

# Food & Clothing

## Carecent

Central Methodist Church, St Saviourgate

Breakfast:

8:30 am to 10:45 am, **Mon to Sat**

Clothing by Referral:

9 am to 10:30 am, **Mon to Sat**

## Support

### Lifeline

3 Blossom Street

Tel: 01904 464 680 Fax: 01904 464 688

york@lifeline.org.uk

**Mon** 9 am to 7:30 pm

**Tue** 9 am to 5 pm

**Wed** 9 am to 5 pm

**Thu** 9 am to 7:30 pm

**Fri** 9 am to 5 pm

For drug and alcohol problems

### MEAM (Making Every Adult Matter)

Additional support for rough sleepers

Donna Kennelly

meam@york-arlight

Tel: 07850 913 455

Updated May 2015

The CYC Housing Options Team provides advice and information to anyone who is homeless or at risk of homelessness. **The Salvation Army is funded by CYC to provide a specialist advice service and short term support for rough sleepers and single homeless**

### Important information

The area around Arc Light is alcohol free

A Dispersal Order operates in this area

We are working with the Police and other services to reduce street drinking and begging

This Leaflet is produced by  
The Salvation Army



# Help & Advice for Homeless People or those in Danger of becoming Homeless

This leaflet outlines the services available to help homeless people in York to access accommodation and support. Agencies in York work together to promote Safer York initiative and discourage begging, rough sleeping, violence and abuse of staff or the public.



# Advice

## *The Salvation Army - Early Intervention and Prevention Team (EIP)*

(office base) Central Methodist Church

Tel: 01904 405 330

Drop-in Mon to Fri, 10 am to 12 pm at Peasholme Centre - 4 Fishergate, York

**For information, advice and guidance regarding housing issues and homelessness. For single / couples 18+. Referral service for those needing to secure hostel accommodation. Relocation Travel Warrants issued to rough sleepers to access suitable accommodation (subject to funding). Signposting to other support services within the York area.**

## *York Housing Association*

Tenancy support Drop-In:

Mon Gateway Centre (Acomb) 9:30 -11 am

Tue Bell Farm 11am—1pm

**Fri** CYC Station Rise, York. 11am- 2pm

For people presently in their own accommodation only

## *City of York Council's Customer Services*

West Offices, Station Rise, York

Tel: 01904 551 550

**Mon to Fri**, 8:30 am to 5 pm

Housing Options Advice, Prevention, Homelessness, Bond Guarantee Scheme, Housing Registration and contact point for referrals to mediation services.

This is also the contact point for Adult Social

Services, Housing Benefit and Council Tax Benefit.

## *Castlegate*

29 Castlegate

Tel: 01904 555 400

**Mon to Fri**, 11 am to 4 pm

Specialist Advice and Support for young homeless people aged 16 to 25.

## *Citizens Advice Bureau*

West Offices, Station Rise, York

Tel: 08444 111 444

**Mon, Tue & Thu** 9:30 am to 12 pm

**Wed** 4 pm to 5 pm

General advice about employment, housing and homelessness, immigration, consumer , relationship breakdown.

Specialist advice for Debt and Welfare benefits.

Tel: 01904 683 908

## *York Learning*

(advice and contact point) desk 22)

West Offices, Station Rise, York

**Mon to Fri**, 10 am to 4 pm

# Accommodation

## *NSNO*

Emergency beds, for rough sleepers Referral via Salvation Army drop-in. Customers will then receive one offer of accommodation to resolve their homelessness

## *York Nightstop*

16 to 25 Year olds

Short term emergency accommodation with families. Referral by The Salvation Army, Castlegate, and Housing Options Team.

## *Arc Light Hostel*

Union Terrace

39 bed spaces: Referral via Single Access Point (Priority given to those engaging with the appropriate services)

## *Howe Hill for Young People*

16 to 21 Year olds and young parents 16 and 17

136 Acomb Road

22 bed spaces: Referral via Single Access Point

## *Peasholme Centre*

4 Fishergate

22 bed spaces: referral via Single Access Point