Homelessness in Derby

What does it all mean and where to go
INTRODUCTION

If you are expecting to be homeless within the next 28 days, or are in an emergency situation then this booklet will help.

SECTIONS:

1. Presenting to the Council as Homeless
2. The Council’s Assessment process
3. Emergency Accommodation /Hostel provision
4. Longer Term Housing options
5. Useful information
   - Health
   - Finding Food / Food Banks
   - Job Centre / Benefits

Produced by PACE in partnership with Derby News

If there is any incorrect information or new information updates, please contact PACE on 01332 987621
1. Presenting to the Council as Homeless

If you think you’re going to be homeless, or are homeless then you should contact the Council (Housing Options) as soon as possible. They will seek to understand your needs, assess your eligibility and assign you a Housing Officer who will help you with the process, and finding suitable accommodation.

**Address:**
Council House,
Corporation St,
Derby DE1 2FS

01332 640085

**Out of hours:**

01332 786968

(Monday to Friday from 5.00pm to 9.00am, on weekends and Bank Holidays - 24 hours a day)

If there are problems with the above number, either

Contact No Second Night Out on 0345 111 0000 who will do their best to allocate an emergency bed (see p. 11)

Or, go to Milestone House on Green Lane, (see p. 10)
2. The Council’s Assessment Process

The Council will assess whether they have an obligation to support you with Council Housing and, if so, whether or not, your are a priority on the Waiting List. They will also help with Longer Term Housing solutions.

OVERVIEW

STAGE ONE – You will be assessed to see if you are entitled to emergency accommodation and the nature of it.

STAGE TWO - You are assessed to see if you are entitled to get help in getting longer term housing.

THE DECISION - is made.

(this process could take hours, days or months depending on the complexity of your circumstances)

STAGE ONE -

Being assessed to see if you are entitled for emergency accommodation.

They do this by considering these three questions:

1. Are you homeless or about to become homeless?
2. Do you have a right to live in the UK and are you eligible for assistance?
3. Can you be classed as being in priority need of help?

The Council will do their best to ensure that some form of accommodation is available in the immediate term, regardless of priority.

Due to the lack of availability of Council Houses all applicants who are homeless will go into Emergency Accommodation pending property becoming vacant

So what do the terms mean? let’s break them down:

1. Homeless or about to become homeless: this doesn’t mean that you have to be sleeping on the streets, there are many different circumstances that people find themselves that are classed as legally homeless. The council will look in to your personal circumstances.
2. **Eligible for assistance:** Your entitlement to help mainly depends on, your citizenship or nationality, whether you usually live or are ‘habitually resident’ in the UK and your immigration status. There are different rules for British citizens, nationals of EU or EEA countries and people of other nationalities.

3. **Priority need:** this list is not exclusive, but these are the most common areas that would make an application a priority:

- Your children live with you (even if this is not the case at the time due to the housing situation but this is your normal arrangement)
- You’re pregnant
- You’re a care leaver aged 18 to 21
- You’ve been made homeless by fire, flood or other disaster
- You’re aged 16 and 17 and not eligible for housing from social services

- If you are “vulnerable”
  - Are an older person
  - Have a physical or learning disability or mental health problems
  - Had to leave your home because of violence or harassment
  - Have been in care
  - Were in the armed forces
  - Have been in a young offenders' institute or prison in the past
  - If you need care and support but don’t have family, friends or social services that you can depend on, this may also be a factor.

(though this doesn’t mean that you will be automatically classed as a priority if you fit into one of these categories, this is decided by the council.)

The council has a duty to provide you with emergency accommodation if it has reason to believe that you may qualify for help and have nowhere to stay.
STAGE TWO

This investigation will consider the following 5 questions:

1. Are you legally considered to be homeless?
2. Do you have a right to live in the UK and are you eligible for assistance?
3. Can you be classified as being in priority need of help?
4. Are you homeless through no fault of your own? (You can be disqualified from long-term help if the council decides you made yourself intentionally homeless)
5. Do you have a local connection with the council's area?

The council looks at these questions in detail, makes enquiries and asks for evidence to help it make a decision.

(N.B -If the council decides you qualify under the first four questions, you are entitled to longer-term housing.)
**What is Local Connection?**

Before the council looks at whether you have a local connection with its area, it must first consider points 1-4 (Stage 2), if you are told to go to another council without these areas being investigated this is unlawful.

To have a local connection you should have one off the following:

- Living in Derby for the past 6 months
- Living in Derby for 3 of the past 5 years
- Having immediate family members living in Derby
- Working in Derby (any amount of time)

There are expectations to this rule:

- If you are fleeing violence /threats from another area
- If you have come from NASS (Asylum Seeker) accommodation and told to approach an area
- If you have no local connection anywhere
- If you have a special order in place housing need
- need to move closer to medical/educational facilities around housing need

Then a decision will be made about your case and you will be informed in writing.
The Decision

You will either be told that you are entitled to help with getting long-term accommodation or that your application has been refused.

You will get this information in writing and it should explain:

- What the council has decided
- The reasons why the council made that decision
- That you have the ‘right to request’ a review of a ‘refusal to help’ within 21 days and how you can do that

If your case is accepted, (Statutory Homeless) the council will start helping you in to longer-term housing, this could be with a specialist housing, shared housing, a council house, a housing association or a private rented house. Though this will depend on your personal circumstances and needs, this can take time, but you will be provided with emergency accommodation during the wait.

Even if your application for homelessness is turned down, (Non-Statutory Homeless) there are still options, and in Derby the council will often still support you to get accommodation by referring you to other accommodation such as hostels, supported housing and council house waiting list. Though you will have to look into their criteria for accessing these projects as these can differ or you will be advised on this. So please refer to this booklet for further information.

If your application is turned down, and you disagree with the decision you have a right to appeal this, and start by getting advice from a housing advisor or solicitor. You can always contact your local citizen’s advice branch and in Derby there is Direct Help & Advice who could support you.
3. Emergency Accommodation

Milestone House
Run by Derby Homes, this is a 35 bed hostel like accommodation, though it is not a hostel, they work with the council team to assess the needs of people and then refer them to the most appropriate service. The aim is to move people on to more long term accommodation within 28 days. Criteria—over 18 years old, no sex offences

Contact details
01332 642151
Address
Green Lane Derby
Referral route
Housing Options - (the Council Team)
https://www.derbyhomes.org/

PACE House
(Due to open at the end of August 2016)

Run by PACE, this is an assessment and engagement centre for their supported housing project, its aim is to move people on to PACE’s support housing scheme within 6 weeks using the centre as a platform to make sure all peoples basic needs are met and that people are allocated into the most appropriate accommodation that suits their needs. Accepts 18+, some offences not accepted.

Contact Details
01332 987 621
Address
PACE, Stores Road, Derby DE1 4BJ
Referrals
Housing Options - (the Council Team)
http://www.pacederby.co.uk/

Bed and Breakfast
Some times will be used as emergency accommodation, the council will decided if you are entitled to this. (Most likely for families / people with dependent children)
No Second Night Out

The No Second Night Out team is run by Riverside ECHG (English Churches Housing Group) who are based at Centenary House. Their aim is to prevent people sleeping on the streets for more than one night. They will support people who are sleeping rough and refer people to stay in Milestone houses reception or in the reception at Centenary House. They also have 2/3 properties in which they will house people for up to three months and support them into services.

Contact details
Tel: 0345 111 0000
Email: nsnodd@riverside.org.uk

Referral route
Anyone can refer into this service

If you see someone rough sleeping, you can report this to the service and they will investigate what can be done to support that person you can refer on the website below:


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Derby City Mission—Night Shelters

Derby City Mission provide emergency accommodation during the winter months. From December 1st to the 31st of March. They rotate their accommodation round the church’s within Derby.

The churches that are used do change, the council, milestone house and the Padley centre will have up-date maps and information. Or you can contact the team on the number below or look on their website.

Contact details
01332 460346

nightshelter@derbycityMission.org.uk
Hostels

Hostels within Derby slightly differ, depending on their area of speciality, but you can normally expect to stay there up to 2 years, have your own room and share facilities. You will have a support worker to advise you with any needs and help you when ready to move.

Centenary House

Centenary is run by Riverside ECHG. It is a 36-bed hostel split into 5 units. Residents can stay for up to 2 years.

- ADU 1 - Alcohol Dependency Unit 1 (high needs) - 6 beds
- ADU 2 - Alcohol Dependency Unit 2 (medium needs) - 6 beds
- Female Unit - 6 beds
- Generic Unit - 14 beds

Referrals

Housing Options - (the Council Team)

Contact Details

ECHG
Centenary House
Mount Street
Derby DE1 2HH

Tel 01332 200005
Fax 01332 381442

https://www.riverside.org.uk/
Padley

Padley is a 10 bed hostel for men with generic needs and high to medium support needs. Residents can stay there for up to 2 years.

Referrals
Housing Options - (the Council Team) or directly to Padley

Contact Details
Padley Direct Access Hostel
3 Becket Street
Derby DE1 1HT
Tel 01332 361633 Fax 01332 361670

http://www.padleygroup.com/

YMCA

YMCA is a generic needs hostel for people with high to medium support needs, where people can stay for up to 2 years. They accept people between 16 and 65 years old. There are 82 beds. Some are catered for, some are self catered and some are self contained flats. They do not accept people with drug or alcohol issues, PPOs or people with gang affiliations.

Referrals
Housing Options - (the Council Team) or self refer

Contact Details
YMCA
The Campus for Learning & Development
Tel 01332 579550
Fax 01332 579565
http://www.ymca.org.uk/
4. Longer Term Housing options

Shared Housing

Shared Housing Differs depending on the project, but roughly you are able to stay for around 2 years and get a level of support provided. You will always have your own room but often have to shared house hold facilities with other people. Some projects have self contained flats.

Action Housing MIST Project

Action Housing is shared housing that offers generic support for adults whom are currently with probation or engaging with any treatment programme.

Contact Details

01332 680200

Referrals

Housing Options - (the Council Team)

NACRO

Provides shared accommodation for people with offending history who have high to medium support needs and are aged between 18 and 65.

Referrals

Housing Options - (the Council Team)

Prison, Probation

Contact Details

Tel 01332 346101

https://www.nacro.org.uk/
Faith Hope Enterprise

There is a range of shared houses and individual flats. Anyone who is single and homeless can apply to us – you do not need to be referred by another agency.

Referrals
07770 366 267

Contacts
The Faith Hope and Enterprise Company Ltd
32 Eldon Business Park, Eldon Road
Attenborough
Nottingham
NG9 6DZ

http://www.faith-hope-enterprise.org.uk/

PACE (Promote Ability Community Enterprise)
PACE housing, offers support for 18-65 with generic needs. Medium to high needs.

Contact Details
01332 987 621

Address
PACE, Stores Road, Derby DE1 4BJ

Referrals
Housing Options - (the Council Team)

http://www.pacederby.co.uk/
Riverside ECHG Shared Housing

The shared housing run by Riverside English Churches Housing Group (ECHG) provides shared accommodation with support for people with medium to low support needs.

Referrals
Housing Options - (the Council Team)
01332 200005

https://www.riverside.org.uk/

Smart Share
Run by Derventio Housing Trust, Smart Share provides shared accommodation with support for people with medium to low support needs. It is for generic needs, and accepts people between 18 and 65.

Referrals
Housing Options - (the Council Team)

Contact Details
Derventio Housing Trust
33 Boyer Street
Derby DE22 3TB
01332 292776

http://www.derventiohousing.com/
Specialist Housing

Domestic Violence Housing

*In order to protect the people living there, refuges do not give out their address*

**REFUGE**

For women and children fleeing domestic violence. Due to the nature of the project the address and contact number is not given out. If you have any concerns or would like advice contact the Derby City Council Domestic and Sexual Violence Advocate Team on 07812 300927.

If it is an emergency contact 999

**Referral:**

- Housing Options (council)
- Police, social workers
- [http://www.refuge.org.uk/](http://www.refuge.org.uk/)

**Creative Support**

Creative Support provides shared accommodation for people with mental health issues and medium to low level support needs. Clients must be under mental health services.

**Referrals**

- Housing Options - (the Council Team)
  - and mental health workers

**Contact**

[http://www.creativesupport.co.uk/](http://www.creativesupport.co.uk/)
Re-Think

Re-Think is a specialist mental health support service in Derby. It provides shared accommodation (for up to 18 months) and self-contained flats (up to 2 years) for people with mental health issues and high to medium support needs, aged 18 to 65. Clients must be under mental health services.

Referrals

Housing Options - (the Council Team)
and mental health workers (must having Funding)

Contact Details

Tel 01332 210228

https://www.rethink.org/
**Private Rented Accommodation**

It is normally your responsibility to look for properties. Services can give you contacts and information to guide you. The council can provide support to you to help get in to the private rented sector. For more information regarding the support available from the council please contact them.

**Bond Assurance Scheme**

This is a scheme whereby Housing Options provides a written guarantee to the landlord that if the property is damaged (by the tenant) within the first 12 months the landlord can claim this from Derby City Council. The council and the landlord both need to agree to the Bond Assurance Scheme before a signs up for a property.

The Bond Assurance Scheme is not available to those under 35 years of age.

**The Rent in Advance Scheme**

Housing Options can make the first month’s rent payment direct to the landlord at the start of the tenancy. They then recover this back with the first housing benefit claim payment.

**Derby Letting Agencies (35 + only – due to housing benefit law change):**

- Martin and Co – 01332 391922
- New Space – 01332 227900
- Street Ahead – 01332 202029
- JR Properties – 01332 381177
Letting Agents

(Please note that these to change regularly.)

<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>TELEPHONE</th>
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<tr>
<td>Your Move</td>
<td>24 Iron Gate, Derby,</td>
<td>01332 408094</td>
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<tr>
<td>Castles Homes</td>
<td>111 - 113 Friar Gate, Derby</td>
<td>01332 229179</td>
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<tr>
<td>Cathedral Lettings</td>
<td>30 The Strand, Derby,</td>
<td>01332 229717</td>
</tr>
<tr>
<td>Derby Property 4 U</td>
<td>62 Elms Avenue, Littleover, Derby</td>
<td>01332 229184</td>
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<tr>
<td>Home Plus Lettings</td>
<td>56 Osmaston Road, Derby</td>
<td>01332 289153</td>
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<tr>
<td>Sure Let</td>
<td>1 North View Burton Road, Derby</td>
<td>01332 229196</td>
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<tr>
<td>IMS LettingsMarket</td>
<td>City Office 36 Place, Derby</td>
<td>01332 220276</td>
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<tr>
<td>Martin &amp; Co Derby</td>
<td>15 St. James Street, Derby, 01332 408098</td>
<td>01332 408090</td>
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<tr>
<td>MBM Property</td>
<td>45 Friar Gate, Derby</td>
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Homefinder

Homefinder is where all the local social housing providers are advertised.

You apply by going on the website and completing the “Housing Wizard Form”. This assesses if you are eligible to go on the Homefinder waiting list. People who have been found Statutory Homeless will qualify to go on Homefinder.

People who are Non Statutory Homeless may also qualify for this - they can apply to go on the “Open for all Homefinder” list.

The houses advertised on Homefinder are updated daily.
5. USEFUL INFORMATION

HEALTH INFORMATION

Derby Urgent Care Centre (Walk-in Centre)
Location: Osmaston Road, DE1 2GD
Contact: 01332 224700
Opening Hours: 8am-7.30pm

Emergency dentist
contacts: Coleman Street Dental Clinic
Location: Allenton Derby DE24 8NH
Contact: 01332 861190
Monday to Friday, 8.40am – 1.00pm and 1.30pm – 4.45pm (Friday – closes at 4.15pm)

Out of hours:

Derby Emergency Dental Service
Contact: 01332 888085
Telephone line and clinic only active during Monday to Friday 6.00pm – 9.00pm Saturday to Sunday and Bank holidays 8.00am – 3.00pm
FREE DAILY HOT FOOD – ON THE STREETS,  
CITY CENTRE

Most will also provide clothes, and toiletries

Street Safe  
Serving on : 
Sunday / Monday / Wednesday / Friday from 8pm  
Location : 
Car Park opposite Intu Centre on Traffic Street  
Contact:07739 653 793  
streetsafederby@yahoo.co.uk

Doorways  
Serving on : 
Tuesday / Saturday from 8pm  
[ Thursday – drive round service from 8pm] Location : 
Market Square by the fountain.  
Contact : 07835324096  
doorways2015@gmail.com

Project Touchdown  
Serving on : 
Thursday from 7.30pm  
Location : Market Square by the fountain Contact : 07479327432  
Projecttouchdownuk@gmail.com

Guru Nanak Mission  
Serving on : 
Saturday / Sunday from 7pm  
Location : 
Market Square – between QUAD and Assembly Rooms
Derby Soup Run
Serving: Every Day 10pm-11pm
Location: Osmaston Road Baptist Church DE1 2GU
Contact: 01332 516955

Jake’s Kitchen
Serving: Mondays 6.30pm to 8.30pm, and Fridays 5.30pm to 7.30pm
Location: New Life Christian Centre, Normanton Road
Contact: 01332 349056

Jayes Kitchen
Serving: Friday 8pm-11pm
Location: Drive round to YMCA, Padley, Milestone and Centenary
Contact: 07838 244960

A Helping Hand
Serving on: Wednesday 8pm
Location: Drive round Padley, Milestone and Centenary
Contact: 07501 765074
Benefits—numbers

New benefit claims only
0800 055 6688

General Benefits -
03456088545
  Jobseekers allowance,
  Income support
  Incapacity benefit
  Employment and support allowance

Social Fund
0345 603 6967

Bereavement
0345 6088601

Universal Credit
0345 600 0723

National Job centre Enquiry Lines
0345 6043719