

**ARUN VOLUNTARY & COMMUNITY ORGANISATIONS  
SERVICES FOR HOMELESS PEOPLE & ROUGH SLEEPERS**

**INDEX**

**PAGE**

- 2. ARUN & CHICHESTER CITIZENS ADVICE BUREAX**
- 4. BIG LOVE**
- 6. BOGNOR HOUSING TRUST**
- 8. CRI INITIATIVES**
- 10. LTC HOMELINK**
- 12. RAVENSCOURT**
- 14. SANCTUARY CARR—GOMM**
- 15. STONEPILLOW**
- 18. STONHAM SIGNPOSTING SERVICE**
- 20. WORTHING & ARUN MIND**

**Organisation:** Arun & Chichester CAB

**Main Contact Name:** Carol Groves

**Email / Phone:** [c.groves@arunchichestercab.org.uk](mailto:c.groves@arunchichestercab.org.uk) / 01243 866 233

**Website address:** [www.littlehampton-cab.org.uk](http://www.littlehampton-cab.org.uk)

**Geographical area in which services are available:** Arun area - Bognor, Chichester & Littlehampton

### **What Services are offered:**

The CAB's is a generalist advice service. Using the Citizens Advice service's unique information system they can give people free, confidential, impartial and independent advice and information on a wide range of subjects. They also provide assessment interviews for people to see if they are eligible for help, and if so they pass them on to specialists in that area. They have no access to accommodation so do not provide housing.

The CAB currently work alongside Shelter West Sussex in Crawley. The CAB will assess a client and refer them to shelter if necessary. Shelter offer specialist advice information and advocacy on housing and community care for people living in the West Sussex area, including homelessness, eviction, rent/mortgage arrears, repairs and community care needs. In addition they also offer assistance at court on the day and or assistance to prepare prior to the hearing in Horsham, Worthing and Chichester County Courts.

CAB also assess whether people are eligible to appeal for housing from Arun District Council.

### **Where and when can these services be accessed:**

By Making an appointment or dropping in for Advice Sessions, the telephone number to make an appointment is 08444771171. Many bureaux' now have a short introductory interview to help them to decide on how clients can be best advised. Clients may then be asked to make an appointment. Telephone Advice Sessions - an adviser should be available by phone to clients, though this may be for an introductory interview only to help them decide how they can best be advised.

**Bognor: Town Hall, Clarence Road, BOGNOR REGIS, West Sussex, PO21 1LD**

**Advice Sessions opening times: Mon: 9.30 am – 4.30 pm , Tues: 9.30 am – 4.30 pm , Wed: 9.30 am – 7pm, Thurs: 9.30 am – 4.30 pm , Fri: 10 am – 4.30 pm.**

**Telephone Advice Sessions: Mon – Fri: 9am – 6pm**

**Chichester: Bell House, 6 Theatre Lane, CHICHESTER, West Sussex, PO19 1SR**

**Advice Sessions opening times: Mon- Fri: 10 am – 4.30 pm**

**Telephone Advice Sessions: Mon- Fri: 9 am – 6 pm**

Littlehampton: 14-16 Anchor Springs, LITTLEHAMPTON, West Sussex, BN17  
6BP

Advice Sessions opening times: Mon: 10am – 1 pm, Tues: 10am – 4pm, Wed: 10  
am – 4pm, Thurs: 10 am – 7pm, Fri: 10am – 1pm

Telephone Advice Sessions: Mon: 10am – 1pm, Tues: 10am – 1pm, Wed: 10am –  
4pm, Thurs: 10am – 4 pm, Fri: 10am – 1pm

### **How do organisations / individuals refer or get referred into the services:**

Individuals may refer themselves but it is usually done through outside organisations referring people to the CAB for example Housing Associations. If an advisor thinks someone is eligible they usually refer them to Shelter – so all referrals are done in –house. If people do refer themselves, they do so by contacting their local CAB from the numbers given above.

### **What are the referral criteria:**

You will be counted as in 'priority need' for housing if you are homeless and:-

- you are pregnant
- you have dependent children under 16, or under 19 if they are in full- time education
- you are homeless because of an emergency such as a flood or a fire
- you are aged 16 or 17 (this will apply in Northern Ireland if you are at risk of sexual or financial exploitation)

You may also be in priority need if you fall into one of the following groups. In some cases, you may have to show that your situation has made you vulnerable:-

- you are elderly, or have a physical or mental illness or disability
- you are over 18 but at risk of exploitation or have been in care
- you are at risk of domestic violence, racial violence or other threats of violence
- you are homeless after leaving hospital, prison or the armed forces.

### **Who cannot use the services:**

The service is available to everyone.

### **Further contacts specific to services:**

Joanna Forrest – Crawley Shelter – [Crawley@shelter.org.uk](mailto:Crawley@shelter.org.uk)

**Organisation:** Big Love

**Main Contact Name:** Michael Johnson

**Email / Phone:** 01243870343 / 07504198116 / [Michaelbiglove@yahoo.com](mailto:Michaelbiglove@yahoo.com)

**Website address:** [www.biglove.uk/#](http://www.biglove.uk/#)

**Geographical area in which services are available:** Chichester & Bognor area

**What Services are offered:**

**Visits:** The people who use the Big Love service are given the choice to register with them for their befriending program or can stay on a casual basis. Those who opt for befriending/support receive regular visits being weekly or two weekly or if the need is more it could be as much as two visits per week. After an initial meeting, needs are assessed resulting with an appropriate care plan. Progressing the lives of people and empowering them to make their own decisions by giving them opportunities and guidance. People vary from the street homeless to single parents and whole families in accommodation.

**Housing:** If a person is homeless Big Love will assist in housing options. They can assist individuals in various housing issues, such as reversing eviction notices, move on accommodations and finding appropriate housing regarding circumstances.

**House Hold Items:** People can ask for household items such as sofas, t.v's, cupboards etc when moving into a house. These items are gathered from others who donate second hand or new goods that they no longer want. BigLove have a pick up team who respond to a mobile letting them know where and what they need to pick up and where it needs to go.

**Rehabilitation:** BigLove have a comprehensive signposting service to combat any issues identified within their user group. This, complemented with their befriending mentoring service, has proved to be productive. They have seen over 12 people beat their addictions and in four years witnessed hundreds of people turn their life's around.

**Clothes and Food Parcels:** People can also gain clothes from donations in BigLove's storage spaces. Also these spaces are filled up with tins and packages of food which volunteers place in parcels for those families and individuals in need.

**Hot food:** Big Love provides hot food for those that are homeless & vulnerable in the local area. They have a lunch club held at the Assemblies of God Church on

Orchard Street in Chichester on Mondays between 12pm – 2pm. The Hub Community Centre in Bognor Regis serves a hot meal after worship on alternate Sundays from 6pm. There is also a street distribution on the streets of Bognor & Chichester usually on a Wednesday & Thursday.

**Where and when can these services be accessed:**

Drop in centre at the Rosie Lee Cafe in Bognor open  
Monday – Friday – 7.30 am – 3pm, Saturday – 8 am – 2 pm,  
Sunday – 8.30 am – 12pm

**How do organisations / individuals refer or get referred into the services:**

It is by self referral or outside organisations can refer people by calling the main number – 07504198116 / 01243 870 434

**What are the referral criteria:**

People must be over the age of 18, men & woman are welcome. If they are homeless it is preferred that they are single

**Who cannot use the services:**

People under the age of 18 years cannot use the services but the Rosie lee cafe is open to everyone

**Further contacts specific to services:**

Secretary for Big Love Sue Davison

[Info@biglove.org.uk](mailto:Info@biglove.org.uk)

All other services are contacted under the one main telephone number

**Organisation:** Bognor Housing Trust

**Main Contact Name:** Laura Kottaun

**Email / Phone:** [Bognor.housingtrust@btopenworld.com](mailto:Bognor.housingtrust@btopenworld.com) / 01243 837 995

**Website address:** [www.bognorhousingtrust.org.uk](http://www.bognorhousingtrust.org.uk)

**Geographical area in which services are available:** Bognor Regis

**What Services are offered:**

Three supported housing projects for single homeless people in Bognor Regis.

- Cornerway's – is a 12 bed hostel & residents are given a three month licence agreement
- Two Move on Projects – they have 5 bedrooms each and are used as non-permanent accommodation for residents moving on from Cornerways, residents at these properties are given a 6 month licence agreement. In addition the Bognor Housing Trust also own a one bedroom flat which is used as independent move on accommodation
- Financial Support – Bognor Housing Trust receive funding, as all of their shared schemes are classed as 'Supported Housing'. They offer low-medium housing related support; residents are expected to engage with staff to address their support needs with a view to moving towards independent accommodation. Residents are charged a weekly rent and service charge; many claim housing benefit for help with this.

Support from the service includes accessing external agencies, life skills, resettlement, claiming benefits and budgeting. All residents have to agree to support.

**Where and when can these services be accessed:**

These services can be accessed only through an application form & telephoning the Bognor Housing Trust.

**How do organisations / individuals refer or get referred into the services:**

In order to apply to Bognor Housing Trust y people can self-refer themselves by completing an application form and returning it to Cornerways.

Application forms can be obtained directly by downloading from the Bognor Housing Trust website or from Cornerways or from various local agencies, including Arun District Council, the Town Hall (Bognor Regis)

If the person wishing to apply has a support worker (of any description) they can also complete the referral section of the form to support the application.

**What are the referral criteria:**

In order to apply for accommodation you must be over the age of 18, homeless and single (no children or partners can be housed with you)

To live in their Projects:

There are several house rules in place at all of their hostels which people need to

be able to adhere to in order to be accepted: -

- No alcohol or illegal drugs (including cannabis) to be brought into the house;
- No offensive weapons to be brought into the house;
- No intentional damage to be caused to property, fixtures or fittings;
- Residents must not knowingly allow anyone banned from our projects into the schemes;
- Residents are allowed 2 visitors at any one time between 9 AM and 11 PM at night. No visitors can stay overnight;
- Residents must not cause a nuisance, annoyance, harassment or disturbance to others;
- Rooms must be kept clean and tidy;
- No criminal offences should be committed within the property (including theft)

Residents need to be able to cook for themselves so therefore need to have some level of independent living.

**Who cannot use the services:**

Bognor Housing Trust are unable to house people who have committed sexual offences, arson or serious/multiple violent offences.

The scheme is also not currently adapted for use by people with severe physical or mental disabilities.

**Further contacts specific to services:**

Project Worker – Sue Boucher

Cornerways, 25 Glamis Street, Bognor Regis, West Sussex, PO21 1DH





**Organisation:** LCT Homelink

**Main Contact Name:** Gary Brain

**Email / Phone:** 01903 725507 / [lct.homelink@talk21.com](mailto:lct.homelink@talk21.com)

**Website address:** [www.homelinklct.org.uk](http://www.homelinklct.org.uk)

**Geographical area in which services are available:**

Arun District Council – Littlehampton, Bognor Regis, Arundel & surrounding villages.

**What Services are offered:**

- Deposit guarantee scheme to enable single homeless people to access private rented sector housing. Resettlement advice and regular visits to clients who have secured accommodation, to support them in maintaining their tenancies.
  - Breakfast club runs on Monday, Tuesday, Thursday and Friday mornings, cooked breakfast is £1 & a bottomless cup of tea/coffee
  - Soup Run offering hot soup and sandwiches, this service is delivered from the Ark & allows Homelink the opportunity to hand out sleeping bags, clothes and blankets to vulnerable people.
  - The ARK is an information centre. Primarily it is a place where the homeless and those threatened with homelessness can come to gain access to Homelink's services, but also a place for all members of the community to come and get information and help on any problems they are experiencing. From The ARK Homelink also provide clothing, blankets, sleeping bags and food parcels. Homelink also provide practical support in the way of information relating to benefits (housing and welfare), encouragement to help avoid debt, and information and help to reduce the use of alcohol dependancey and substance misuse.
  - Therapeutic Greenhouse Project allows Clients and volunteers to grow from seed a wide variety of vegetables, bedding plants and herbs.
  - Meadview Nursery Project –The aim of the project is to provide a facility to deliver, in partnership with other organisations, accredited training, work experience and employment opportunities for Homelink's client group in horticulture, sales and catering. This is achieved through the sites plant nursery, small shop and café.
- The Larder - run on a voucher exchange system, where people have to collect a ticket, which they can then exchange for a box of food which would last a single person 2-3 days. Boxes are available to 1 person every 3 months

**Where and when can these services be accessed:**

- The Ark : 01903 725507 - The Ark provides a place where service users, referred from a range of statutory and charitable organisations, can access HOMElink's services
- Meadview : 01903 722 770
- Toddington Nursery 07910323543: A half-acre site known as the Five Stones Nursery at Toddington, to the north of Littlehampton..
- Breakfast Club: 01903 725507

- The Littlehampton Larder :07501721184 (Emergency Only Telephone) The Larder is open 3 days a week, at Littlehampton Baptist Church on Tuesdays and Fridays and at the Wick Information centre on Thursdays, and is open for 2 hours between 10–12 am.
- Rent Deposit Scheme : 01903 725507  
LCT Homelink can be contacted by phone or through referral (01903 725507) 1 New Road, Littlehampton, West Sussex, BN17 5AX , Open Mon – Friday 10 am – 12pm, 1pm – 3pm

**How do organisations / individuals refer or get referred into the services:**

Clients are referred to Homelink by Arun District Council and other organisations. Many of those referred are a low priority on the council housing lists, and don't have the means or opportunity to secure private accommodation without assistance

**What are the referral criteria:**

Single homeless / vulnerably housed people over the age of 18

**Who cannot use the services:**

People who do not fit the above criteria

**Further contacts specific to services:**

Please see above, you can also write/email Homelink – [enquiries@homelinklct.org.uk](mailto:enquiries@homelinklct.org.uk)

The CEO of Homelink is Tony Moran

**Organisation:** Ravenscourt Treatment Centre

**Main Contact Name:** Jon Harman

**Email / Phone:** 01243 841110 / [hondharman@hotmail.com](mailto:hondharman@hotmail.com)

**Website address:** [www.ravenscourt.org.uk](http://www.ravenscourt.org.uk)

**Geographical area in which services are available:** Bognor Regis Area

**What Services are offered:**

Ravenscourt is a treatment centre for addiction run by Ravenscourt Trust, an independent charity

- Ravenscourt provides an abstinence-based programme of recovery within the setting of a therapeutic community for men and women, aged 18 and over. They aim to give their clients a safe environment in which personal recovery from addiction can take place.
  - They have seventeen beds for clients with four double and nine single rooms. Clients will share with a 'buddy' on admission but move to a single room later in their stay.
  - They offer a flexible programme that can include detox, primary and secondary treatment and it is at the assessment that these options are discussed and explored thoroughly.
  - Ravenscourt is staffed 24 hours a day, 7 days a week. The staff team comprises nursing, counselling, administrative and care staff.
- The fully timetabled programme includes: group therapy sessions, one-to-one sessions, lectures, videos, social and leisure activities

**Where and when can these services be accessed:**

The services can be accessed by contacting Ravenscourt on the telephone number above, or by filling in the online contact form on the Ravenscourt website.

Ravenscourt address is 15 Ellasdale Road, Bognor Regis, West Sussex, PO21 2SG

**How do organisations / individuals refer or get referred into the services:**

- People can self refer, or get their family, friends, social worker, probation officer etc to refer them & they can contact Ravenscourt to arrange an assessment. Initial details will be taken and a date set for assessment within the following two weeks. This is also the person's opportunity to ask any questions. At this stage people will also need to start the process of organising their funding. Most of Ravenscourt clients are awarded funding from their local Social Services Department. People can get their social worker / care manager / probation officer to help them with this. Alternatively clients can be funded privately.
- Referrals from the Criminal Justice System
- Referrals are welcome from CARAT teams, probation services or other representatives of clients who are currently on remand or awaiting release. In these cases Ravenscourt will require full background information on the client which may be faxed. Additionally a letter from the client explaining their circumstances is helpful. This information will enable Ravenscourt to assess the client's suitability and a telephone assessment may be arranged; they are also able

to visit clients in custody.

They can accept clients on a condition of residence, tag, probation order or DTTO

**What are the referral criteria:**

People suffering from a significant drug & or alcohol problem

People with an attitude of honesty, open mindedness and a genuine desire to address their addiction

**Who cannot use the services:**

People under the age of 18 who do not have a substance miss-use problem.

**Further contacts specific to services:**

**Organisation** Sanctuary Carr - Gomm

**Main Contact Name** Kathryn Benson

**Email / Phone** [Kathryn.benson@sanctuary-housing.co.uk](mailto:Kathryn.benson@sanctuary-housing.co.uk) 01243 861831

**Geographical area in which services are available** Bognor Regis

### **What Services are offered**

The Linden Road project provides well maintained, safe, supported housing for eleven single, homeless people between the ages of sixteen and twenty five.

Each service user has their own key worker who supports them to develop the knowledge, life skills and experiences they need to achieve their goals, live independently and make their own choices in life.

Our service users each have their own fully furnished bedroom and share communal areas such as a lounge, fully fitted kitchen, information room, laundry and bathrooms.

There is also a courtyard garden area.

When service users are ready to move on to more independent living, Sanctuary Supported Housing is able to offer a move-on support services to young people in their own homes for up to six months. This enables service users to experience independence, but with the peace of mind that support is still available.

A floating support service is on offer for young people who are not housed at the Linden Road

### **Where and when can these services be accessed**

We offer a twenty-four service, with dedicated and highly trained staff available from 8am through to 11pm (and available in emergencies outside these hours).

### **How do organisations / individuals refer or get referred into the services**

Application form

### **What are the referral criteria**

- Homeless people between the ages of 16 and 25
- Teenage parents
- Mums-to-be
- Families

Vulnerable

**Organisation:** Stonepillow

**Main Contact Name:** Sylvie Johnston

**Email / Phone:** 01243 537 934 / [sjohnston@stonepillow.org.uk](mailto:sjohnston@stonepillow.org.uk)

**Website address:** [www.stonepillow.org.uk](http://www.stonepillow.org.uk)

**Geographical area in which services are available:** West Sussex Based, Chichester, Bognor & Littlehampton area

**What Services are offered :**

- **Night Shelter in Chichester – St Joseph’s Night Refuge.** Providing: Evening meal & Breakfast, Shower and bath facilities, Laundry facilities, second hand clothing
- **Day Centre in Chichester – The Old Glass Works Day Centre.** Providing: Benefits information, Assistance with accessing statutory services, Breakfast and Snack Lunches, Shower and laundry facilities , Life Skills training , GP surgery on site for homeless clients not registered with a GP, Mental Health Nurse, Resettlement Service , Substance Misuse Triage, Needle exchange service
- **Sands recovery project in Bognor Regis:** a community based 11 bed rehabilitation service for people with drug or alcohol problems its is designed for people who are currently using substances and require stabilisation, as well as for people who have completed a rehabilitation programme who request second stage – the service is divided in to two units, Level 1 offers stabilisation and support – 6 bed, Level 2 offers therapeutic safe house – 5 bed

**Young People’s Project in Littlehampton:** Provides hostel accommodation to young unaccompanied people. Key working provides, Access to education, Access to training, Access to medical services, Assistance with life skills education. All the young people are enrolled at Chichester College in the International Department, and are encouraged to continue with all aspects of their education

**Move on Accommodation:** Supported accommodation for single homeless people including :

**Client Services - 16 units of accommodation, including self-contained flats and bedsits**

**Sands - 7 units of bed-sit accommodation run as a “dry” house**

**YAS – 10 units of supported accommodation so that young asylum seekers can continue to be offered accommodation after they have been in their**

initial hostel placement. They receive tapered support from a worker, again linked to the necessary life skills to prepare them for independent living

#### **Where and when can these services be accessed:**

- St Joseph's Night Refuge in Chichester is open 7 pm – 8 am every night, the service is first come first serve as there is only room for 10 men & 2 woman, doors open 7pm – 9pm; queuing from 6pm. The service can be accessed by just turning up at the Night refuge – no pre booking needed
- The Old GlassWorks Day Centre in Chichester is open 9am – 3pm, Monday to Sunday all year round. It is a drop in so no appointment is necessary you just turn up at the centre between these times. The service can also be accessed 3pm – 5pm by appointment only. Telephone number 01243 771914 / 775925
- Sands Recovery Project in Bognor can be accessed by appointment only – 01243 866307
- Young Peoples Project in Littlehampton can be accessed by appointment only – 01903 725441

Move on Accommodation this can be accessed by calling the day centre in Chichester & putting your name down on the waiting list

#### **How do organisations / individuals refer or get referred into the services:**

- St Joseph's Night Refuge is self referral
  - The Old Glass Works Day Centre is self referral
  - Young People's Project is self referral and young people can also be referred by Social Services
  - Sands recovery project is self referral but Probation officers can also refer people as well as the West Sussex Drug and Alcohol Team, the west Sussex Supporting People Partnership, Downland Housing Association & Ravenscourt trust who all work closely alongside Stonepillow
- Move on Accommodation Project, referrals are passed on through the day centre

#### **What are the referral criteria:**

- St Joseph's Night Refuge – there is no referral criteria but the service is specifically for people in need of emergency accommodation
  - The Old Glass Works Day Centre has no referral criteria
  - Young People's Project is for young people aged 16-18 years old, and support two groups of clients, - young people who have been in care all their lives (Older looked after children) & unaccompanied Asylum Seekers
- Sands Recovery Project has two sets of criteria level 1 & level 2:

Level 1 - Level one delivers a structured support and development model accessed by the following:

Age 18+ substance misusers

Homeless/vulnerably housed substance misusers

Clients working towards rehabilitation places

Clients leaving residential detox or hospitals

Clients on DRR (drug rehabilitation requirements) and in need of further

**support**

**Clients prescribed opiate reduction programmes**

**Clients must remain abstinent within Sands**

**Level 2 – Level 2 two offers an individual, flexible model accessed by the following:**

**Age 18+ abstinent from alcohol and drugs.**

**Clients who have completed a residential rehab programme and have requested a 2nd stage programme**

**Clients needing ongoing therapeutic support post-detox**

**Clients needing access to education/employment/training**

**Clients requiring general housing support**

**Move on Accommodation, clients will have to contact the day centre, and then be passed through to go on the Move on Accommodation waiting list**

**Who cannot use the services:**

**Please see above. If you do not fit the Criteria you will not be able to use Stonepillow's services unless granted permission by Stonepillow.**

**Further contacts specific to services:**

**Stonepillow – [admin@stonepillow.org.uk](mailto:admin@stonepillow.org.uk)**

**Please see above telephone numbers for the different services**

**Organisation** Stonham Signpost

**Main Contact Name** Paul Reynolds

**Email / Phone** [stonham.signpost@homegroup.org.uk](mailto:stonham.signpost@homegroup.org.uk)  
paul.reynolds2@homegroup.org.uk

**Website address**

**Geographical area in which services are available** Chichester and Arun districts of West Sussex

**What Services are offered**

We are a **FREE Homeless Prevention Service** funded by Supporting People.

We work with anyone aged 16 or over who resides in the Chichester and Arun districts of West Sussex.

We are a short term service that offer Support and advice to prevent housing crisis and homelessness as a result of

Debt, Rent or Mortgage arrears

Low income/loss of income

Disability/illness

Problems with family members, and/or anti-social behaviour.

We work with people by offering various options through advice, information and encouragement that allow people to accept change & make informed choices to ultimately gain confidence and take control themselves.

We offer free advice and support regarding;

Rent or mortgage arrears

Eviction

Homelessness

Budgeting/managing low level debt.

Help with maximizing benefits

Researching information.

Offering all available housing options available to you

Liaising with debtors, local authority councils, landlords and other professionals

Signposting you to the relevant support/agencies you need.

Skills for life.

Options to help return to work & or training/education

Advising on anti social behavior problems

**Assistance with writing letters/form filling.**

**We don't provide the following services, however we can signpost you to relevant agencies that do if required:**

**Personal care or giving you medication.**

**Attending Tribunals**

**Managing large debts**

**Household chores such as shopping, cleaning and cooking.**

**Handling money.**

**Transport.**

**Counseling.**

**Medical advice**

**Legal advice**

### **Where and when can these services be accessed**

**Any organization or individual can refer themselves to the service providing the individuals concerned live in Arun and Chichester districts. The service operates from 9am-5.30pm Monday to Friday.**

### **How do organisations / individuals refer or get referred into the services**

**Just send an email, letter or phone the service with a brief outline of the presenting issues and contact details, we take the details down and get in touch with the client in 24 hours.**

### **What are the referral criteria**

**You must be over 16, living in Arun/Chichester districts and have a housing related need, specifically at risk of homelessness or needing to find settled/secure accommodation.**

### **Who cannot use the services**

**Anyone else who doesn't fit into the criteria above.**

### **Further contacts specific to services**

**Organisation:** Worthing & Arun Mind

**Main Contact Name:** Mick Gisbey/ Sharon Cuerden

**Email / Phone:** 01243 867 200 / 01903 721893 / [Mick.gisbey@worthingmind.org](mailto:Mick.gisbey@worthingmind.org) / [Sharon.cuerden@worthingmind.org](mailto:Sharon.cuerden@worthingmind.org)

**Website address:** <http://www.worthingmind.org/index.asp>

**Geographical area in which services are available:** Worthing & Adur

**What Services are offered:**

They provide help for people with mental health problems who are over 18 years, living in Worthing and Adur, who need support to maintain their tenancies and want help to become more independent.

Support is available to people living in any type of property:

- Privately rented accommodation
  - A home which is owned by yourself or the housing association
  - Bed and breakfast accommodation
  - A homeless hostel
  - Shared accommodation with relatives or friends
- Supported housing with a view to moving onto more independent accommodation

**What they offer:**

People can receive support for up to a maximum of 3 hours a week from a Housing Support Officer. They will agree what support people need and they can help people to achieve this.

What they help people with:

- Finding suitable alternative accommodation - help for people to move from poor or unsuitable accommodation into somewhere where more help is on hand.
- Maintaining a tenancy - help to negotiate with a landlord or a letting agency, dealing with neighbours if there is a problem, making sure the rent is paid on time, setting up an arrears payment plan.
- Helping to manage in your home - making sure it is safe and free of hazards, helping deal with maintenance problems, helping with gas and electricity problems, helping to get the right furniture, helping with post and correspondence.
- Income and money management - help with claiming the right benefits, tax credits, form filling, budgeting, helping with debt management.
- Support with work, learning and daytime activities - help to access help to support work or educational opportunities, support to use community facilities and develop leisure activities.
- Help to establish and sustain effective social networks - for example, keeping in touch with friends and family, support to meet new people and engage in

community activities.

Help to stay healthy - for example, helping you to register with a doctor, dentist, opticians, getting dietary advice, support for giving up smoking, support to increase physical exercise, linking up with mental health professionals where necessary, and any help to reduce drug or alcohol use.

**Where and when can these services be accessed:**

Worthing office - 83 Little High Street, Worthing, BN11 1DH 9am – 5 pm,  
Mon – Fri, 01903 529 100

Littlehampton Office - 23 Maltravers Drive, Littlehampton, BN17 5EY 9am – 5pm,  
Mon – Fri, 01903 721893

**How do organisations / individuals refer or get referred into the services:**

People will need to be referred by a professional, such as their social worker, or Community Psychiatric Nurse, or their current Housing Support Worker, or through the Housing Department. They will do this by contacting their local Mind.

**What are the referral criteria:**

People must be aged 18 or above to be referred. The service is for people that have mental health disabilities and need to use the service to receive tenancy related support.

**Who cannot use the services:**

People under the age of 18 cannot use the service & people that do not have a mental health disability.

**Further contacts specific to services:**

Mick Gisbey is the Team Leader in Bognor & can be contacted on 01243 867 200 – Bognor Regis Youth & Community Centre, Westloates Lane, Bognor Regis, PO21 5JZ

Sharon Cuerden is the Manger based at Littlehampton – Please see above for her details





