

Map Guide To Exeter

Use the bracketed numbers next to key services throughout the guide in order to locate them on the map.



Produced by Exeter Homeless Collaboration as part of Exeter Community Initiatives

Street Survival Guide

Rough Sleeping

Rough sleeping is dangerous and should always be your last resort. The housing advice section highlights where to go to get help in finding accommodation and shelter. However, if you have no choice than to sleep outside, please follow this advice:

- Sleep where there are other people
- Make sure you always sleep on top of something like a blanket, a sleeping bag or a bench and never directly on the ground
- Keep your head, hands and feet well covered and warm
- Eat or drink something hot before going to sleep in order to keep your body warm

Street Survival Guide

This leaflet has been designed as a rough guide for rough sleeping. It contains useful information and advice for rough sleepers as well as helpful contact numbers and addresses for other support organisations within Exeter.

There are a multitude of organisations within Exeter who look to support people who are homeless or vulnerably housed through survival services, advice, referral, training and education.

Other helpful information

Royal Devon and Exeter Hospital
Barrack Road, Exeter (10)
01392 411611

Devon and Cornwall Police
Heavitree Road, Exeter (11)
08452 777444

Women suffering from domestic violence
0800 2000 247

Men suffering from domestic violence
0808 801 0327

Childline
0800 1111

Crosslines
Christian Centre, Heavitree Road, Exeter (12)
01392 433333
Evening and weekend survival services

Salvation Army
Friar's Gate, Exeter (13)
01392 216553

YMCA
39—41 St David's Hill, Exeter
01392 410530
Support and shelter for young people facing homelessness.

Refugee Support Group
Wat Tyler House, King William St, Exeter
01392 682185
Help, advice and support for people refugees and asylum seekers

St. David's Church
Hele Road, Exeter

Evening and weekend survival services

Useful Contacts

Big Issue; The Big Issue works with homeless and vulnerably housed people in order to help them generate an income by selling their magazine in the local area. (1 - see map)
53 South Street, Exeter. 01392 493372

Monday – Friday 9am – 10am 1pm – 4pm (Magazines available to collect throughout the day)

Clocktower Surgery; The surgery works specifically with homeless and vulnerably housed people by providing them with specialist access to healthcare. (2)
9 New North Road, Exeter 01392 208290

Monday – Friday 9.15am – 1pm

EDP (Drugs and Alcohol Services); Advice, information, counselling services for people struggling with drug and alcohol problems in both the community and prison. (3)
Uplands, 81 Heavitree Road, Exeter (08545 3719988)

**Monday, Tuesday and Friday 10am – 1pm 2pm – 5pm
Wednesday – closed; Thursday 10am – 1pm 2pm – 6pm**

Exeter City Council Housing Advice Service; Provides advice and information on housing options as well as access to emergency accommodation for clients who are eligible under homeless legislation.
Civic Centre, Paris Street, Exeter (01392 277888)

Monday – Friday 8.30am – 5pm

Exeter Homeless Action Group; Provides helpline advice on housing/benefit, a rent deposit scheme, Nightstop (16-25 yr olds) and resettlement for Wonford Hospital and the Probation Service. (4)
The Palace Gatehouse, Palace Gate, Exeter (01392 430228)

Monday to Friday 9am – 4pm

Meaningful Occupation Project; MOP provide purposeful activity. They give training, voluntary, learning and employment opportunities to clients. (5)
22 St. David's Hill, Exeter (01392 257757)

**Mondays - Wednesdays 12.30 – 6.45pm,
Thursdays - Fridays 12.30 - 4.45pm.**

St. Petrock's; Provides basic survival services, including food, clothing, washing facilities and access to healthcare professionals as well as individual support in tackling the issues that surround homelessness and training in life and basic skills. (6)

10 Cathedral Yard, Exeter (01392 422396)

Monday to Friday 10am – 12pm. (For basic survival service, advice and referral)

Monday, Tuesday, Thursday, Friday 2pm – 4pm (For training - by referral)

Street Homeless Outreach Team; SHOT work with the street homeless in order to refer, accommodate and relocate clients. SHOT also provides early am outreach and drugs work. (2)
Based at the Clock Tower Surgery (01392 208294)

**Monday and Thursday drop in at St. Petrock's for accommodation advice and referrals 10am – 12noon
Tuesday and Friday drop in at Clock Tower surgery for drugs and housing advice 10am - 12pm**

Healthcare

Rough sleeping leaves you especially vulnerable to health problems. In an emergency you should always dial 999 immediately. For all other situations this is a guide to healthcare facilities in Exeter.

The Clocktower Surgery

9 New North Road
01392 208290

Mon – Fri 9.15am – 1pm

For advice on all health issues and the opportunity to register with a GP.

NHS Walk-In Centre

31 Sidwell Street, Exeter

01392 276892

Mon – Fri 7.30am – 6pm

Sat – 8.30am – 6pm

Sun – 10am – 4pm

A centre for healthcare, advice and information without appointment. (8)

St. Petrock's

10 Cathedral Yard, Exeter

01392 217550

Mon, Tues, Thurs, Fri 9am—1pm

Wed 9am – 12pm

Nurses from the Clocktower Surgery and a chiropodist is available.

NHS Direct

0845 4647

www.nhsdirect.nhs.com

24 hour helpline

A phoneline and website with healthcare information and advice.

Other useful medical help

Devon HIV and AIDS Association

01392 494441

Eating Disorders Association Youth Helpline

0845 6347650

ADFAM (Helpline for drug users)

0845 3000911

Addaction (Alcohol addiction advice)

0808 8084000 (free)

Alcoholics Anonymous

0845 7697555

Narcotics Anonymous

07071 224017

Drinkline

0800 9178282

National Missing Persons Helpline

0500 700700

Social Services

01392 384444 (enquiries)

0845 6000388 (out of hours)

Mental Health Information for women

02079 288900

National Debtline

01392 255151

MIND

08457 660163

ENDAS (Exeter and North Devon Addictions Service)

01392 208210

Gamblers Anonymous

08700 508880

Local meetings held at 8pm on Tuesdays at the Baptist Church Centre, Palace Gate

Drugs and Needles

NO drug is completely safe. However if you still decide to use them it is always safer to sniff, snort, swallow or smoke rather than to inject. Cocaine, heroin and amphetamines can all be taken without injecting.

However, if you are still going to inject REMEMBER;

- Never share any works
- It is essential to use a needle exchange.
- Don't create a risk by leaving needles lying around or by carelessly throwing them away.
- Always use the smallest possible needle.

EDP Drugs and Alcohol Service runs a needle exchange during the week where you can find clean needles as well as drug information, advice and counselling. These services are available from 10am – 4pm Mon/Tues/Thurs/Fri.

Be safe...

- Do not use drugs when you are by yourself.
- Mixing drugs greatly increases your chance of overdose
- You are at the highest risk of overdose if you get clean and then use again at the same level
- If you find a friend who might have overdosed, put them on their side and dial 999

For advice about drugs please contact **EDP** on **0845 3719988** or for free 24 hour a day drug advice call **FRANK** on **08700 508880**

Dental Care

If you are not already registered with a Dentist, emergency dental treatment can be arranged by phoning the **Dental Access Service** on **01392 405700** (Monday to Friday). Their centre can be found at Heavitree Hospital, Gladstone Road, Exeter. Although they have some emergency appointments, you should ring in advance where possible.

Megabites

This is a voucher scheme coordinated by St. Petrock's where people who are homeless or vulnerably housed may be given a voucher free of charge which can be exchanged for a meal. Vouchers are available for members of the public to buy. Exeter Foodbank Bank vouchers are also available to those requiring emergency food.

Animals

If you have problems with pets you can seek advice and help from the **RSPCA** by calling **01392 439898** between 11am and 4pm every day.

If you want help to keep your dog then the **Dogs Trust** runs a scheme called the Hope Project to support homeless people in maintaining their animals. For more information call **020 7837 0006**.

St. Petrock's also runs a voucher scheme to help homeless dog owners to pay for the cost of veterinary expenses of vaccinations, worming and neutering.

Sexual Health

Sexual health is important for everyone but especially for people who have a vulnerable lifestyle on the street. Using protection is important both to guard against unwanted pregnancy as well as to protect you against sexually transmitted diseases.

HIV can be passed on through blood, semen, vaginal fluid and breast milk into your bloodstream. This is why it is so important to use condoms or femidoms during sex and to always use clean equipment if injecting drugs.

YMCA Crisis Pregnancy Centre

Richmond House 39 – 41 St David's Hill, Exeter
01392 662122
Mon – Fri 9am – 5pm
On the spot pregnancy testing, advice and support.

The GUM Clinic

Heavitree Hospital
Gladstone Road, Exeter
01392 405220 (to make an appointment)
Free confidential advice, treatment for STI's, testing for HIV, contraception and information about safer sex.

The Family Planning Association Contraception Clinic

31 Sidwell Street, Exeter
01392 276892
Mon – Fri and Sat am
A confidential service providing free condoms, emergency contraception and pregnancy testing.

Positive Action South West

The Palace Gate House
Palace Gate, Exeter
01392 494441
Mon – Fri 9am – 5pm
Support for local people affected by HIV and AIDS.

Counselling Services

In Touch Youth Counselling

Community Centre, St David's Hill
01392 424767
Counselling for people aged 16 – 25

Tandom Counselling

City Chambers, Gandy Street
01392 216700
Counselling for under 25's

Cruse Bereavement

01392 272406 (local) 12pm – 3pm
0870 1671677 (national) 9.30am – 5pm)
Free of charge counselling service of trained volunteers to help with bereavement.

Victory Centre

Magdalen Road, Exeter
01392 383788
Counselling and group work

Palace Gate Counselling Service

3 Palace Gate, Exeter
01392 205804
Counselling service for adults

Relate

3 Wynards, Magdalen Street
01392 275681
Relationship counselling

Activities, skills and learning

There are many services within Exeter who work to provide people who are homeless or vulnerably housed with learning and skills opportunities. This is a guide as to what is available;

Learn Direct

08000 150450
Learn Direct provide information on hundreds of online courses as well as a careers guidance service.

WTCS

01392 496482
Mon–Fri 9am–5pm
Training and employment advice for people receiving benefits.

St. Petrock's

01392 217550
Mon, Tues, Thurs and Fri 2pm – 4pm
St. Petrock's provide afternoon sessions in life and basic skills as well as training for literacy and numeracy qualifications. Art, cookery and film sessions are also regularly held events.

Meaningful Occupation Project (MOP)

01392 257757;
Mon – Fri various times
MOP work towards social inclusion through assisting their clients in meaningful projects and training.

Money, benefits and employment

If you are over 18 years old then you will be entitled to claim benefits as long as you are available for and seeking work. Staff at St. Petrock's can help you gain access to your entitlements, but if you would like to seek more information for yourself you can free phone;

Benefit Enquiry Line
0800 882200

Other useful numbers;

Exeter City Council Housing and Council Tax

benefit section
Civic Centre, Paris Street
01392 277888
Mon–Fri 8.30–5pm
For help with the administration of housing and Council Tax benefits. (9)

Citizens Advice Bureau

Wat Tyler House, King William Street
0844 4994101 (24 hour advice line)
Mon–Fri (except Weds) 10am–3.30pm
Weds 10am – 1pm
Free, confidential, independent and impartial advice and the opportunity for representation in tribunal cases.

Job Centre Plus

Clarendon House, Western way
01392 474700
Mon–Fri (except Weds) 9am–4pm
Weds 9.45am–4.30pm
Advice on unemployment benefits as well as job advertisements and guidance

A4E (Action For Employment)

Mary Arches Court, Mary Arches Street
01392 423030
Advice on seeking employment as well as vocational training to improve employability.

Housing advice and referrals

Exeter has a range of supported accommodation facilities within the city to support rough sleepers.

If you are homeless and looking to access accommodation in the city you should contact one of the following agencies whose addresses can be found on the map guide to Exeter:

SHOT team and St. Petrock's

Staff from both these organisations are available to advise you as to your housing entitlements as well as to support you in seeking and sustaining both private and supported accommodation. Both organisations are also able to refer clients to different hostels in the city.

Exeter Housing Action Group

EHAG provide four types of housing support;

- NIGHTSTOP emergency accommodation for 16–25 year olds
- SMARTMOVE a deposit guarantee scheme to help access private rental property
- Community advice service offering legal advice on housing and welfare issues.
- A resettlement service for people with mental health issues, on probation.

Exeter City Council Housing Advice Service

The City Council offers both a housing advice centre for people who are at risk of homelessness as well access to social housing for people in vulnerable situations.

Evening and weekend survival services

If you do however find yourself rough sleeping organisations exist that provide food, shelter and support in the evening. This is a guide to what is available day by day.

MON Crosslines; behind Heavitree Rd, Soup/Hot food (7pm – 8pm)

TUE Crosslines; Optional Bible study and light refreshments (7pm – 8.30pm)

WED Top of South Street; Hot meal with tea/coffee and cake (6pm - 7pm)

THU St. David's Church; Social evening with soup/clothing (6pm -7pm)

FRI Top of South Street; Soup run. **Cathedral** 8-9pm Barbeque

SAT Crosslines; Breakfast (8am – 10am)
Crosslines; Hot Meal (6pm – 7.30pm)

SUN Salvation Army; Sleeping bags and food parcels (11.30am -1pm)
Top of South Street; Soup run (8pm-10.30pm)