

## What is eSOS ?

**East Surrey Outreach Support Service (eSOS)** is managed by Stonham (part of Homegroup) to provide help & support to those rough sleeping and those at risk of rough sleeping. We are an East Surrey based service for those with a local established connection to Mole Valley, Epsom and Ewell, Tandridge and Reigate and Banstead. Those without an East Surrey connection will be re-connected back to their home area so they will not have to rough sleep and put themselves at risk.

### e.S.O.S

may be able to refer you to supported housing if you have a local connection to East Surrey.

**It is also important to note that accommodation resources are scarce and priority for vacancies will be given to those with an East Surrey Connection.**

## What does eSOS offer?

■ We offer support & advice for people who are sleeping rough, or whose home is very insecure or temporary, so that they can find a more suitable place to live. We do this by supporting our clients to engage with services such as SADAS, ACORN, CMHRS, PROBATION and more. We support clients at first with attending these appointments as some times our clients need help to explain their individual issues and needs.

■ We offer one-to-one support for people who have had a history of sleeping rough and need

help and advice to gain control of their lives and break the cycle of rough sleeping.

- An individual resettlement or support plan worked out and agreed with each person to meet their needs

## Your eSOS Worker will help you:

- Fill in forms
- Claim the right benefits and grants
- Budget your income and expenditure
- Help you manage any debt
- Develop your daily living skills
- Find a suitable home
- Know your housing rights and responsibilities
- Set up your home incl finding furniture etc
- Practically manage and maintain your home
- Sort out any tenancy issues
- Link you with other local services to meet your individual needs
- Develop social & other skills
- Improve the quality of your life

## Your eSOS Worker will also help you to:

- Decide if you need any other support & who may be able to provide this

## eSOS May also be able to:

- Provide you with food vouchers
- Meet you for 1:1 sessions
- Establish your own support plan
- Help with travel to appointments

## eSOS can help you if:

- You are sleeping rough in or around East Surrey
- You are at risk of rough sleeping
- You have a home but have had a recent history of rough sleeping
- Are aged 18 or over

## You may be:

- A person at risk
- Moving on from hostel or other supported accommodation
- At risk of re-offending or on probation
- Dealing with physical or mental health issues
- Dealing with substance misuse issues

If any of this sounds like you and you have ongoing support needs **that you are willing to address eSOS** may be able to help you.

## How long will eSOS work with me?

eSOS will continue to work with you until you are able to manage your home without support. Alternatively another service may be appropriate to your needs. Your eSOS worker will then agree with you a period over which your support will come to an end.

**E.S.O.S works with, it does not replace, any support already provided by other agencies**

## Working with eSOS:

If you think that you would benefit from working with eSOS you can be referred by any services you are already working with, such as:

- Social Services
- Community Mental Health Services
- SADAS Community Drug and Alcohol Services
- East Surrey Borough Councils
- GP or Consultant

Alternatively for more information or to make an appointment to see an eSOS Worker you can contact eSOS directly on: 01372 378 628

## eSOS ETHOS

**We will work with entrenched rough sleepers and complex need clients to ensure that the negative cycle of rough sleeping is broken.**

### MISSION STATEMENT

eSOS will offer support and guidance to people who are currently rough sleeping or at risk of rough sleeping, reaching out to establish contact and engaging with people who might otherwise find themselves disengaged from society. We aim to make sure that we reach the socially excluded and we will do this by making every contact count.

You can contact us at:

**[EastSurreyOutreachService@homegroup.org.uk](mailto:EastSurreyOutreachService@homegroup.org.uk)**

Follow us at:

Donate to us at:

Look us up on: Surrey information Point

Supported by:



**e.S.O.S**  
EAST SURREY OUTREACH  
SERVICE

**01372 378628**

**(24 hour answer phone)**

**e.S.O.S ATTEND ROUGH SLEEPER ONE  
TO ONE SESSIONS ON AN  
APPOINTMENT BASIS**

**Office hours are Monday to Friday  
from 8.00am – 6.00pm**