

# Services and Provision over Christmas

Howden House closes to the public on 22<sup>nd</sup> December 2023 and will reopen on 2<sup>nd</sup> January 2024

DECEMBER 2023						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22 Howden House Closes	23
24 Christmas Eve	25 Christmas Day	26	27 Advice Line Open	28 Advice Line Open	29 Advice Line Open	30
31 New Year's Eve	1	2 Howden House Opens	3	4	5	6

**Housing Solutions** will be closed on the 25<sup>th</sup>, 26<sup>th</sup> December 2023 and 1<sup>st</sup> January 2024.

On these days in case of an emergency please call **0800 7311 689**.

**Housing Options and Advice Line** can be contacted on **0114 2736306** and is open as usual from 8:30 to 17:00 until 22 December 2023. The lines are closed over Christmas but are open 8:30 until 17:00 on 27<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup> December. In the New Year we reopen as usual on 2<sup>nd</sup> January 2024.

When the line is closed there is an out of hours number for emergencies only, this is: **0800 7311 689**.

**See Other Options:**

**The Rough Sleeper Team** ♦ **SWEP (Weather Watch)** ♦ **Housing First** ♦ **Framework**  
 ♦ **The Archer Project** ♦ **HARC** ♦ **Likewise** ♦ **SWWOP** ♦

**Housing Options and Advice Line** can be contacted on **0114 2736306** and is open as usual from 8:30 to 17:00 until 22 December 2023. The lines are closed over Christmas but are open 8:30 until 17:00 on 27<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup> December. In the New Year we reopen as usual on 2<sup>nd</sup> January 2024.

When the line is closed there is an out of hours number for emergencies only, this is **0800 7311 689**.

We can provide advice, help, and support for anyone who:

- Is homeless.
- could become homeless within 56 days.
- has a housing problem which they need help to resolve.

You can contact us for advice on:

- what to do if you are at risk of homelessness
- housing related issues, such as disrepair, ending a tenancy and affordability.
- your rights as a tenant or an owner occupier
- if you feel unsafe at home because of abuse.
- options to prevent you having to leave your home.
- paying for your home, including guiding you to benefits advice.
- accessing mediation services if there's conflict at home or a family breakdown.

**The Rough Sleeper Initiative team**, part of Housing Solutions, will be open on 27<sup>th</sup>, 28<sup>th</sup> & 29<sup>th</sup> December from 08:00 to 17:00, undertaking daily street outreach and welfare checks as well providing support and assistance to individuals experiencing rough sleeping as well as to those who are currently in off the street accommodation.

The RSI duty phone for professionals is open on these days from 08:30-17:00 on **0114 2930309**

### **SWEP (Weather Watch)**

Overnight accommodation is offered to anyone who would be sleeping rough during times of extremely adverse weather. This includes crash pad accommodation and accommodation in hostels.

Anyone helped by this will be linked to the rough sleeper initiative & Framework who will offer longer term support and help to secure housing.

During office hours you should call **0114 2736306**. Outside of these hours, including Bank Holidays and weekends please contact **0800 7311 689**.

If you are a member of the public and call on someone's behalf, you need to do so with the rough sleeper present.

### **Housing First**

Will be operating on 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> December. They will do outreach around the city centre each morning and then visit clients they have assessed as exceptionally vulnerable and will need some level of contact over the Christmas period. Over the 3 days they will be able to cover everyone housed in their service.

### **Framework**

Framework is the council commissioned street outreach service and will be in operation everyday over the holidays carrying out outreach and welfare on individuals experiencing rough sleeping at 06:00 daily. They will also be in attendance at HARC, offering advice and support.

They can be contacted on **0800 066 5358** or sent a text message to **80800** starting with the word **SOTS** followed by space and your message. Referrals can also be made online at [thestreetlink.org.uk](http://thestreetlink.org.uk)

### **Archer Project**

The Archer Project will be closed from 23<sup>rd</sup> December 2023 until the 2<sup>nd</sup> of January 2024 and HARC will be operating during this closure period

### **HARC (Homeless & Rootless at Christmas)**

This year HARC will be open to guests from 08:30-14:30 every day from Christmas Eve to New Year's Day at Victoria Hall, George Street entrance, Sheffield S1 2PF.

Breakfasts will be served from 08:30-10:00 and lunches from 12:00-13:30, with a takeaway meal for tea for all guests.

There will also have a hairdresser, podiatrist, and clothing store. Sheffield City Council's Rough Sleeper Initiative will also be present on the 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> December to support, assess & assist individuals who may be experiencing rough sleeping.

### **Likewise (HALT)**

This service offers drug and alcohol support services and will be closed 25<sup>th</sup>, 26<sup>th</sup> December and 1<sup>st</sup> January. During the days between they will be working from HARC offering support to individuals

### **Sheffield Working Women's Opportunities Project (SWWOP)**

Will be closed on 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup> December and 1<sup>st</sup> January 2024 provide intensive & practical support to a socially isolated and vulnerable group of women involved in street prostitution.



# HARC

Homeless & Rootless at Christmas  
SHEFFIELD

This year, we will be open to guests from 8.30-2.30pm every day from Christmas Eve to New Year's Day at Victoria Hall, George Street entrance, Sheffield S1 2PF.

Breakfasts will be served from 8.30-10am and lunches from 12-1.30pm with a takeaway meal for tea for all guests.

We will also have a hairdresser, podiatrist and clothing store.

*We look forward to welcoming you!*



# HARC

Homeless & Rootless at Christmas  
SHEFFIELD

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Shoreham Street, Sheffield S1 4SR  
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