

# St Petrock's Housing & Homelessness Services 2021



## Homelessness Services

Mobile Rough-sleeper Support  
*Street outreach*

Rough-sleeper Survival Services  
*Hot meals, showers, clothing, laundry, phone & IT access*

Housing Advice & Referral

Specialist Benefits Support

Health & Wellbeing Services  
*Mental health support, Vaccine clinics*

Enrichment Activities  
*Women's wellbeing group, 'Cook-Alongs'*

## Housing Services

Private Rental Scheme  
*Access to private tenancies, Move-in and ongoing support, Landlord support*

Emergency Accommodation  
*Supported house*

Resettlement Accommodation  
*Supported flats*

Supported Recovery House



Join in with our **25<sup>th</sup> anniversary challenges** in 2021:  
<http://stpetrocks.org.uk/25years/>

St Petrock's has continued to adapt our services in recent months in response to changing need. Our mobile **rough sleeper support team** are out twice each weekday to engage with people around the city, serving **takeaway breakfasts & cooked lunches** to rough-sleepers en route. Meal provision helps open up conversations about individual needs, which are followed up with appointments in St Petrock's centre. In the first 6 months of 2021, there were 2,254 client visits to our centre for more focussed support via appointment, including **key-working, basic survival services (clothing; laundry facilities; phone-charging; showers; toiletries; sleeping bags; phone & computer access), housing assessment & referral** and a specialist **welfare rights service**.

We have been able to introduce new services to aid clients' recovery from the longer term impacts of the pandemic. Our **mental health clinics**, which were sustained remotely, have now resumed in-person in the centre. We have introduced a successful weekly **women's wellbeing group**, offering pampering activities and opportunities to chat with a psychotherapist in a familiar space. We are also delighted to have been approved as an official **Covid vaccination site** and are holding drop-in clinics.

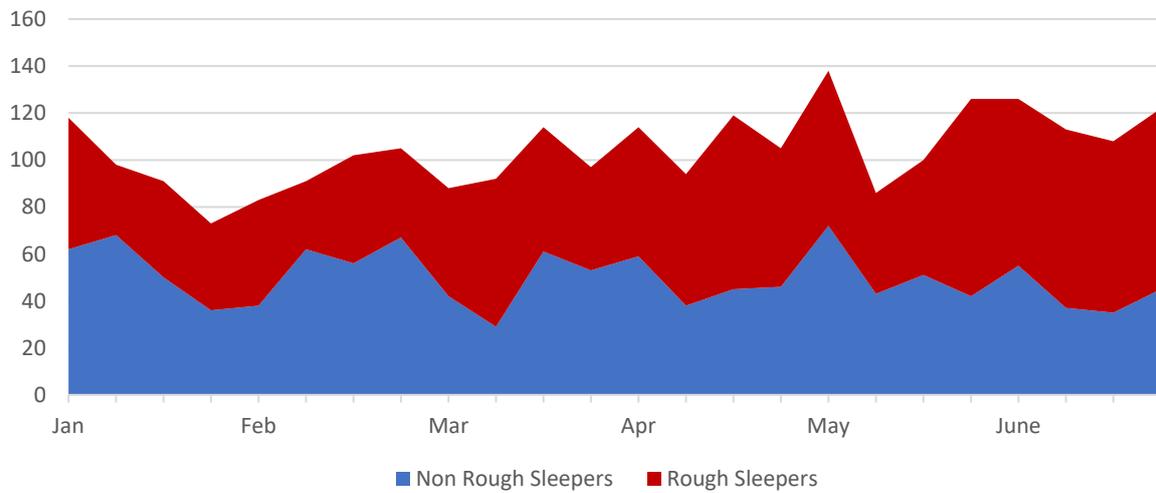
Meanwhile, St Petrock's **housing team** are continuing to help vulnerable people to access private rented tenancies and providing support to help them sustain them. Our recovery & resettlement accommodation (via two shared houses and flats) continue to open up options for people with a range of housing needs and provide a safe space that they can call 'home'.

## Mobile Rough-sleeper Services



Our newly-mobile rough-sleeper support team go out **twice each weekday** to engage with people on the streets of Exeter, serve **hot meals**, do welfare checks and make follow-up appointments in our centre.

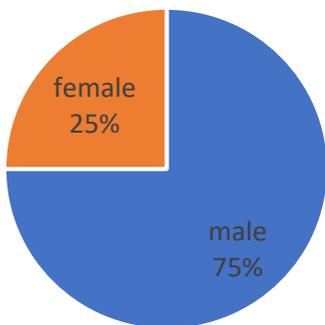
Weekly client morning outreach contacts (Jan - June 21)



**Total client morning outreach contacts (Jan – June 21) = 2,570**

Rough Sleepers = 53%

Non Rough Sleepers (vulnerably housed) = 47%



**Rough sleeper snapshot caseload total (June 21)**

**56 clients**



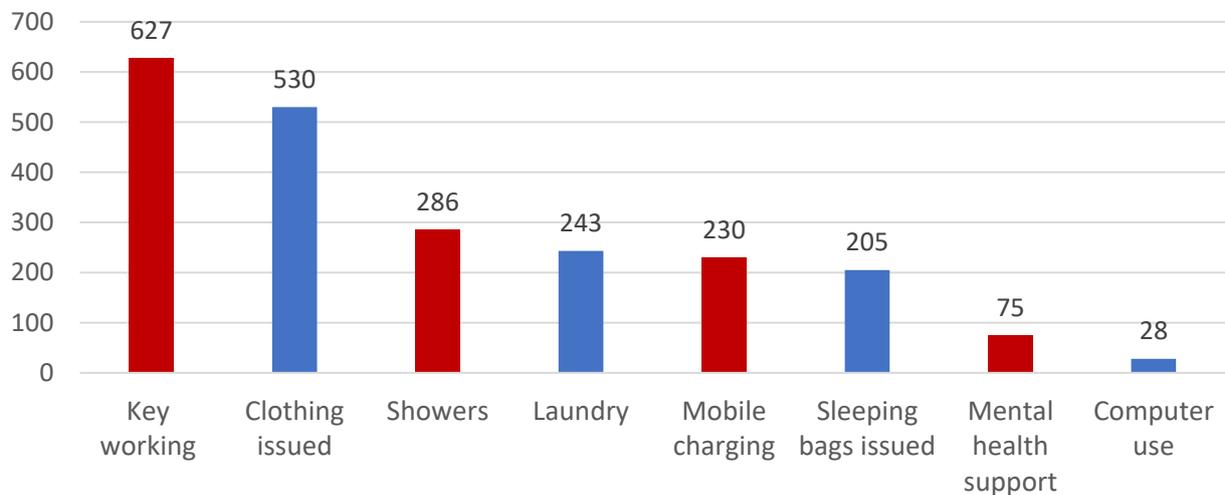
Between April – July 21, our rough-sleeper team served **2,373 takeaway breakfasts & cooked lunches**, (prepared in our centre kitchen).

## Homelessness Support in St Petrock's Centre



Specialist **mental health sessions** with a clinical psychologist, which were sustained remotely throughout lockdown, have now resumed in-person in our centre.

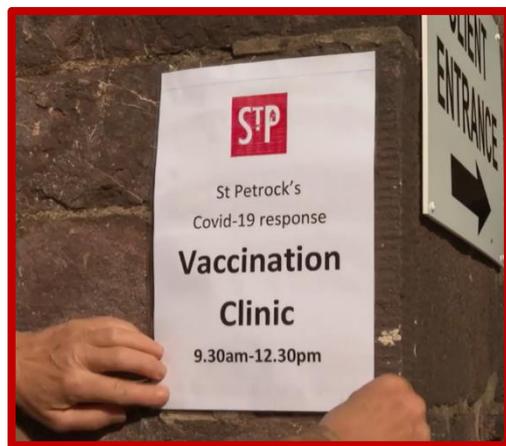
Centre Client Services (Jan - June 21)



In the first 6 months of 2021, there were **2,254** client visits to our centre for more focused support via an informal appointment system.



Our new **women's wellbeing group** offers low-key pampering activities and the chance to chat (with low-key input from a female trauma psychotherapist) in a safe, familiar space.



St Petrock's centre is an approved **Covid vaccination site**. **12 rough-sleepers** were vaccinated at our first drop-in clinic in August 21.