

HOW CAN YOU HELP?

There are many ways in which you can help Crawley Open House in our work with homeless and disadvantaged people.

Complete and return this slip or give us a call on (01293) 447712

Please send me information on volunteering at Crawley Open House.

I would like to make a donation and I enclose a cheque made payable to 'Crawley Open House'.

Please send me details of how to Gift Aid my donation allowing Crawley Open House to reclaim tax.

Arrange a food donation for us.

Arrange a sponsored activity on behalf of Crawley Open House.

Become a friend of Crawley Open House.

Send me details of employment opportunities with Crawley Open House.



Name:

Address

..... Post Code

Tel.

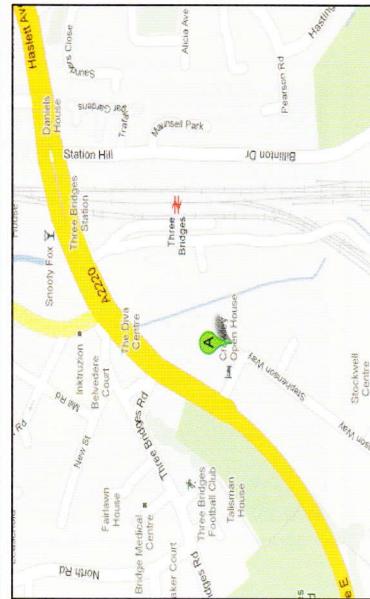
e-mail

RIVERSIDE HOUSE

Stephenson Way, Three Bridges,
Crawley, West Sussex RH10 1TN

Tel: (01293) 447702 Fax: (01293) 447712
deputydirector@crawleyopenhouse.co.uk

www.crawleyopenhouse.co.uk



HOSTEL

Open 24 hours a day, 365 days a year

- 24 bed-spaces
- Direct access
- Male and female 18+
- Initial stay up to 28 days
- Specialist support staff
- Access to move-on accommodation
- Couples get a double room (whenever possible)
- Pets allowed to stay too (whenever possible)

DAY CENTRE

Monday to Friday: 10am - 2pm

(Weekday classes go on to 4pm for those already in the day centre before 2pm)

- Money and benefits advice
- Housing and resettlement advice
- Telephone and internet access
- Afternoon classes and talks
- Physical and mental health support
- Drug and substance misuse support
- Access to a GP and chiropodist

Bank holidays and weekends: 2pm - 5pm

A Company limited by guarantee: Reg. No. 3048461

Registered Charity No.: 1048919

Reg. Office: Ground Floor, 1-7 Station Road, Crawley RH10 1HT

helping the homeless and disadvantaged

CRAWLEY OPEN HOUSE

Stephenson Way, Three Bridges,
Crawley, West Sussex RH10 1TN

www.crawleyopenhouse.co.uk

*Caring for adults
suffering from the
effects of homelessness,
unemployment,
loneliness,
discrimination or
social exclusion.*



(01293) 447702

HOSTEL

Riverside House is open 24 hours a day, 365 days a year and accepts anybody over the age of 18: men, women and couples. We also allow residents' pets to stay with them. 24 homeless people live in Riverside House at any one time. Being a direct access hostel, if somebody comes to the door at any time, day or night, and there is a vacant room, they are given it.



To help us do this we work closely with other voluntary and statutory agencies such as Crawley Borough Council, Social Services, the Health Authority, Central Sussex College, the Probation Service and many other organisations within the fields of homelessness and social exclusion.

In the course of any one year, we help over 350 people and resettle, on average, over 14 clients each month. We also see over 16,400 people in our day centre.

HISTORY

1994 On Christmas Eve, a small number of redundant site offices were set up on the site of the Crawley Resource Centre and the Crawley Open House Hostel was formed.

1996 Crawley Open House hostel and resource centre merge to form one united provision.

2001 We purchased and moved into new premises in Three Bridges.

2002 We started to open our main day centre on seven days each week.

2006 We opened Southwell Lodge – a ten bed hostel offering a high level of support to young people who would otherwise be homeless.

2009 We open move-on accommodation for five Riverside residents. We were also very grateful to be named as the Mayor's charity for 2009.

2010 We start work on building a first floor on part of Riverside House to improve the facilities that we can offer to clients.

2011 We were named the 'Champion Carers' in the first ever Crawley Champions Awards.

2012 We ended our relationship with Southwell Lodge as it passed to new management. We moved forward with the launch of a new community outreach team.

DAY CENTRE

Our drop-in day centre, based at Riverside House, is open seven days a week for anyone who needs support or advice.

Our adult services can be accessed by anybody who needs help, advice or just the company of somebody who cares, empathises and who tries to understand.

Many people use the day centre each day for warmth, company, a cheap meal or just a cup of tea but others come in search of specialist advice from our team. These services include:

- Money and benefits advice
- Help with forms and CVs
- Housing and resettlement advice
- Telephone and internet access
- Afternoon classes and talks
- Physical and mental health support
- Drug and substance misuse support
- Access to a GP and chiropodist



The day centre is open to all though under-18s must be accompanied by an adult.

MOVE-ON ACCOMMODATION

We have three houses available to clients identified as being ready and able to live more independently. Rent is set at an affordable level for those returning to work and clients in the house are encouraged to seek employment.

Clients in this house can stay for up to one year, by which time we hope that they will be ready to secure their own longer term accommodation.

- We do not judge or question homeless men, women or couples who approach us for accommodation. If we have an empty bed we give it to them straight away.
- We take in people's pets as well. Why should a homeless person have to give up their dog, cat or rabbit, etc., just to get help?
- We give couples a double room. Most hostels split couples up into separate rooms, or buildings.