



HighlandCrisis

ACCOMMODATION



Highland Crisis Accommodation is a charitable service which will provide emergency accommodation to folk who may not have access to local authority accommodation, or who may have simply arrived in the City with no money and nowhere to stay.

HELP WHERE IT COUNTS

Last winter we were able to provide short term emergency accommodation, professional help and **support to people in real need** at the harshest time of year on 78 nights. It is estimated this winter our scheme which began at the start of this month and will run until the end of March, will incur costs of around £9,000.

HOW CAN I HELP?

If you individually feel you could do something to help the **Homeless in Inverness**, or as a church you felt able this winter to raise funds through an event or as a special offering, or your community, or your business or your own group of friends could come together to back us, the people we aim to serve will benefit directly from your support in our city.

*If you would like to donate to the service please do this via Gateway's website www.homelesstrust.org.uk where you will find a **justgiving** page.*

SUPPORTING YOUR CITY

The accommodation is provided in a newly decorated and furnished flat, it is homely and anyone being accommodated there will receive a hot evening meal and a continental style breakfast. The evening meals are supplied and cooked by volunteers from various churches throughout the City.

HOW DOES IT WORK?

Access to the accommodation is co-ordinated by **Gateway**, who will receive and process all referrals to the service. **Gateway** will risk assess the person being referred and on the basis that they are not under the influence of alcohol or drugs, will be accommodated and follow up support will be provided to establish the individuals wider need for housing and social service provision.

Request for access to the accommodation can be made in a number of ways:

- > By presenting at **Gateway's office** at 57 Church Street, Inverness during normal office hours;
- > By telephone to **01463 718 693**;
- > By telephone to **01463 233 773** outside office hours and during the night; or
- > By telephone to **07850 527 552** outside office hours and during the night.

VOLUNTEER COOKS

In times of crisis a home cooked meal can be very comforting. We at **Highland Crisis Accommodation, HCA**, recognise this and with the help of volunteers we are able to offer a home cooked meal to every guest.

In our emergency accommodation we have a freezer and a microwave. The freezer is stocked with home cooked meals prepared by volunteers and are available at any time.

What is required of volunteer cooks?

- > Prepare six or more individual meals each in a clearly labelled plastic box;
- > Meal suggestions include, meat casseroles with potatoes, mince and tatties, pasta bakes, macaroni cheese, soup;
- > Deliver the food to Gateway Office, 57 Church Street, Inverness, IV11DR
Monday – Friday; 9am - 5pm.

becoming a volunteer cook is not an onerous task. You may only be called on to cook once a year. If you would be interested in helping then you can by contacting Liz Walsh on emwalsh72@gmail.com or on 01463 792 534.



REFERRAL PROCEDURE

Referrals for the provision of **Highland Crisis Accommodation** will be considered by Gateway staff from: Criminal Justice Social Work, Scottish Prison Service, Northern Constabulary, Highland Council Housing Department, NHS Highland Community Health Partnership, Street Pastors, Registered Social Landlords and Housing Support Providers. Where practicable, referrals should be considered and addressed by duty staff within 1 hour of contact. Emergency self-referrals will also be accepted.

Whenever practicable, the referral process will aim to:

- > Establish basic information on the person being referred prior to admission;
- > Determine whether the person meets the admission criteria;
- > Make use of any previous assessment of need;

- > Identify other services already used by the individual;
- > Identify whether resettlement plans are possible or have been initiated;
- > Contribute to risk assessment;
- > Prevent the individual having to repeat the same information given to the referral agency;
- > Identify whether the referring agency will offer support to the person after the referral has been accepted.

Thank you!



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