

ROUGH SLEEPERS

How to get the **help** you need



2023 EDITION

Wiltshire Council

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INTRODUCTION

Rough sleeping is the most visible form of homelessness and the most damaging. It can cause significant harm to an individual's physical and mental health as well as reduce life expectancy.

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

OUR AIM FOR ROUGH SLEEPING IS

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

The Rough Sleeper Team will attempt to engage with you if you are rough sleeping, provide assistance where appropriate and seek to connect you to services. The aim of our Outreach Team is to support rough sleepers into accommodation

THE ROLE OF AN ASSERTIVE OUTREACH WORKER

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

The Outreach can assist with the following -

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

HOW TO CONTACT THE ROUGH SLEEPER TEAM

Email roughsleeperteam@wiltshire.gov.uk

Visit streetlink.org.uk

Housing Solutions Team

Call **0300 4560 106**

Email homeless@wiltshire.gov.uk



Animals

Dogs Trust Hope Project on
02078 337 611 or visit
**moretodogstrust.org.uk/
hopeproject**

Alabare and Unity House offer
free dog food

The Dogs Trust
(The Hope Project)
can offer chips/
neutering/
vaccinations.

Citizens Advice	Opening times	Address
Chippenham	Monday, Tuesday and Friday, 10am – 3pm	3 Avon Reach, Monkton Hill, Chippenham SN15 1EE
Trowbridge	Monday, Wednesday and Thursday 10am – 3pm	Trinity House, Bryer Ash Business Park, Trowbridge, BA14 8HE
Devizes	Monday and Thursday 10am – 3pm	New Park Street, Devizes SN10 1DY
Salisbury	Monday, Tuesday and Thursday, 10am – 3pm	Bourne Hill Offices, The Council House, Bourne hill, Salisbury, SP1 3UZ

Citizens Advice continue to help people over the phone on
0800 144 884 and will provide face-to-face support when it's
most needed by a pre-booked appointment.

Food banks	Opening times	Address
Devizes & District Foodbank	Tuesday to Thursday 10am – 4pm, Closed 12 noon – 2pm	Unit 4, Glenmore Business Centre, Waller Road, Devizes SN10 2EQ
Marlborough Foodbank Centre	Deliveries only from Devizes food bank. Call 07807 973 605 / 01380 819 992	
Pewsey Foodbank Centre	Deliveries only from Devizes food bank. Call 07807 973 605 / 01380 819 992	
The Hub@ BA15	Monday to Friday 10am – 1pm	Church Street, Bradfordon-Avon, BA15 1LS
St Paul's Foodbank Centre	Monday, Wednesday, Friday, 11am – 2pm	Fisherton Street, Salisbury, SP2 7QW
Amesbury Foodbank	Tuesday and Thursday 1pm – 3pm	9 Flower Ln, Amesbury SP4 7JE
Storehouse Foodbank	Tuesday, Thursday and Friday 10am – 12.30pm	Emmanuel Church Buildings (access via Union street) Trowbridge, Wiltshire, BA14 8RZ
Cross Point	Monday and Thursday 10am – 12 noon	Westbury Area Network, Westbury Community Project, Eden Vale Road, Westbury, BA13 3NY
Warminster Food bank	Tuesday, Wednesday, Friday 10am – 1pm	Dewey House North Row BA12 9AD

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

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

Project name	Services provided	Location and opening times
Doorway, Chippenham	Showers, laundry and benefit support	The Citadel, Bath Road, Chippenham SN15 2AB Monday 9.30am – 12.30pm, Wednesday 10am – 3pm, Thursday 12.30am – 3.30pm
Opendoors, Devizes	Access to showers, food and benefit support	Southbroom Centre, Victoria Road, Devizes, SN10 1HG Monday 11am – 1pm, Wednesday 9.30am – 11.30am, Thursday 11am – 1pm, Friday 5pm – 6.30pm
The Hub, Bradford on Avon	Benefits support, internet access, food bank and the hub plan to provide hot food from the 1 November, this will be for the winter months	Church Street, Bradford on Avon, BA15 1LS Monday to Friday, 10am – 1pm
Storehouse Nexus'	Providing hot food, support with benefits	Emmanuel's Yard, Emmanuel's Church Buildings (access via Union street), Trowbridge, Wiltshire, BA14 8RZ Tuesday to Friday 10am – 12.30pm
Cornerstone, Warminster	Access to the internet, support with benefits and a food bank	Central Cark, BA12 9BT Monday, Wednesday, Friday, 10am – 12.30pm
Cross Point, Westbury	Support with benefits. No food provided. Access to Warminster foodbank	7 Market Place, Westbury, BA13 3DE Monday and Wednesday 2.30pm – 5pm and Thursday and Friday 10am – 12.30pm
Alabare, Salisbury Street Project	Support with benefits, hot meals, clothing store, sleeping bags, laundry and washing facilities	58 Barnard Street, Salisbury SP1 2BJ 11am – 3pm everyday
En Circles	Hot and cold food	Millstream Coach Park, Salisbury, Monday to Saturday at 7pm and Sunday at 12.45pm
SP2 Community Coffee shop, Salisbury	Reasonably priced drinks and snacks. Free drinks if rough sleeper	159-161 Fisherton St, Salisbury, SP2 7RP Monday to Friday 10.30am – 4.30pm
Lifeline, Melksham	Hot showers, tea/coffee, debt/housing advice	Baptist Church (Old Broughton Road entrance), Old Broughton Road, Melksham, SN12 8BX Monday 1.30pm – 3.30pm, Thursday 10am – 12 noon
Trowbridge Soup Kitchen	Hot food/drinks	St Stephens Car Park (ground floor), Trowbridge Every evening from 7pm
Unity House drop in	Showers, laundry, link up with other services	4 Wood lane, Chippenham , SN15 3BX Tuesday, Friday, Sunday 2pm – 4pm

ROUGH SLEEPER PROVISION

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

Unity House: 4 Woodlane, Chippenham, SN15 3DJ

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

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

Please note all placements for bed spaces are handled by the Rough Sleeper Team. You cannot self refer to these provisions by contacting the projects directly. You should refer to the below referral process if you wish to be considered for these emergency provisions

Referral Process –

Please contact a member of the Rough Sleeper team or via email on **roughsleeperteam@wiltshire.gov.uk**

Please provide the Rough Sleeper Team with as much information as possible, this will speed up the support we can provide to the individuals.

Information should include –

Name:

- Date of birth (where known, or approximate age)
- Nationality (where known)
- How long has the individual been a rough sleeper
- Location – sleeping in a tent, doorway, car etc.
- Description of the individual
- Dog
- Medical/mental health
- Substance misuse
- Veteran

SEVERE WEATHER EMERGENCY PROVISION

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

This means we will accommodate under are SWEP placement, we have -

- ten bed spaces Alabare
- six at Unity House
- six at the Haven.

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

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

Referrals should be made to the Rough Sleeper Team or Housing Solutions between 9am – 5pm.

During out office hours contact the Emergency Duty Service Team on **0300 456 0100**

Extreme Heat

During the extreme heat, water bottles and sun cream are provided at Alabare, Unity House, Wiltshire Council hubs and provided by the Outreach Team.



LOCAL CONNECTION

To access most accommodation pathways in Wiltshire, such as the council's Housing Register also known as 'Homes4Wiltshire', our Wiltshire Let Deposit Scheme or supported accommodation, you will need a 'local connection'. By local connection we mean that you must have lived in Wiltshire for at least six months out of the last 12 months, or three years out of the last five years. Residence may include, for example, a tenancy or other settled accommodation which is supported by evidence. Local connection can also be gained through a close and meaningful family relation who has lived in Wiltshire for over five years, or if you have meaningful employment in the county. The following will **not** be considered as having established a local connection to Wiltshire:

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

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

HOMES4WILTSHIRE

Homes4Wiltshire is a choice based lettings scheme for people with a housing need in Wiltshire. This scheme advertises all social housing in Wiltshire and customers must 'bid' on properties to express an interest.

The demand on social housing in Wiltshire is significant therefore you must consider all options.

To apply, please speak to your Outreach Worker or Case Worker.

Documents required to assess your application -

- Birth certificate or passport
- Three months bank statements
- Proof of local connection

Private rented accommodation

If you are eligible for assistance and rough sleeping, we may be able to financially assist you with the deposit and rent in advance for a private rented property.

Your search should be based the 'local housing allowance / the maximum benefit amount you will receive with help towards your rent.

Your Outreach Worker can support you with finding properties. Please do not sign agreements or put down any holding fees.

Supported Accommodation

Supported accommodation is a stepping stone into independent accommodation. You will receive support to prepare you to manage your own tenancy by equipping you with the necessary skills. We have a number of provisions across Wiltshire.

Referrals into supported accommodation can only be made by your allocated Outreach Worker and/or Case Worker.

TURNING POINT SUBSTANCE MISUSE

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

- Easy referral and assessment process either face to face or online
- An allocated worker to provide consistent support and motivation
- Access to free online resources available 24/7
- Online treatment options
- Advice and information
- Group work sessions
- Access to substitute prescribing
- Motivational enhancement therapy and behavioural couples therapy
- Specialist military substance misuse worker
- Peer support
- Relapse prevention
- Harm reduction
- Needle exchange
- Support with housing, debt and benefits
- Access to Health Trainer service
- Access to detoxification and residential rehab
- Opportunities to get involved as peer mentors or volunteers

Please contact us on **0345 603 6993**

impactreferrals@turning-point.co.uk

Trowbridge Hub, Rothermere House, Bythesea Road,
Trowbridge, BA14 8SQ | **01225 341 520**

Salisbury Hub, Cheviot House, 69 – 73 Castle Street, Salisbury,
SP1 3SP | **01722 343 000**

USEFUL CONTACTS

Missing People

Anyone who is missing or away from home **116 000**

Shelterline – Housing Advice **0808 800 4444**

Wiltshire Council Health Trainer

can provide advice and support on eating healthy, stop or reduce smoking, sensible drinking, increasing physical activity, building confidence and motivation to change and boosting self-esteem. **0300 003 4566**

Veterans

Combat Stress – **0800 138 1619**

Vetrans Gateway - **0808 802 1212**

HelpforHeroes – **01980 844 200**

SSAFA – **0800 731 4880**

RBL – **0808 802 8080**

Mental Health

Samaritans – Helpline for emotional support – **116 123**

Avon & Wiltshire Mental Health Partnership – **01225 325 680**

Domestic Violence

Splitz – **01225 775 276**

Women's Aid – **0808 2000 247**

Nelson Trust – **01453 885 633**

Job Centre Plus

0800 169 0190

Adult Social Care

0300 456 0111 | adviceandcontact@wiltshire.gov.uk

Probation – 01249 461 577

FREE INTERNET AND WARM SPACES

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

