



Step by step

SUPPORT, GUIDANCE AND RESOURCES FOR YOUR FAMILY.

We understand that moving into temporary accommodation can feel overwhelming, and you may have many questions. This guide is here to help you settle in and access the support available to you.

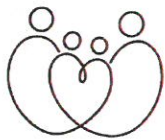


HELP THE HOMELESS
LEICESTER
TOGETHER WE CAN MAKE A DIFFERENCE
CHARITY NUMBER 1177629

Inside, you'll find information on:

- ✓ What to expect in temporary accommodation
 - ✓ Support services available to you
- ✓ Managing finances and housing applications
 - ✓ Wellbeing and family support
- ✓ Local resources and emergency contacts

You are not alone—help is available. If you need further support, please reach out to our team.



ACTION
HOMELESS

**THE BRIDGE**
homelessness to hope

**Leicester's
Homelessness
Charter**
TACKLING HOMELESSNESS TOGETHER



What to Expect in Temporary Accommodation

Moving into temporary accommodation can feel overwhelming, but you are not alone. Support is available to help you, and your family navigate this transition.

You will be allocated a Homeless Prevention Officer, who will be your main point of contact for housing-related matters. They will support you with your housing application, exploring long-term options, and understanding your rights while in temporary accommodation.

You may also be assigned a Families Transition Worker who can help with practical support, ensuring your family's needs are met during this period. They can assist with referrals, wellbeing support, and connecting you to local services.

If you have young children, you may find it helpful to reach out to your Health Visitor or Midwife, who can provide advice on child health, development, and additional support services. They can also help with referrals for things like early years support, food vouchers, or baby essentials.

If your children are of school age, it's important to inform their school about your current situation. Schools often have pastoral teams or family support workers who can offer emotional and practical assistance, such as free school meal eligibility, uniform grants, transport support, and wellbeing resources.

Temporary accommodation is just a stepping stone toward more stable housing. While it may not feel like home, there are steps you can take to make the space more comfortable for your family.

If you have any concerns or need additional help, speak to your housing officer or support worker or a member of HTH's team—they are there to assist you.



Leicester City Council: Housing Support & Contact Information

If you need assistance with your housing application or have any questions about your temporary accommodation, you can contact Leicester City Council directly:

📞 Leicester City Council Housing Options

Phone: 01164541008

🌐 Online Services & Housing Applications:

To apply for housing or check the status of your application, visit:

www.leicester.gov.uk/your-community/housing/

Other Useful Web Links:

✓ Homelessness Assistance & Housing Advice

www.leicester.gov.uk/your-community/housing/homeless-or-at-risk/

✓ Bidding on Social Housing (Leicester Home Choice)

www.leicesterhomechoice.co.uk

✓ Benefits & Financial Support (Housing Benefit, Universal Credit)

Check Housing Benefit Eligibility:

www.leicester.gov.uk/your-community/benefits-and-support/

Apply for Universal Credit:

www.gov.uk/universal-credit

✓ Emergency Help (Food Banks, Crisis Support)

www.leicestershire.gov.uk/adult-social-care-and-health/information-and-support-for-adults/where-can-i-find-help/leicestershire-crisis-support-scheme

If you need further support, please speak to your housing officer or Help the Homeless Leicester's Family caseworkers on families@hthleicester.co.uk / info@hthleicester.co.uk



Private Rented Sector (PRS) Schemes for Families in Temporary Accommodation

Finding stable, long-term housing can be challenging for families experiencing homelessness, but several Private Rented Sector (PRS) schemes are available to help make securing a private tenancy more accessible. These schemes provide financial assistance, support with tenancy setup, and ongoing guidance to ensure families can successfully transition out of temporary accommodation.

For those with a live housing application you can now keep this live when exiting homelessness/ temporary accommodation!

1. Rent Deposit Scheme

The Rent Deposit Scheme helps families access private rented accommodation by covering essential upfront costs, which often act as a barrier to securing a tenancy. This includes:

- ✓ Deposit assistance – A financial contribution towards the security deposit required by landlords.
- ✓ Rent in advance – Covering the first month's rent to help families move in without financial strain.
- ✓ Tenancy support – Access to ongoing help with budgeting and managing rent payments to sustain the tenancy.

2. Housing Benefit & Direct Rent Payments

To ensure rent is paid consistently and to reduce the risk of arrears, families can request that the housing element of their Universal Credit (UC) or Housing Benefit (HB) is paid directly to the landlord. This arrangement provides security for both tenants and landlords.

- ✓ Families are supported to set up direct rent payments to prevent missed payments.
- ✓ Help is available to ensure all necessary forms and applications are completed correctly.

3. Private Rented Sector (PRS) Financial Assistance Scheme

For families struggling to cover the full cost of private rent due to the Local Housing Allowance (LHA) rate not matching rental prices, a PRS Financial Assistance Scheme is available.

- ✓ Up to 35% of the shortfall can be covered to bridge the gap between LHA rates and actual rent prices.
- ✓ This ensures families can access properties that would otherwise be unaffordable.
- ✓ Support is available to manage rent payments and financial planning to ensure sustainability.

4. Tenancy Sustainment Support

Moving into a new tenancy is just the first step—ongoing support is available to help families maintain their housing stability and avoid future homelessness.

- ✓ Dedicated caseworker (Single Point of Contact - SPOC) for signposting, advice, problem-solving, and communication with landlords.
- ✓ Help with setting up utilities, council tax, and understanding tenancy agreements.
- ✓ Assistance in accessing grants, benefits, and employment opportunities to improve long-term financial stability.
- ✓ Mediation support to address any landlord-tenant concerns before they escalate.

How to Access These Schemes

If you are currently in temporary accommodation and are interested in securing private rented housing, here's how you can access these support schemes:

- 1 Speak to your housing officer – They can refer you to the Rent Deposit Scheme or PRS assistance program.
- 2 Speak to HTH's families caseworker for further support to access the schemes or learn more about them.
- 3 Check eligibility for PRS Financial Assistance – If your LHA rate does not cover rent, additional funding **may** be available.
- 4 Begin searching for a property – With support from housing services, you can find a suitable home within your budget.
- 5 Set up direct rent payments – Ensuring the rent element of your benefits goes straight to the landlord for added security.

Service User Feedback

"I just want to say many thanks, wonderful work, I feel so much better"

"The service which you have supplied me with has helped me a lot and I feel totally comfortable talking to my mental health worker about anything. I probably wouldn't be here now without your support... Thank you"

"I would like to thank the worker for all their help and support that was given to me. I cannot thank them enough I could not have managed without their help"

"I feel I was able to explain my problems for the first time in 19 years of a 34 year old"

"They went over 30 extra minutes 1st session and didn't mind"

"The burden is lifted"

oOo



The Leicester Homeless Mental Health Service: "Mental Health & Wellbeing" East Midlands Regional Awards winner and National Awards Finalist in 2008.

Homeless Mental Health Service

Phil Johnson – Senior MH Practitioner
OSL House
East Link
Meridian Business Park
Leicester
LE19 1XU

Tel: (0116) 2958442
Email: homeless.mhs@nhs.net

Opening Hours: 8.30- 4.30 Mon- Fri
(excluding Bank Holidays)

In a mental health emergency

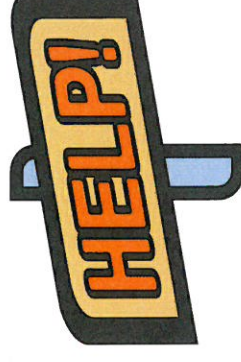
You can access support from your GP or Accident & Emergency Department at the Leicester Royal Infirmary or by calling the **LPT Central Access Point on; 0808 800 3302**

Other useful contacts

SAMARITANS – listening / support for people who are suicidal or going through a crisis **116 123** (24 hrs)
www.startaconversation.co.uk

Leicestershire & Rutland Crisis House / 24/7 helpline – 0808 800 3302
Leicestershire.helpline@turning-point.co.uk

LAMP – useful resource for mental health support & information. **0116 255 62 86** (9-5)
SHELTERLINE – housing advice helpline **0808 800 44 44**



Homeless &

Worried about your mental health?

Want someone to talk to?
Need help?

There is a mental health service for people in Leicester who are homeless (e.g. rough sleeping, hostel/refuge/B&B, temp staying with friends / family) or are within three months of commencing a new tenancy from being homeless.

Come and talk to the
Homeless
Mental Health Service

Who are we?

We are small team consisting of mental health nurses, an occupational therapist, support worker, a psychologist & psychiatrist

What do we offer?

- A mental health assessment
- Access to mainstream mental health services.
- Supportive counselling
- Brief psychological therapies
- Direction to other support services

Who can refer?

- Anyone who is homeless (rough sleeping / sofa surfing)
- In temporary accommodation
- Within 3 months of new tenancy commencement from Homelessness
- Any person in contact with someone who is homeless

Where to find us?

Contact us by phone directly, or present to our ‘drop-in’ services within

Y Support Project, 165 Granby Street, LE1 6FE, (between hours of Mon-Fri 9-11am) 0116 2046223

The Bridge, 43 Melton Street, LE1 3NB (Tue & Thurs 10-12pm) – 0116 2221161

No 5 Hill Street, LE1 3PT (Wed & Fri 9-11am) 0116 4782017

This is an ‘open door’ service to anyone meeting the above access criteria to self-refer. If however you are already seeing someone from an LPT mental health team or a drug or alcohol worker, please discuss your needs with them first, as they may be in a better position to help you.

You can ask support staff working with you to contact us also.

In this “drop-in” service, Priority will be given to people presenting for the first time, otherwise it is on a ‘first come first served’ basis.

If we are unable to see you the same day, arrangements can be made to meet on another day & at other venues in Leicester can be arranged as required.

What happens next?

Step 1

The first meeting is for an assessment to find out about your problems and needs.

- With one of the MH practitioners
- Will usually last about an hour
- Will be aimed at your needs
- Allow you time to talk about your problems
- Identify clear achievable goals
- Refer to other services (if required)
- Make arrangements for follow up
- Advise on where to access emergency support

Step 2

If you need on-going help, we then discuss with you and decide the best course of action to help you with either ‘Informal’ or ‘Formal’ support.

Informal support

You can see any member of the MH practitioner team covering the ‘drop-in’ sessions; this is usually for short term mental health problems such as: anxiety, low mood or stresses relating to your circumstances

Formal support

Members of the team share your care; it will usually be because you have a long-term mental illness such as Psychosis, Clinical Depression or Personality disorder. In this case we may arrange an appointment with our psychiatrist or psychologist for further assessment / treatment.

Step 3

You may require further help; we can refer you on to other care / support services

- Psychologist
- Psychiatrist
- Occupational Therapist
- Talking therapies (counselling)
- Mainstream mental health services
- Crisis Resolution Team
- Social Care
- GP service
- Drug & Alcohol services
- Housing Outreach / advice services

COFFEE MORNING DROP INS



FIRST THURSDAY OF EVERY MONTH
10:00 AM - 12:00 NOON

AT THE BELGRAVE NEIGHBOURHOOD CENTRE

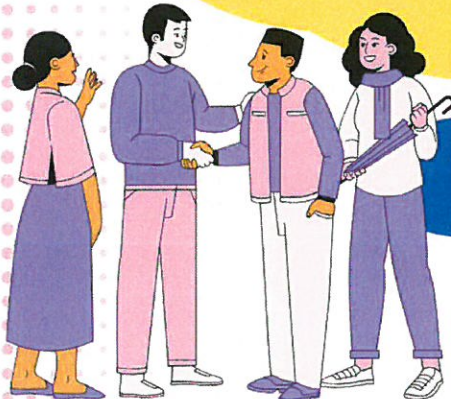
COME AND FIND OUT WHAT
ORGANISATIONS ARE ABLE TO PROVIDE
YOU WITH ADVICE AND SUPPORT AROUND
WELFARE RIGHTS, MENTAL HEALTH,
IMMIGRATION, CRIME AND MUCH MORE...

તમારા વિસ્તારની સ્થાનિક સંસ્થા શું સમર્થન અને
સલાહ આપી શકે છે તે જોવા માટે સાથે આવો

یہ دیکھنے کے لیے آئیں کہ آپ کے علاقے میں کون
سی مقامی تنظیم مدد اور مشورہ فراہم کر سکتی
ہے

ਇਹ ਦੇਖਣ ਲਈ ਨਾਲ ਆਓ ਕਿ ਤੁਹਾਡੇ ਖੇਤਰ ਵਿੱਚ ਕਿਹੜੀ
ਸਥਾਨਕ ਸੰਸਥਾ ਸਹਾਇਤਾ ਅਤੇ ਸਲਾਹ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੀ ਹੈ

FREE TEA & COFFEE
PROVIDED



Zinthya
Ganeshpanchan Trust





We aim to provide a simplified service, which can be accessed by anyone who has been affected by domestic abuse or sexual violence.

HELPLINE: 0808 802 0028

Monday to Friday 8am-8pm

Weekends & Bank Holidays 10am-4pm

Text Support: 07715 994962

Web Chat: www.freeva.org.uk



About Us

Freeva are a registered charity working towards reducing domestic violence, rape and sexual assault in Leicester, Leicestershire & Rutland.

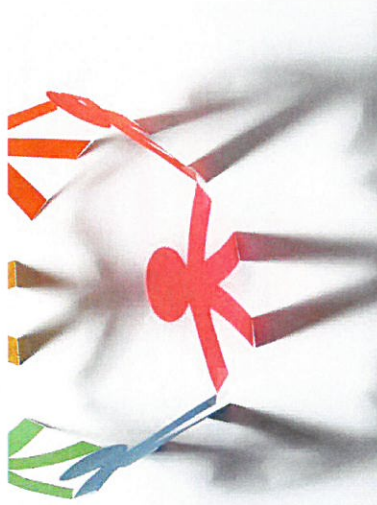
Our vision is to aspire to live in a society where everyone is free from violence and abuse.

We work closely with other agencies to ensure the right support is in place for you.



Providing coordinated support for anyone affected by domestic abuse or sexual violence across Leicester, Leicestershire & Rutland

0808 802 0028



Helpline & Engagement Service

Our accredited Helpline is the main access point for victims of Domestic or Sexual Abuse (and those supporting them) across Leicester, Leicestershire & Rutland.

We can provide information, safety planning support and advice.

Our specialist team will discuss all your support options, whether that is through our dedicated team or other local specialist providers. We will act as a point of contact to ensure your support needs are met.

We can support you to access safe temporary refuge accommodation, advocate on your behalf with local housing authorities, support access to legal advice including emergency protective orders.

We offer a professional, responsive service that actively seeks to engage clients and collaborate effectively with other services to meet individual needs which ensures client safety and recovery from the abuse they have experienced.



Helpline
STANDARD
2021 - 2024

0808 802 0028

Specialist Sexual Violence Support

Our Independent Sexual Violence Advisers (ISVAs) are specially trained workers who are independent from the police and other statutory services.

The role of an ISVA is to offer practical and emotional support to anyone who has been raped, sexually assaulted or abused, including grooming, FGM and exploitation (CSE). Whether this happened recently or in the past.

You do not have to report to the police to get support from an ISVA.

The aim of our work is to listen, encourage and empower. An ISVA is there to provide information only so that you can make the right decision for you.

We can liaise with the police only if you want to report and support you through the investigation and throughout the court process.



Children's Sexual Violence Support

CHISVAs are specialist Independent Sexual Violence Advisers for children and young people under 18.

We support children, young people, and their families, who have experienced rape, sexual abuse or sexual exploitation.

CHISVAs can provide support throughout the criminal justice process and beyond.

We can advocate with other agencies, ensure children's wishes and feelings are listened to. Help children and young people to stay safe and access other support they may need.



Freeva's sexual violence services have been independently accredited by LimeCulture since 2019



The Jenkins Centre are specialists in providing services for those wanting to change their behaviour

Are you hurting the one you love?

Do you need support to change your behaviour? The Jenkins Centre will work with you to explore the best way to support you to make changes to your behaviour.

Partner Support Service

The Partner Support Service is to support the partners of the clients who are working to change their behaviour.

Change Is Possible

Years of delivering the programme locally has shown that our programme is effective, and for those who are motivated and willing to work with us change is possible.

The YP Project

Our Young Person's (YP) Project was established to support young people using abusive behaviours. This may be in a dating relationship or against a parent or carer

Abusive behaviours may include:

- Physical violence
- Threats
- Intimidation
- Aggressive disruptive behaviours
- Damaging property



We aim to work in a way that helps to overcome these challenges achieve positive outcomes and change.

Leicester City Council's Early Help and Prevention Offer

'Leicester City Council has a range of services for you and your families to support you. Some of these are targeted which means you or we feel that some help may be needed, not everyone can access these services but if this is the case, we will let you know' (Click on the arrows for more details)



Childhood Services

Mainly for children and young people aged 0 - 12 years old

12 x Children, Young People and Families Centres with two in each of the six cluster areas.

Centres are open
Monday - Thursday 8:30 - 5pm and
4:30pm on Fridays, click on the arrow below for details of where our centres are and contact details.

Each cluster offers:

Advice and signposting by walking into any of our 12 centres or calling 0116 4541004

Bumps to Babies antenatal courses

Health Visitor clinics

Midwifery clinics

Stay and Play groups

Borrow toys and books for free from our Toy and Book library

Events and activities in the school holidays

Family Learning

Child Development groupwork programmes

We provide funding to help the 9 Adventure Playgrounds provide opportunities for play across Leicester

Youth Services

For young people aged 11 - 19 and up to 25 if there is a disability

11 Youth Clubs/Projects running weekly in 6 locations across the city. Sessions run between 4:30 and 8:30pm, click on the arrow for more details of where the projects are and what they offer.

Youth Centres are a safe and comfortable environment where you can be yourself, meet new friends and have fun as well as get help, support and guidance on issues affecting you, from our experienced youth work team.

Sessions are weekly unless stated otherwise:

Street based youth work teams - Youth Workers engaging young people in activities in different locations across the city

One off event - music, arts, campaigns.....

Accredited Group Work Programmes:

- 'Managing your Own Home' - Preparing young people for independent living
- 'Which Way' - Groupwork programme reducing crime and anti-social behaviour
- 'Lads Lounge' - Boys only youth club in New Parks
- 'Girls Group' - Girls only youth club in New Parks

Young People's Council - Influencing service delivery and redesign through consultations and project work

SEND Youth Group - Youth project for young people aged 11 - 25 with an additional need or disability

Young Carers - Youth project for young people who have a caring role for a family member to have time out

We provide funding to support various projects in Leicester, for young people, click on the arrow for more details:

- The Centre - Lesbian Gay Bi and Trans
- Freedom Youth Club - Young Asylum Seekers
- Counselling

One to one targeted support and mentoring from a Youth Worker by calling 0116 4541004

Children & Young People's Justice Service

For young people aged 10 - 17 who are at risk of or involved in offending behaviour

Targeted groupwork programmes to reduce offending behaviour and raise awareness of consequences

One to one support and mentoring from a Youth Advocate as part of a targeted plan
Support from a case manager to assess needs and lead on support

Targeted support:

- to address substance misuse
- access to employment, training and education
- specialist support for young people with additional needs or a disability
- wrap around support for the family
- prevent offending

Reparation - A range of opportunities for young people to 'pay back' for the harm caused by an offence they committed within the community.

Appropriate Adult Service - Volunteers providing support for young people aged under 17 who are arrested and need to be interviewed but do not have anyone else appropriate to support them.

Resettlement from custody - Supporting young people on their release from custody to live within their communities safely and actively

Victim Support - Helping people affected by crime to have their voices heard, providing specialist support and raising awareness of the impact of crime.

Volunteering - Influencing decision making processes sitting on community panels, delivering projects, and providing mentoring support to young people

Family Support Services

For children and young people aged 0 - 19 and their families

Advice and signposting by walking into any of our 12 Children, Young People and Family Centres or calling 0116 4541004

Parenting support programmes

Targeted support services for families affected by domestic abuse

Welfare Rights drop in and appointment service from some of our centres

Team around the family support known as an Early Help Assessment where more help is needed. We will work with you and other professionals to help you with any problems and issues you have.

Family Group Conferencing Service - led by family members to plan and make decisions for a child who is at risk.

Well Being Practitioners - supporting children and young people to improve their emotional well being

Specialist Therapeutic Family Support services working intensively with families where there is a risk of children and young people coming into care and stop this from happening, keeping families together. These services can only be accessed by professionals within children's social care and early help and prevention services.

We also work with lots of other professionals and can offer you advice about what other services can help you such as Housing, Schools, Police, Health Visitors and School Nurses.

To find out more about our services:



leicester.gov.uk/earlyhelp

To seek advice or make a referral for an Early Help Assessment, call our early help response team: Tel - 0116 454 1004

For contact details of our 12 Children, Young People and Family Centres, and a timetable of sessions and events, refer to: <http://families.leicester.gov.uk>

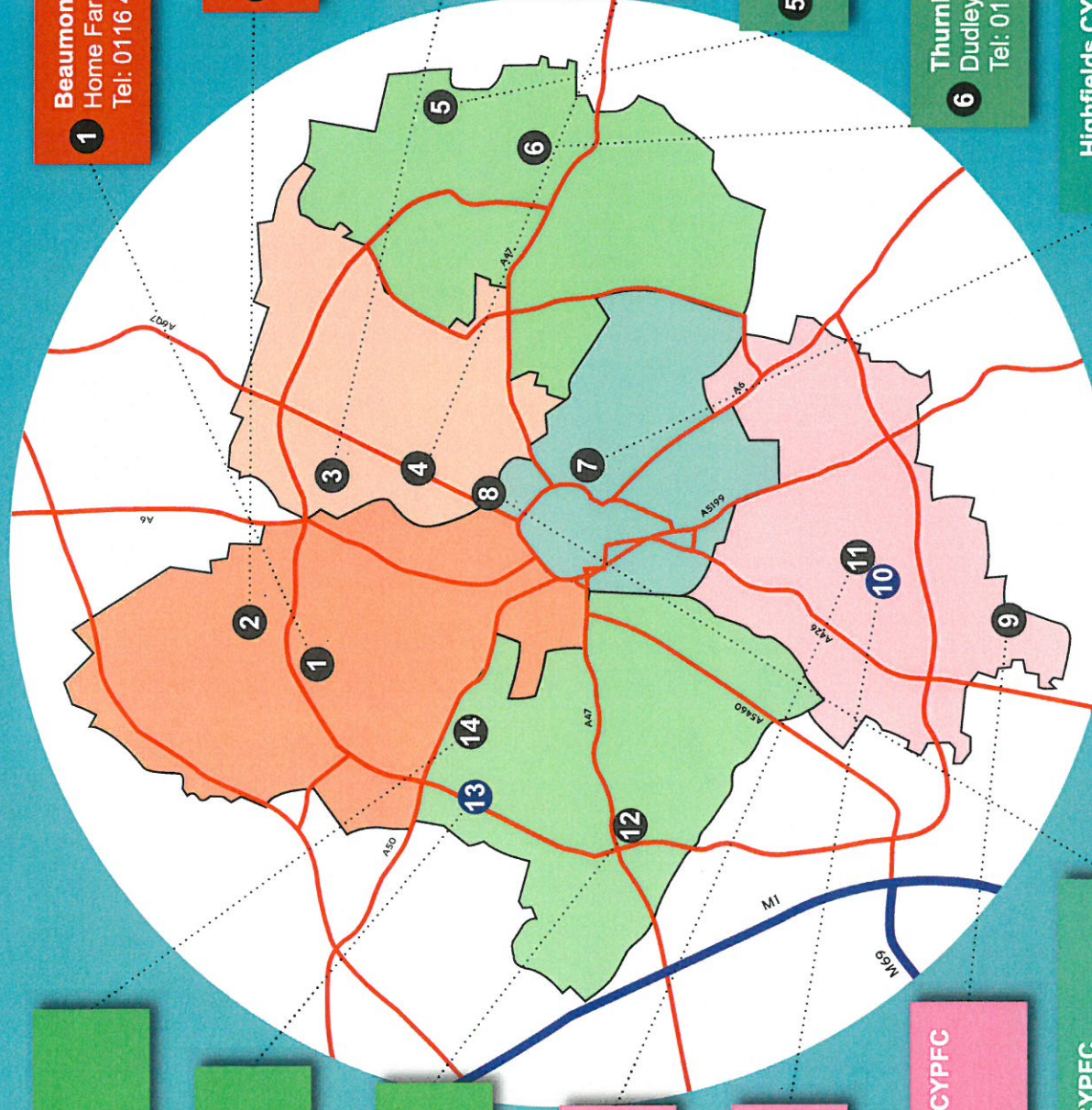


[leicesterchildrenscentres](https://www.facebook.com/leicesterchildrenscentres)



[leicestercityyouthservice](mailto:leicestercityyouthservice@leicester.gov.uk)

Leicester Children, Young People and Family Centres (CYPFC) and Youth Centres



14 New Parks CYPFC
Pindar Road, LE3 9RN
Tel: 0116 454 3900

13 New Parks Youth Centre
St. Oswalds Road, LE3 6RJ
Tel: 0116 454 1660

12 Braunstone CYPFC
Gallards Hill, LE3 1QR
Tel: 0116 454 3890

11 Saffron CYPFC
The Crossway, LE2 6QW
Tel: 0116 454 3380

10 Kingfisher Youth Centre
Boulder Lane, LE2 6LE
Tel: 0116 454 1660

9 Eyres Monsell & Gilmorton CYPFC
Hillsborough Road, LE2 9PT
Tel: 0116 454 3390

8 St Matthews CYPFC
34 Vancouver Road, LE1 2GA
Tel: 0116 454 3800

1 Beaumont Leys & Stacking Farm CYPFC
Home Farm Walk, LE4 0RW
Tel: 0116 454 6660

2 Bewcastle CYPFC
47 Bewcastle Grove, LE4 2JY
Tel: 0116 454 6670

3 Woodbridge CYPFC
54A Woodbridge Road, LE4 7RG
Tel: 0116 454 3330

4 Belgrave & Rushey Mead CYPFC
Cossington Street, LE4 6JD
Tel: 0116 454 3320

5 Netherhall CYPFC
68 New Romany Crescent, LE5 1NG
Tel: 0116 454 3860

6 Thurnby Lodge CYPFC
Dudley Avenue, LE5 2EG
Tel: 0116 454 3850

7 Highfields CYPFC
20 Barnard Close, LE2 0UZ
Tel: 0116 454 3810

Help if you are refused registration

Ask the GP receptionist to write the reason why they cannot register you in the box overleaf. You cannot be refused registration because you are homeless, do not have proof of address, identification or because of your immigration status.

If the GP already has too many patients they can refuse to register you. In this instance they must explain why in writing. If this happens to you, or a helper, you can seek advice on how to access GP services from a local homeless support organisation, day centre or hostel.

You can make a complaint

By email: england.contactus@nhs.net (for the attention of the complaints manager in subject line).

By post: NHS England, P.O. Box 16738, Redditch, B97 9PT.

By phone: 0300 311 2233 (Telephone Interpreter Service available).

For further information

You may be able to get help and advice from your local Citizens Advice:

www.citizensadvice.org.uk or your local Healthwatch: 0300 068 3000 www.healthwatch.co.uk

This information can be made available in alternative formats, such as easy read or large print and may be available in alternative languages upon request. Please contact 0300 311 2233 or email england.contactus@nhs.net

Message to the GP Practice

Thank you for helping to register this patient. We hope the patient was able to show you relevant documents. NHS Guidelines say 'If a patient cannot produce any supportive documentation but states that they reside within the practice boundary then practices should accept the registration'.

Please be aware that a homeless patient cannot be refused registration on the basis of where they reside because they are not in settled accommodation. For safety reasons they may need to change the places where they sleep rough on a daily basis. There is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient and no contractual requirement for GPs to request this.

Those who are homeless, vulnerably housed or 'of no fixed abode', asylum seekers, refugees and overseas visitors, whether lawfully in the UK or not, are eligible to register with a GP practice even if they have to pay for NHS services outside of the GP practice.

The patient MUST be registered on application unless the practice has reasonable grounds to decline. GP practices have limited grounds on which they can turn down an application and these are, if

- ➔ The commissioner has agreed that they can close their list to new patients.
- ➔ The patient lives outside the practice boundary.

(N.B. As this relates to patients in settled accommodation, it is not an applicable ground to refuse to register a homeless patient.)

If you require further information or advice, please contact your local NHS England primary care commissioning team (www.england.nhs.uk/about/regional-area-teams).

Please refer to the NHS England Guidance on Patient Registration: Patient Registration Standard Operating Principles for Primary Medical Care (GP), November 2015: www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf

To be completed by the GP practice

If you cannot register this patient, please identify the reasons from the list below and sign and date the form so the patient is informed.

A: Our list is closed to new patients as from (date) ☐

B: The patient states that they live outside the practice boundary and we do not offer an enhanced registration service. ☐

(N.B. This relates to patients in settled accommodation so is not an applicable ground to refuse to register a homeless patient who sleeps rough or is vulnerably housed in the vicinity of your practice)

C: We cannot register the patient due to other reasons as stated below: ☐

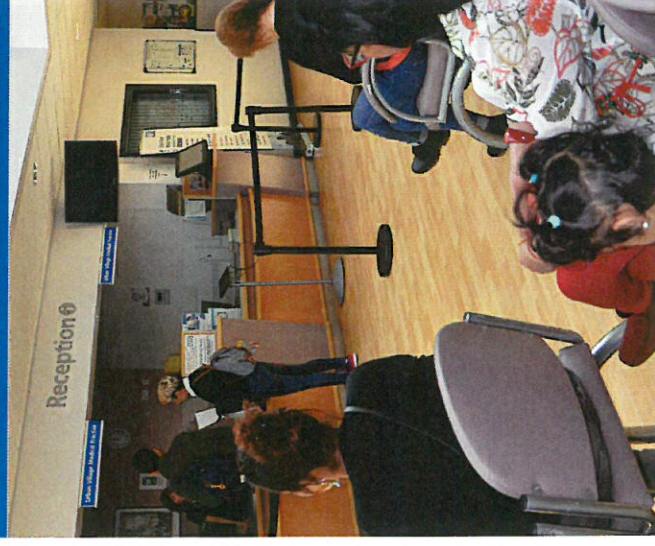
Name:

GP Practice:

Other reason (if applicable):

Date:

Signature:



Registering with a doctor

You need to register with a GP as soon as you can, so you can see the GP when you are sick.

What does it cost?

There is no charge to register with a GP in England. Once you are registered, there is also no charge to see your GP. If your GP decides that you need medicine, you will receive a prescription.

To get your medicine, take the prescription to any pharmacy. If you have an HC2 certificate, you will not be charged for the medicine. You should show this to the staff at the pharmacy and also tick the correct box on your prescription.

If you haven't got an HC2

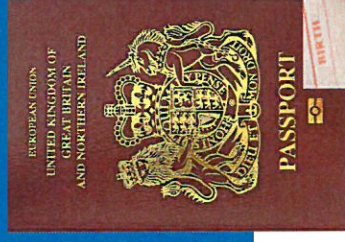
certificate, you will need to apply for one using the HC1 form with help from a support group, if needed. Application criteria does apply, so if you want more information you can contact Help with Health Costs on 0300 330 1343 or go onto the following website at www.nhsbsa.nhs.uk/1125.aspx

If you need to see a GP, but have difficulty speaking or understanding English, tell the staff at the GP surgery. They will be able to arrange an interpreter. You will not be charged for this service.

Do I need ID to register?

You do not have to provide ID when registering with a GP, but it is helpful to do so. It is helpful if you can provide at least one of the documents below when registering with your GP:

- ➔ **Passport**
- ➔ **Birth certificate**
- ➔ **HC2 certificate**
- ➔ **Rough sleepers' identity badge**
- ➔ **Hostel registration/mail forwarding letter**

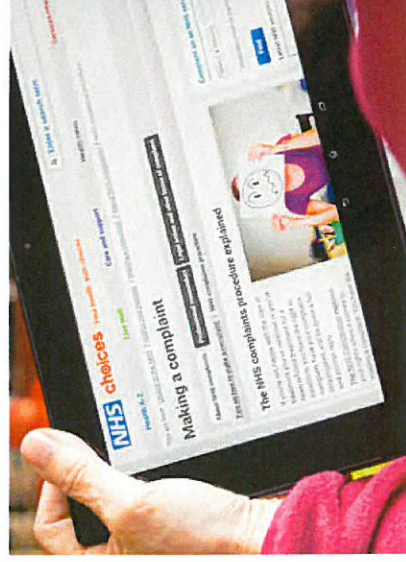


Finding a doctor

Before you register, contact the GP practice to explain that you are 'of no fixed abode' or living or staying temporarily in the vicinity of their practice. You are entitled to register in the area where you are, without 'proof of address'.

You can register with any GP in your local area as long as they have space for new patients. You can also get help by:

- ➔ **Asking friends**
- ➔ **Asking at the library**
- ➔ **Asking local organisations such as schools, mosques, temples, and churches**
- ➔ **Asking a support worker**
- ➔ **Looking on the NHS Choices website - www.nhs.uk**



Registering with a doctor

Ask to register at the GP reception. Show this leaflet and they will ask you to fill in a registration form. Ask for help with filling in the form if needed and return it to the GP reception.

Help with filling in the form

Local organisations that support homeless people may be able to help you fill in the GMS 1 form or local registration form.

If you can't get help, tell the GP receptionist. Ask them to help you fill in the form so you can register.

- ➔ If you prefer, you can ask to see a female GP (if available). If not, ask the receptionist for a female chaperone.
- ➔ You can expect to be treated politely and with dignity.
- ➔ The GP and staff will expect you to treat them politely.
- ➔ You can ask for help if you feel they don't understand your needs.
- ➔ You can ask to discuss your health issues and personal details in a quiet and confidential place at the GP surgery.
- ➔ Your details should always be kept confidential and safe by the GP.



Support EXPERIENCING HOMELESSNESS



HELP THE HOMELESS
LEICESTER
TOGETHER WE CAN MAKE A DIFFERENCE
CHARITY NUMBER: 1177629

Join HTH every Wednesday @
4:30pm - 6:30pm for a
nutritious meal for the whole
family, games, activities,
support and more....



CHILDRENS CENTRE
20 BARNARD CLOSE, LEICESTER LE2 0UZ

BUS 17 FROM STAND HZ HAYMARKET BUS STATION TAKES YOU TO
ST PETERS HEALTH CENTRE A 2 MIN WALK AWAY FROM THE VENUE

FOR MORE INFO OR SUPPORT WITH
ARRANGING TRANSPORT PLEASE EMAIL ON
FAMILIES@HTHLEICESTER.CO.UK

OR

INFO@HTHLEICESTER.CO.UK

