



Futures Centre for Assessment & Emergency Accommodation



OUR AIMS

We operate across two buildings accommodating up to eighty service users. We are a direct access service with staff on hand 24 hours a day to offer appropriate intensive support. Our service users come from a variety of backgrounds, the common factor is when they arrive on our doorstep, they are homeless, rough sleepers. The Futures service exists to support people from the streets, providing a roof over their head whilst delivering person centred support packages addressing personal issues that may have led to homelessness. The end goal is for the service user to go on to live independently with success. In short, we support people to enable brighter futures.

THE SUPPORT WE OFFER

Every persons needs are unique to them, because of this we have two levels of support available, Futures (emergency accommodation) and Move on. Futures is for service users who we recognise need a more in-tensive level of support. Move on is for service users who we feel are al-most ready to that that next step towards independent living.

Futures:

- Basic hygiene and nutrition support
- Social inclusion activities
- Access to benefits
- Referrals to relevant services sub-stance misuse/counselling / domestic abuse support.
- Registering with GP's and Dental Practices.

Move on:

- Referrals for appropriate housing
- Daily living skills
- Budgeting advice
- Help setting up debt relief orders
- Resettlement workshop

PEOPLE WE WORK WITH

We work along side other relevant agencies to ensure that our service users are offered a well rounded package of support. These agencies include:

- Hull City Council
- Humberside Police
- Other accommodation providers across Hull
- Hull Royal Infirmary
- Mental Health Services
- Hull BID
- ReNew - drug and substance misuse service
- DAP - Domestic abuse service
- Womens Aid
- MESMAC

WELLBEING

Social inclusion is key to an individuals wellbeing, to promote this we plan activities within our service and within our local community. We also arrange for other agencies to come into our service at both Westbourne House and Dock House to en-sure our service users have support with as many aspects of their day-to-day lives as possible. These services include legal advice, resettlement workshops, Ladies groups, drug and alco-hol agencies, mental health service and sexual health screening.

HOMELESS STATISTICS

Homelessness can happen to anyone...

What triggers homelessness?

Loss of job 35%

Changes in family status 10%

Sick/disabled/mental health issue 10%

Incarcerated 11%

Abuse at home 11%

Evicted by family member 13%

Bills higher than earnings 15%



“We believe that social inclusion is key to helping our service users to regain their independence and a sense of community“

WORKING WITH OUR LOCAL COMMUNITY

Our staff regularly walk around the local community ensuring positive engagement with local residents and businesses.

Our staff and service users assist our local Tesco, volunteering to help out with events such as the neighbourhood food collection, assisting those with a greater need for help than their own.

We recruit and train local volunteers and students to en-hance our service delivery and improve their employment skills.

We work in partnership with the local anti-social behaviour teams to improve our local neighbourhood.

We attend meetings and liaise with Humberside police who run the west Hull begging initiative to reduce begging in the local area.

Our staff and management respond quickly and proactively to any concerns from residents and businesses in the local area .

Contact the management team:

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Please call us with any questions you may have and to find out more about what we do

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