

## Useful telephone numbers

**Homeless Outreach Team:**  
01603 766993

### Helplines:

**Drinkline** (Alcohol advice/  
information) 0800 917 8282  
(Freephone)

**FRANK** (Drugs advice/information)  
0800 776600 (24hr Freephone)

**Shelter** (Housing advice)  
0808 800 4444 (24hr Freephone)

### Local Clinical Drug and Alcohol Services:

**Bure Centre**  
(Drug Service for Norwich/ North  
Norfolk & Central Norfolk)  
01603 671900

**CADS**  
(Drug and Alcohol Service for West  
Norfolk) 01553 815171

**NORCAS**  
(Drug and Alcohol Service for Great  
Yarmouth area)  
01493 857249

**Victoria Street Alcohol Service**  
(Norwich/Central Norfolk)  
01603 660777

If you would like this leaflet in  
large print, audio, Braille,  
alternative format or in a different  
language please contact The  
Health Information Team on  
01603 307416 and we will do  
our best to help.



**norcas**  
**homeless outreach team**  
Tel: 01603 766993  
Fax: 01603 766993  
Email: [homeless@norcas.org.uk](mailto:homeless@norcas.org.uk)  
[www.norcas.org.uk](http://www.norcas.org.uk)



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# Homeless Outreach Team

*Help for people  
with drug/alcohol  
problems who are  
homeless or at risk  
of becoming  
homeless*

## Working Across Norfolk

Open Access  
Drug & Alcohol Services

Open Access  
Drug & Alcohol Services

Open Access  
Drug & Alcohol Services

## We can help

- if you have drug/alcohol problems  
*and*
- you are homeless or at risk of becoming homeless

## Where do we work?

- all over Norfolk
- in day centres, hostels, prison visits and on the street
- in your own place

## How you can contact us

- speak to any workers and ask them to contact us  
*or*
- call us on **01603 766993**

## What do we do?

- give advice, information and one-to-one support around drug and alcohol use
- give housing support and advice (e.g. help with housing applications, finding a place to stay)
- help you get medical help or counselling
- help you talk to and get appointments with other services (e.g. doctors, housing etc.)
- needle exchange
- benefits/debt advice
- practical help if you're moving into a place (e.g. furniture/sorting out bills)
- help you to find things to do (e.g. training, education, voluntary work)

## What about confidentiality?

- we understand that you may tell us things you don't want other people to know
- we have a strict confidentiality policy which we will explain to you, so you can feel safe to talk to us

## How do we work?

- we listen to what you have to say
- we agree goals with you and help you achieve them
- we make a plan with you about what you want to do
- we work in an individual and flexible way
- we don't judge you