

HOW DO I APPLY?

Applying is easy you need to:

- Call in direct to the Whitechapel Centre which is based in Langsdale Street, Everton L3 8DU

Or

- Give us a ring on: **0151 207 7617**

WHEN IS THE SERVICE AVAILABLE

- The Outreach Team is based at the Whitechapel Centre, Langsdale Street
- A worker is available from 8am – 5pm weekdays at the Whitechapel Centre
- We run two outreach sessions each week from 6am where we can meet you on the street
- We run an open access drop in session at the Whitechapel Centre for rough sleepers 8am – 10.30am weekdays
- We will see you wherever you feel comfortable, on the street, in a cafe, at another agency or in our day centre
- We can also provide services out of office hours on Sundays (11am-2.30pm)
- Also in the evening depending on your needs



CONTACT US...

We welcome your enquiries about the project. Please contact the **Outreach Service Team** at:

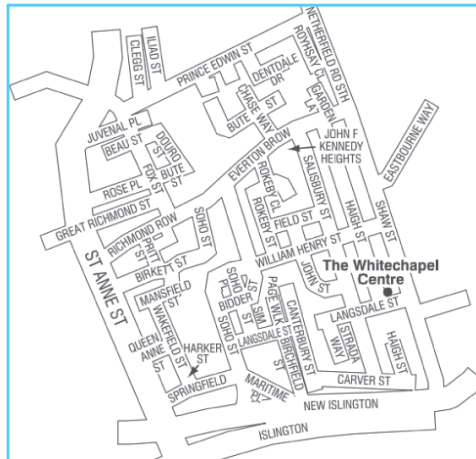
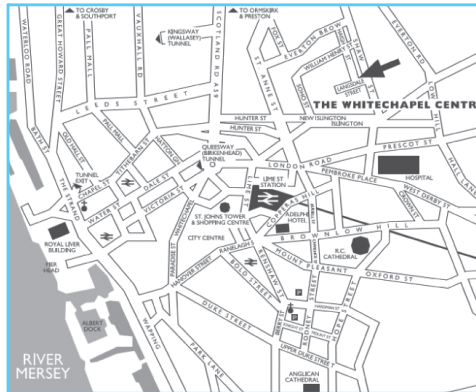
The Whitechapel Centre, Langsdale Street, Everton, Liverpool, L3 8DU

Tel: **0151 207 7617** Fax **0151 207 4093**

Or you can:

Download a referral form from our website:

www.whitechapelcentre.co.uk



Outreach Service

FLOATING SUPPORT



A chance to talk to someone who won't judge you, who'll listen to your hopes and concerns, who will give you options and respect your choices

The Whitechapel Centre

Offering real solutions to housing & homelessness



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www.whitechapelcentre.co.uk



WHAT IS THE PROJECT ABOUT?

We provide support for people

- aged 16 years or over
- who is rough sleeping
- who is a street drinker, living in a squat or threatened by homelessness

What does this mean?

This means that we can help you if you are homeless and need to find somewhere to live with support

Priority is given to people sleeping outdoors but we also work with you if you are:

- a street drinker
- living in a squat
- or you are threatened with homelessness

You will not have to pay for this support

Our Approach

- We are an experienced team who understand that the reasons which lead someone to sleep rough are complicated and varied
- We recognise that you may need to make difficult choices and changes in your life
- Our role is to offer you options and help you work out which is right for you
- If you don't want to come to us, we'll come to you



WHAT DOES THE SUPPORT INCLUDE?

Your support will be tailored to meet your needs and may include

Helping you to:

- move into a hostel
- arrange interviews, helping you to get there and talking to other agency staff on your behalf
- Apply for welfare benefits
- Sort out benefit problems, go with you to interviews, write letters on your behalf
- Link you in with:
 - health services such as a GP (doctor), opticians, chiropodists
 - Drug or alcohol services
- Find services to meet your cultural or religious needs
- Support you to access education, training or employment
- Help you to return home if you don't want to stay in Liverpool
- Apply for a tenancy, we will view them with you, be there on the day you move
- Support you with practical skills like paying bills, budgeting and reporting repairs



WHAT HAPPENS NEXT?

- We will allocate you a named support worker within 3 days of meeting you
- A support worker will visit you to talk to you about the project and your needs
- We will aim to let you have a decision in writing within 10 working days
- If the project can meet your support needs you will work closely with your support worker who will agree a support plan with you
- The support worker will meet with you weekly to help you to meet your support plan aims
- We will make two weekly contacts with you
- We will talk through and agree the aims of the support plan with you on a monthly basis to make sure that we are meeting your needs and agree changes with you if needed
- We will work with you to develop your skills to help you to live independently and manage your own tenancy

