

# Information for people sleeping rough in Manchester May 2020

## Coronavirus

It is important that you are able to keep yourself safe, which means having single room accommodation with access to washing facilities, where you can keep clean and self-isolate.

## How to get into accommodation

If you are sleeping rough and have been in Manchester for at least 6 months:

### Step 1

#### Get a referral

This can be done:

- at the Booth Centre on Mondays to Fridays between 9am and 12pm; or
- by talking to an outreach worker; or
- by phoning Centrepont (if you are 25 or under).

### Step 2

#### Find out when you have been allocated a room

Vacancies will be allocated to people using a priority system. If you want to find out if you have been allocated a room, then all the services will have a list at 10am each morning. So contact the service that referred you or go to the Booth Centre (Monday to Friday, 9am to 12pm) or the Mustard Tree (Saturday 10am to 2pm). If you have a phone then someone will phone you.

### Step 3

#### Move in

In the Emergency Accommodation you'll get a single room, free food and a support worker who will help you look at a long term housing plan and can support with drug/alcohol/mental health/benefit or other issues you might need help with.

### Step 4

#### Getting back inside

If you left emergency accommodation, or if you were asked to leave, then find out if you can get another offer of accommodation by speaking to an outreach worker, going to the Booth Centre (Monday to Friday, 9am to 12pm) or talking to Centrepont (if you are 25 or under).

**If you are homeless but not sleeping rough,  
or if you are from outside Manchester, then contact  
the Housing Options Team for a homelessness assessment on 0161 234 4692.  
Alternatively, visit the Booth Centre, or contact Centrepont if you are 25 or under.**

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## **Booth Centre**

- Monday to Friday from 9am to 12pm
- Accommodation referrals + to check if you've been allocated accommodation
  - Free food, a hot drink, toiletries, toilets and phone charging
  - Emergency advice with benefits etc.

## **Centrepoint**

- For people aged 25 and under
- Call the free helpline on 0808 800 0661, from Monday to Friday 9am – 5pm.

## **Cornerstone**

- Monday to Friday from 12pm to 2pm
- Packed lunches and soup
  - There are no showers operational at this time.

## **Manchester City Council Outreach Team**

- Provides street based outreach seven days a week, offering advice, support and referrals to housing.
- Telephone contact is available Monday to Friday 9.00am - 4.30pm to check status of referrals: 0161 234 5339.

## **Mustard Tree**

- Monday to Saturday from 10am to 2pm
- Food Club, food parcels and clothing
  - Toiletries and toilets.

## Reconnections

If you want to return to your home country or return to family in the UK, please see a member of staff at the Booth Centre between 9am and 12pm Monday to Friday, or talk to an outreach worker.

## Health Support

### **Urban Village Medical Practice**

The Wound Clinic is available on Mondays, Wednesdays and Fridays from 1pm

Phone the surgery for advice if you are registered – 0161 272 5656.

### **Drug and alcohol support**

Phone CGL on 0161 214 0770 or come to the Booth Centre for a referral.

### **Mental health support**

Talk to an outreach worker or visit the Booth Centre to use the phone to contact services.