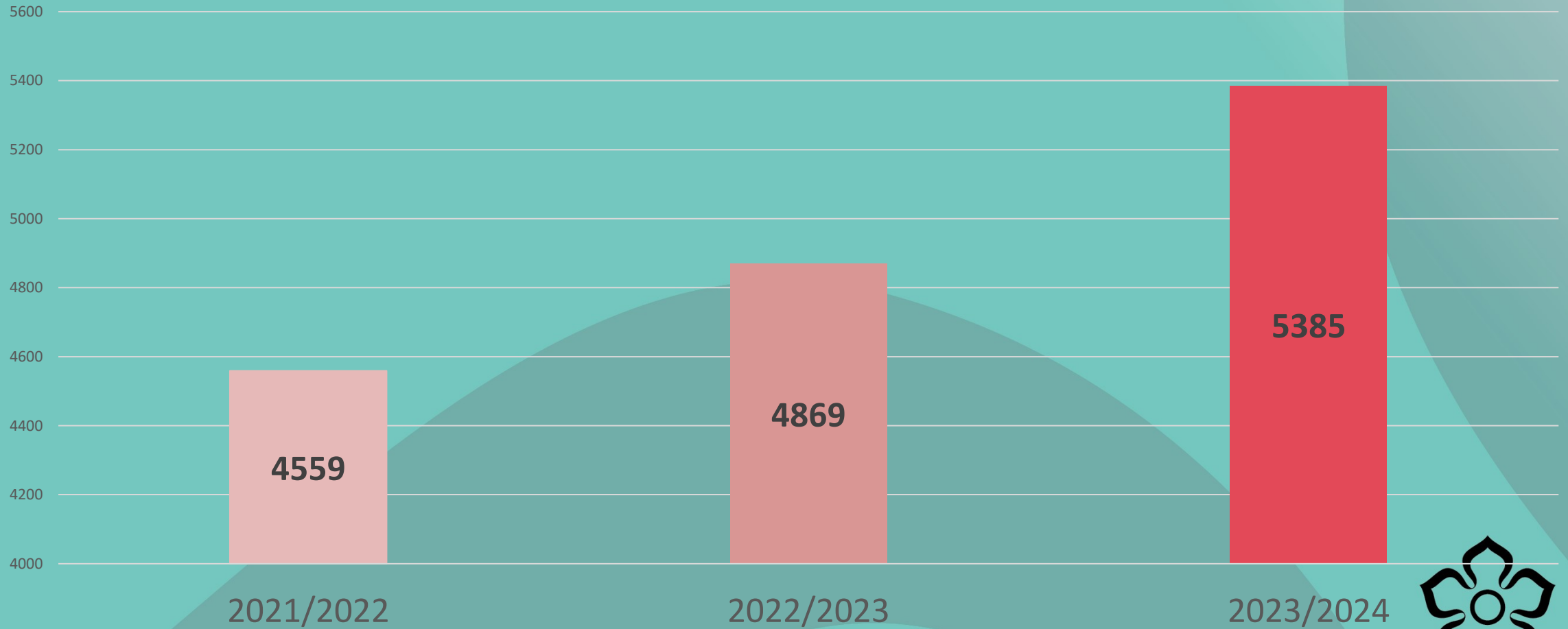


Households contacting homelessness services for help



Increasing numbers in TA

End of May/ start of June

Families	Singles	
520	552	In TA
262	159	In B&B

Homelessness Services Commissioned Temporary Accommodation & Support Services

Client Group	Provider	Number of units	Support
Singles	emh	14	2 hrs per week
Singles	Action Homeless	12	6 hrs per week
Singles	Housing Network	43	3 hrs per week
Offender	Adullam	14	4-6 hrs per week
Offender	Adullam	13	2-3 hrs per week
Young People	YMCA	72	6 hrs per week
Dawn Centre	LCC	44	Emergency 24/7
Rough sleepers	emh	7	Complex needs
Rough sleepers	Action Homeless	18	Complex needs
Rough sleepers	Action Homeless	10	Complex needs
Restricted eligibility	One Roof	10	Targeted support
Rough sleepers (WIP)	emh	4	Complex needs
Rough sleepers (WIP)	Action Homeless	14	Complex needs

Support needs of clients in TA

Support need	% clients who have this support need
Mental health problems	56.2%
Drug problems	32.0%
Alcohol problems	22.6%
Physical or sensory disability	14.2%
Learning disabilities	3.6%
People with HIV/AIDS	0.7%

Based on over 800 clients provided with temporary accommodation between 2015 to 2022

Key:

- Food
- Laundry Facilities
- General Information
- WiFi
- Showers
- Phone Charging
- Health
- Accommodation
- Accident & Emergency
- Drug & Alcohol Support

Services

1

Leicester City Council

Housing Options, 91 Granby Street, Leicester, LE1 6FB

▲ If you are facing homelessness in Leicester we recommend that you contact us on 0116 454 1008. Lines are open Monday to Friday, 8am to 6pm. The service centre is open for face-to-face appointments on Tuesdays and Thursdays only between 9.30am and 4.30pm.

www.leicester.gov.uk/your-community/housing/homelessness/

0116 454 1008
Monday to Friday,
8am – 6pm

If you are homeless in an emergency outside of these hours, please contact us on
0116 221 2770 for assistance.



leicesterhomelessnesscharter.co.uk

07894 231 800

leicesterhomelessnesscharter@outlook.com

Leicester's Homelessness Charter
[homelessnesscharter](http://homelessnesscharter.org.uk)

If you are sleeping rough or know someone who is, or have seen someone sleeping rough, please contact Streetlink on **0300 500 0914** or online at: www.streetlink.org.uk

By notifying Streetlink, your local outreach team will be notified and can provide signposting and support.



Thank you to: The National Lottery Community Fund, Edith Mugby Foundation, Leicester City Council and Rock Kitchen-ware

2

The Y Advice and Support Centre (YASC)

105 Granby Street, Leicester, LE1 6FE

YASC provides a safe welcoming space for individuals experiencing homelessness, (priority given to those rough sleeping).

The service offers breakfast, drinks, refreshments, practical support, advice and signposting.

Drop-in and 1-1 appointments. In-house Mental Health Access worker and a range of partner agencies available including The Homeless Mental Health service, Turning Point and St Mungo's.

ymcaleics.org.uk/our-work/yasc/

0116 204 6223
8am – 3pm

8am – 10am
Drop-in for sit down breakfasts and practical help.

10am – 3pm
Pre-booked and drop-in one to one appointments.



3

The Bridge – Homelessness to Hope

Hope Centre, 43 Melton Street, Leicester, LE1 3NB

The Bridge is a charity, who provide breakfast, lunch, showers and laundry facilities, clothing, case workers for people who are homeless and aged over 18.

0116 222 1161
or email: hello@bridgeleicester.org
to speak to a member of the team, who will be happy to offer advice.

Monday, Tuesday, Thursday & Friday
9.30 am – 2.30 pm
Saturday
9.00 am – 1pm



4

Inclusion Healthcare Social Enterprise CIC

Charles Berry House, 45 East Bond Street, Leicester, LE1 4SX

Inclusion Healthcare are a specialist healthcare provider who work with people who are homeless and vulnerably housed.

inclusionpractice.co.uk

0116 221 2780
To book a GP appointment, telephone 0116 221 2780.

Monday to Friday 8am – 6.30pm



5

No.5 (Leicester Recovery Hub)

5 Hill Street, Leicester, LE1 3PT

Centre for street drinkers including housing advice, activities, coffee bar and access to facilities such as washing, phone and internet.

0116 478 2017

Monday to Thursday
8.30am – 3.30pm
Friday
8.30am – 3pm



6

Help the Homeless

9 Abbey Street, Leicester, LE1 3TE

Help the Homeless support have a range of projects to support people who are homeless in Leicester. They provide advocacy and signposting to services, as well as access to a snack bank and clothing.

On Thursdays, they offer an Open Space from 12pm until 4pm serving hot food, advice, creative and wellness activities.

www.hthleicester.co.uk/contact

0116 4645 123



7

Homeless Mental Health Team

165 Granby Street, Leicester, LE1 6FE

The Homeless Mental Health service offers mental health assessment and referral to mainstream mental health and support services – for people age 16+ who are homeless (sleeping rough in hostels) or staying in temporary accommodation (sofa surfing etc.). Self-referral by anyone who is homeless and any person in contact with someone who is homeless.

Referral via telephone:

0116 295 8442
or email: homeless.mhs@nhs.net



8

The Dawn Centre

The Dawn Centre, Conduit Street, Leicester, LE2 0JN

The Dawn Centre project provides temporary accommodation, support, advice and assistance on housing health, life skills and education for homeless people.

The centre operates 24 hours a day, 365 days of the year – a referral is needed to access the centre.

leicester.gov.uk/your-community/housing/homelessness/temporary-accommodation/the-dawn-centre/

0116 221 2770

9

One Roof

65 Regent Road, Leicester, LE1 6YF

One Roof provide help for single people who are homeless (including destitute refugees and refused asylum seekers) rebuild their lives. A referral is needed to access this service.

www.oneroof.org.uk

0116 442 2007
or email: info@oneroof.org.uk



10

Dear Albert

68 Humberstone Gate, Leicester, LE1 3PL

Dear Albert offers immediate caring and professional help for drug and alcohol problems, delivering the treatment you or a loved one needs in the community.

Monday to Friday
9am – 5pm
Sunday
8am – 11.30pm (breakfast)

0800 8303646
or email: hello@dearalbert.co.uk



11

Turning Point

32 Friar Lane, Leicester, LE1 5RA

Turning Point works with anyone who is affected by drugs or alcohol and wants support to make change. We offer a variety of treatment options and will support you to find the right treatment for you. Regardless of your age, we have a service which will meet your needs.

For young people up to 24, the dedicated young people's team will work with you in any location that is suitable.

www.turning-point.co.uk

0330 303 6000



12

Mental Health Crisis Café

The David Wilson Foundation Centre
St Martins House, 7 Peacock Lane,
Leicester, LE1 5PZ

0800 800 3302

Tuesdays only
9am – 5pm



13

Open Hands Compassion Centre

Open Hands Compassion Centre,
19 Lower Willow Street, Leicester, LE1 2HP

Emergency Food Parcel Collection:
Wednesdays 10am – 12pm
(with Food Store Voucher)

Drop-in (Emergency Clothing & Household Items):
Tuesdays and Thursdays
10am – 12pm (with Referral)

Pie Night:
Tuesdays 7pm

Accepting donations
Tuesdays 1pm – 5pm and Thursdays
3pm – 5pm.

Please look on our donate page to find out what we are in need of.

openhandsleicester.org.uk/contact-us/

0116 326 1857



14

Leicester Royal Infirmary

Infirmary Square, Leicester, LE1 5WW

Emergency Department Open
24 Hours 365 Days

0300 303 1573



15

Action Homeless

Action Homeless have been supporting people affected by homelessness for 50 years. Most of Action Homeless' services form part of Leicester's Homelessness Pathway and should be accessed via Leicester City Council

www.leicester.gov.uk/your-community/housing/homelessness

0116 22 11 857
Monday to Friday,
10am – 4pm

or email:
AHDutyDesk@actionhomeless.org.uk



Leicester's
Homelessness
Charter

TACKLING HOMELESSNESS TOGETHER



Homelessness
resources
Leicester

16

The Centre Project

1 Alfred Place, Off Granby Street,
Leicester, LE1 1EB

The Centre Project is a local charity based in Leicester City Centre that supports vulnerable people in the community. They aim to reach those who are most excluded from our society to reduce isolation and promote wellbeing.

Monday
10.30am – 1pm
Tuesday
10am – 5pm

Wednesday
3pm – 6pm
Thursday & Friday
10am – 5pm

0116 255 4013
or email: info@centreproject.org



Meals for People Affected by Homelessness

Leicester's Homelessness Charter regularly updates a list of places that people affected by homelessness can access food. You can find this list here:



Scan



Leicester
City Council