

Up-to-date list of Services, their offer of support and opening times

Please be aware this file will be updated regularly, so please check it often to have the most recent information about each service.

Last reviewed 16/11/2020

Framework - Sheffield

Street Outreach Team

T: 0800 066 5358

365 days of the year

The service is continuing as usual, carrying outreach from 6:00am 365 days of the year. It is open to clients for support from 8:00am-5:00pm Monday to Friday and 8:00am-2:00pm Saturday and Sundays.

Referrals can be made by other services, shops, members of the public, by the client themselves or anyone by calling 0800 0665358 number and providing a rough sleeping location.

They are able to help all clients in an outreach capacity. This is usually on the streets, so easier to adhere to PHE guidelines.

They continue to work in partnership with other support services, so may see clients at the Archer Project, Bens Centre or any other locations to get support and a continuity of care for their clients.

St Wilfrid's Centre

524 Queens Road, S2 4DT

T: 0114 255 5720 option 1

Opening Times: Morning:

10am - 12.30pm & Afternoon: 2:00pm - 4:00pm Monday to Friday

For self-referrals, St Wilfrid's Centre can offer food, showers, clothes and advice/signposting, if clients present themselves at the Centre within the opening times. They are open to clients who normally attend day service to come for specific sessions, adhering to government and public health guidelines. They are continuing to provide an outreach service to all their established clients. They are not able to take on any new formal referrals for day service activities at present.

SWWOP - Sheffield Working Women's Opportunities Project

61a WMS House

The Wicker, S3 8HT

T: 0114 275 2040

10.30am - 2.00pm – Monday to Friday

Clients are not able to come into the office but doorstep support will be provided and takeaway supplies (food parcels, condoms, needle x-change, etc).

Also operating a community outreach approach and delivering food parcels and supplies to clients' accommodation - this is reviewed weekly.

At the moment, regular one to one appointments are being held via telephone.

Drop in sessions for maximum 5 clients will soon be held outdoors at parks etc.

Outreach van is operating 3x weekly (3 hour sessions). Clients can't come onto the van at moment but are able to get food, condoms and needle x-change.

Referrals are open as usual. If somebody is sex working on the street, at home or over the internet, they can contact them for support.

For out of office contact please call us on:

Sali Harwood – Service Manager - 07957 567937

Rosie Peers – 07968945574

Annette Swaby - 07966626564

Ben's Centre

22 Wilkinson Street, S10 2GB **(Please note new address from 16th November)**

10.30am – 2.30pm – Monday to Friday

Ben's Centre is open as a limited day centre from the 16th November to existing and potentially new clients. Please note their new address is 22 Wilkinson Street, S10 2GB, situated just off Hanover way, near Sainsburys.

They are now providing light lunches to existing and new clients until their new kitchen is organised and ready to cook hot food.

Outreach patrols will be running every weekday from the 16th November.

They are still open as a donation centre and will deliver housing providers and other agencies with enrichment items as and when they need them.

Cathedral Archer Project

Church Street, S1 1HA

T: 0114 263 6970

Offering breakfast and lunch via gates Monday-Friday 8.30-1.00 (last meal served at 12.45pm).

Good News Café and Revive are operating on Saturdays at the same time, however they are not able to allow people into the building.

As the Sunday Centre is providing hot takeaway meals, there isn't any provision on a Sunday at the Archer Project.

There is access to toilets, showers, laundry, use of the telephone, computer and 1:1 support available for people who are rough sleeping and/or without benefits.

Unable to provide dentist service at the moment due to Covid restrictions.

People can use the Archer Project for virtual surgeries with their GP. They will need to speak to a member of the team to arrange to use this service.

Sunday Centre

Victoria Hall Methodist Church

Norfolk Street, S1 2JB

1.30pm - 2.15pm – Sundays

Serving take-away food at the George Street entrance to the Victoria Hall - usual entrance.

Offering take-away food (a hot meat/hot veggie meal) and a small food bag - fruit, choc, biscuits, etc.

Unable to offer hot or cold drinks, but able to provide bottled water to give out on request.

Currently handing out disposable face masks.

The Hall is completely closed to visitors so there is no access to toilets.

The continuation of this service/support will be dependant on being able to demonstrate Covid compliance by volunteers and by clients – this will be reviewed regularly to assess if this support can continue in this format.

Sunday Centre is also offering a “Walk and Talk” Service. This is a scheme where two volunteers walk the parts of the city centre where those who use the Sunday Centre tend to hang out. It is an effort to do something to tackle loneliness and isolation. Service aims to go out most days but is dependent on availability of volunteers as their safeguarding & safety procedures requires to work in a team of two.

Wednesday Night Soup kitchen

Helping with ‘Meals on Wheels’ by coordinating preparation and distribution of packed lunches operating from Archer Project to support people placed in hostels commissioned by Sheffield City Council due to Covid-19 government guidance.

Leading on the 2020 Christmas Shoe Box Appeal. Every Christmas, homeless people not only have to deal with the fact that they are homeless as well as other issues, but also have to deal with the "happy" part of the year, sometimes alone. Aiming to ensure everyone gets a present to open this Christmas and bring some cheer to the most vulnerable adults in Sheffield.

Treatment Services

All Sheffield Treatment Services are operating as usual, but please try and call before attending, however if this is not possible please access the service in person

Drugs: 0114 305 0500

Fitzwilliam Centre, Fitzwilliam Street

Non Opiate Service, at 44 Sidney Street

Alcohol: 0114 305 0500

The Matilda St entrance of 44 Sidney St

Criminal Justice: 0114 305 0500

Howden House/Housing Advice

1, Union Street, S1 2SH

T: 0114 2736306 or in case of an emergency out of hours, call 0800 7311 689.

Or log online and ask a call back on:

<https://www.sheffield.gov.uk/home/housing/housing-advice-options-line.html>

Howden House is currently closed until further notice, however, sign ups for properties are happening and we can make appointments for people to come to Howden.

Security Staff are always in reception for any members of the public who do come to provide numbers or contact Housing Solutions.

All contact numbers for different departments are on the outside door of the building for customers.

If you are unable to call us or get through on 0114 273 6306 please fill out the short form on the link: <https://www.sheffield.gov.uk/home/housing/housing-advice-options-line.html>
They will call you back within 3 working days. Please attach a scanned copy of your ID if you can, to help resolve your circumstances quicker.

Street Pastors

Rock Christian Centre
75 Carlisle St, S4 7LJ
T: 07931562442

Not operating at the moment. They kept going until Sheffield went into tier 3 and changing their times accordingly.
However, they have decided it was best to suspend patrols for the moment. They will keep reviewing this decision as Government guidance changes.

Devonshire Green Medical Centre

126 Devonshire Street, S3 7SF
T: 0114 272 0255
Accessible by phone on:

Mon/Tue/Wed/Frid	08:30 to 18:00
Thu	08:30 to 12:00

If anyone calls the Centre, a doctor will phone them back on the same day. If that doctor needs to see them face to face this will be arranged at Hanover or Devonshire Green Medical Centres. They can video consult if anyone has the equipment to do this.

Video consultations are up and running weekly at Salvation Army, Archer Project and other services.

The Centre is pro-actively trying to contact people where there are health needs they know about, so letting them have an up to date phone number is really helpful.

They work very close with the street outreach nurse and HAST (Homeless Assessment and Support Team).

Homeless Assessment and Support Team (HAST)

Hanover Medical Centre,
100 William Street, S10 2EB
T: 0114 226 25 20

Offer of Mental Health Support and initial assessment of Mental Health. Signpost and support all Rough Sleepers to access other health and social care services whilst temporarily placed in Hotels and other accommodation provided by Sheffield City Council. Assessments both over the telephone and in person
Drop in sessions on Tuesday and Thursday afternoons 1-5

Social distancing adhered to always.

Anyone over 18 who is homeless and who has mental health problems is eligible for the service. 16 – 17 year olds who are homeless and who have suspected or early onset psychosis may also be referred.

St Matthews, Parish Nursing Project**Carver Street**

Contact Michaela Suckling, Lead Parish Nurse 07716378747

Available for health advice, support and signposting to services - Monday, Tuesday and Friday 9:00-5:00pm

Drop ins at St Matthews Monday, Tuesday and Friday 10:00-12:00

Outside of these hours please just call, she is happy to check in on clients on the streets if you have any concerns that she can help with.

Church open Monday- Friday 10-12 Toilet open for visitors.

Foodhall Project

121 Eyre Street, S1 4QW

T: 01143036040 (messaging service)

Email: foodhallproject@gmail.com

At present the cafe on Eyre Street remains closed taking into account the latest COVID-19 restrictions and make the space safe for reopening, hopefully, in the near future.

They continue to deliver food parcels by car and by bicycle all over the city. They deliver on Mondays and Thursdays. Parcels can be requested by calling 0114 303 6040.

They are in the process of planning some group wellbeing activities, such as walks out into the parks, online and socially distanced workshops. Email them or visit website for further details.

Saturday Soup Kitchen

Email: mrsfairest@hotmail.co.uk

T: 07943981993

Operating walk and talk around the city centre between 5pm- 7pm, every Saturday.

Providing some hot food, drinks, sandwich packs, hats, gloves, clothing, sleeping bags and toiletries, etc.

Not operating from one location only, as not to allow people to congregate in groups, allowing social distancing measures and adhering to all other PHE guidelines.

Street Outreach Nurse

(working from Devonshire Green Medical Centre)

Contact Stacey Burgess on 07741153247

Monday - 8am-4pm, virtual clinics with CAP and Bens Centre as required, homeless health cell meeting.

Tuesday - 6am Street outreach with Framework - virtual clinics/visit hostels to offer support, visit hostels with the HAST team to offer physical health advice and information. Minor ailment treatment and sign posting/referral to other services.

Wednesday - 6am Street outreach with Framework. Visit hostels with RSI Team to offer physical health advice and information, minor ailment treatment and sign posting/referral to other services.

Thursday - 8am virtual clinics as above and supporting Devonshire Green GP pilot scheme currently in place. Visit Quality hotel with HAST team 1-4:30pm.

At present, she is working with Archer Project, Victoria Court, 911 and others to offer flu immunisations if clients are happy to have this.

She can immunise anyone in these groups who are registered with Devonshire Green Medical Centre, and anyone rough sleeping who is not registered with them can be given a voucher to have a flu jab at Boots High Street.

Anyone who is registered with another GP and still in contact with them should be approaching their own GP for this.

People are eligible for free flu jabs if they have a condition such as asthma on a brown inhaler, COPD, diabetes, heart disease, liver disease.