [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk) ایمیل بفرستید

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