



KEY SERVICES TO CLIENTS

Weekday Lunchtime Drop-Ins

Drop-In sessions provide a safe environment for people to meet and talk, which allows everyone to build relationships with trust. A hot meal and hot and cold drinks are provided at each session. Clothing, sleeping bags, and move-in packs for those moving into accommodation are also provided, as needed. There are laundry and shower facilities and 'internet café' in Genesis Centre for clients' use.

The sessions provide an environment for outreach, guidance, and support. Their aim is to help clients move on from meeting their most basic needs into 'normal' society that would include housing and independent living. They focus on practical matters and wellbeing with the involvement of other people and agencies.

Every year some 260 individuals attend the five drop-ins.

Outreach Services

Genesis Centre is a welcoming place for clients where they can access multiple services and other activities that will improve their physical and mental wellbeing. R2R has close and effective relationships with the local authority health, benefits, addictions and housing teams and St Mungo's, who are contracted as the local authority rough sleeper outreach team. Before Covid decimated indoor contact, we offered town centre outreach to these teams for our clients and we are now restarting and expanding these services on a more permanent basis.

Client Support

R2R provides individual client support for benefit claims, calls to agencies, doctors, landlords, etc., and one to one professional counselling and referrals to other support agencies. In addition clients are given access to a landline telephone, computer and postal care of address.

Supported Housing

Since December 2015, we have offered temporary supported housing for verified rough sleepers at our three-bed Amos House, working with the local authorities to move them on into independent accommodation