

HOMELESS FRIENDLY



One year in action

Introduction



Homeless Friendly Founder

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Homeless Friendly Support

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Homeless Friendly has had a busy first year.

With the help of BARDOC, Homeless Friendly were able to create a sticker which we hope one day will be displayed in every surgery, housing association, council, bank and many other organisations across Britain, reminding people who are homeless that they are welcome here.

A word from our founder Dr Zahid Chauhan *‘Rough sleepers, those in temporary accommodation and anyone experiencing the heartbreak of homelessness can now be assured that they will be seen and treated in many areas of Greater Manchester, without the need to prove a permanent address. It is essential, given that homeless people are experiencing significant health problems from malnutrition through to hypothermia and dangerous infections, which should be treated without the need for a visit to emergency departments. Thank you to everyone who has supported Homeless Friendly over the last 12 months’.*

Gail Sutcliffe—Homeless Friendly Co-Ordinator reflects on the last year. *‘I feel honoured to be a part of Homeless Friendly and proud of the achievements over the last 12 months. We now have in excess of 100 GP’s who have pledged their support to homeless people. There are also many additional organisations that work with people who are homeless declaring their pledge. We are currently in the process of registering as a charity and hope once we have achieved this status we can look to expand the service further. It is also with great pleasure that we now have Jayne Livesey who amongst other activities is assisting with Homeless Friendly.’*



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Twitter: [@homelessfriendly](https://twitter.com/homelessfriendly)
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www.homelessfriendly.co.uk



Homeless Friendly Launch

Homeless Friendly was formally launched by the Mayor of Greater Manchester Andy Burnham and the Rt. Hon Jim McMahon (MP for Oldham West and Royton) in September 2017.

Homeless Friendly is now an active member of Andy Burnham's Greater Manchester Homeless Action Network, where like-minded organisations and people with lived-in experience, share ideas and work closely together, for the best interests of people who find themselves homeless.



Pledge Sign Ups



We have had over 100 treatment centres pledging to be Homeless Friendly, making access to health and social care easier for people without a fixed address. Bury Council were the first council to pledge as Homeless Friendly, we are now working closely with other authorities in relation to their sign up. Cafes are joining our mission in treating people who are homeless with compassion and respect, with Café Lahore being the first to sign up to our pledge. We are now also working with dentists to bring our scheme to dental practices.

Emmaus recently pledged as Homeless Friendly. Emmaus Mossley is more than a charity shop, it is a home to former homeless people who live and work in their social enterprise. We are proud to be working together to promote better services for the homeless.



We have recently partnered with the Street Support Network. Their website/app makes it easier to 'find help' available near you and how to access it or how to 'give help' in your area.



Food Banks



Our founding practices Lime Square Medical Centre, Beacon Medical Centre, Longsight Medical Practice, Irlam Group Practice and Royton Medical Centre created their first food banks to help their patients.

For more information on how you can introduce a food bank in your business, please contact Homeless Friendly.

Bury Council, BARDOC & Homeless Friendly Partner to create 'Homeless Card'

People who find themselves either threatened with or who are homeless in Bury are now issued with a card which has a 24 hour dedicated phone line being manned by BARDOC. This scheme is also supported by Bury CCG.

The purpose of the card is to signpost people to relevant support including medical attention.

BARDOC staff are trained on how to refer people to local organisations who provide support within Bury.

Homeless Friendly collects data from the telephone enquires this helps us to learn about the needs of this vulnerable group of people.

GPs and other organisations within Bury distribute these cards.

If you would like further information please contact Homeless Friendly.



Labour Party Conference



Founder, Dr Zahid Chauhan, with one of our pledgers at the Labour Conference.



Cllr Shaid Mushtaq
with Homeless Friendly
Co-Ordinator Gail
Sutcliffe.



Jayne Livesey with
our first pledger of
the
conference
Mr. Davidson

Our Homeless Friendly team attended this years Labour Party Conference held at the ACC Liverpool.

Homeless Friendly received a very positive reception with over 50 individuals pledging as Homeless Friendly.

Councils and other organisations who attended the conference had a keen interest in how they can bring the scheme to their local area.

Through this work Islington Council (London) are now pledging as Homeless Friendly.

Fairfield Hospital—The First A&E to pledge as Homeless Friendly

Fairfield General Hospital became the first A&E in the country to pledge as Homeless Friendly. A&E staff at Fairfield General Hospital attended six awareness raising sessions hosted by our Co-Ordinator, Gail Sutcliffe, to help ensure patients attending A&E in Bury are now signposted to GPs, dentists and social workers that can help them with health and housing issues in the future.

“The inspiration behind getting hospitals to become Homeless-Friendly came from a rough sleeper who told us that he had walked eight miles to receive treatment whilst in agony” said Dr Zahid Chauhan “He should have been able to see a local GP to prevent that emergency happening at all. If he walked into A&E at Fairfield today, he would receive excellent treatment as normal, but now also the address of a Homeless-Friendly surgery in his neighbourhood and even details of organisations who could help him with housing, finding a job and getting back onto his feet.”

Thank you to Fairfield General Hospital and all of its staff.



Homeless Friendly in the Media



We have been raising awareness of the needs of people who are homeless through national and local media. This includes challenging stereotypes and myths surrounding vulnerable people.

Dr Zahid Chauhan, was recently on 'That's TV Manchester' along with the CEO of BARDOC Vicky Riding discussing how winter is particularly difficult and the importance of ensuring that people are able to access medical attention.

Homeless Friendly embraces good practice that organisations provide, please let us know of any initiatives or good practice relating to homelessness. We will share this news on our website and within our next Homeless Friendly newsletter.

Urgent Health UK Conference

Urgent Health UK held its annual conference on 13th and 14th November in Liverpool.

Homeless Friendly and BARDOC were promoted through a stand at the event. It was wonderful to be in the company of so many like minded people who with work our most vulnerable customers.

At the event in excess of 20 people signed up to their own individual Homeless Friendly pledge



A Bed Every Night

A Bed Every Night

You can help

If you see someone sleeping rough, please use the below.

BOROUGH	REGULAR CONTACT	OUT OF HOURS CONTACT
Bolton	01204 335 900	01204 337 7777
Bury	0161 253 5537	0161 253 6606
Manchester	roughsleeperteam@manchester.gov.uk	roughsleeperteam@manchester.gov.uk
Oldham	0161 393 7117	0800 988 7061
Rockdale	0300 303 8948	01706 712 977 (until 10pm) 0300 303 8576 (after 10pm)
Salford	0161 607 1620	0161 794 8888
Stockport	0161 474 3772	0161 474 2818
Tameside	0161 331 2700	0161 331 2700
Trafford	0161 912 2230	0800 218 2000
Wigan and Leigh	01942 487 717	01942 828 777



The 1st November 2018 marked the launch of Andy Burnham's #ABedEveryNight (ABEN) scheme.

Homeless Friendly are working closely with ABEN to ensure that there are Homeless Friendly GP's near to where the bed every night provision is offered.

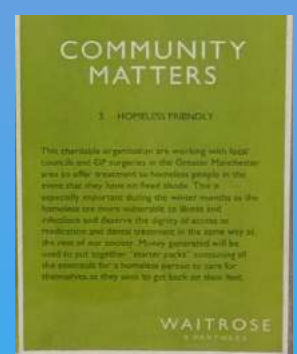
We have included contact details for all of Greater Manchester's boroughs. If you see someone sleeping rough please contact the relevant borough. Please ensure this message is shared with as many people as possible.

Community Matter's—Waitrose

Homeless Friendly was picked as one of three charities to be a part of the Waitrose, Cheadle Hulme 'Community Matters' donation for the month of December.

We are aiming to create food bank starter kits with any donation we receive from Waitrose, so when an establishment pledges as Homeless Friendly, and want to run a food bank we are able to give them everything they need to get them started.

Dr Chauhan said 'This is an example of a retailer taking corporate responsibility seriously and sending a signal to its community that it cares. Well done Waitrose Cheadle Hulme!'



Dr Chauhan and Homeless Friendly receive an award at the Asian Business Leaders Dinner and Awards 2018



Dr Zahid Chauhan and the Homeless Friendly team attended the Asian Business Leaders Dinner and Awards for 2018.

Founder Dr Chauhan, as an Asian business leader, and the Homeless Friendly project won the award for 'Business Solving a Social Problem'.

"I am absolutely delighted and humbled to have received this award as it recognises and rewards the work being done by Homeless-Friendly to achieve excellent healthcare for the most vulnerable in our society." said Dr Chauhan. "Although a fairly new programme, Homeless-Friendly has had a significant impact and has been an inspiration to so many. That is due to the support of its pioneering partners and the dedication of our staff. We should be mindful however, that on the day we received this award, charity CentrePoint reported that nearly 20,000 young people could be homeless this Christmas. There is still so much to do to alleviate the scourge of homelessness, even if we are now at least better at providing healthcare for those in need."



How can Homeless Friendly help your organisation

We encourage and reward organisations that treat the homeless with dignity, compassion and respect.

We are able to support you with:

- Training staff to recognise the needs of people who are homeless.
- Developing Homeless Friendly policies and procedures.
- Encouraging partners and their wider community to become Homeless Friendly.
- Making health and social care services more accessible to people who find themselves homeless.
- Ensure that you have information as to what is available within your local community.

Homeless Friendly also assists with setting up health related clinics for this vulnerable client group examples being influenza inoculations, TB screening and diabetes awareness. If you as a medical professional would be interested in becoming involved with this please contact Homeless Friendly or Dr Chauhan.