



gateway  
a calico group service

# Useful Information





## What to expect at Gateway Burnley

**Q. What do I need to do to apply for a place at Gateway?**

**A.** You need to complete a referral form with your local Housing Options team.

**Q. Is there an age limit and would I be able to move in if I had children?**

**A.** You must be aged 18 years or over, and no children are allowed on the premises. We accept single people or couples.

**Q. What criteria do I need to meet?**

**A.** You must be homeless and have complex needs, which means you need support for more than one reason. Alongside the above, you must be wanting to make positive changes and engage with support.

**Q. Will I need to pay anything?**

**A.** There is a service charge to pay which covers all of your bills. This will be shared with you before you move in.

**Q. Once I am assessed, how long will it take before a decision is made?**

**A.** Once you have been assessed, it can take up to a maximum of 14 days to make a decision, although this is often quicker.

**Q. Is there 24-hour support at Gateway?**

**A.** Gateway is staffed 24 hours a day by our dedicated team of support staff.

**Q. What support is on offer at Gateway?**

**A.** You will be assigned to a key worker on arrival at Gateway, and they will work with you to identify all your support needs. We also have a wellbeing programme and provide support with health, skills and training, and leisure time. You must agree to participate in at least two hours of activities per week, as well as attending the residents meeting. This is alongside your key working sessions.

**Q. What will happen when I am ready to move on? Will I receive any support after I move on?**

**A.** You will be supported in all aspects of your move on and, once you have moved on, you will be provided with up to six weeks of aftercare from your key worker. All support will be put in place for you and it will be your responsibility to engage with this support.

**Q. How long can I stay at Gateway?**

**A.** You can stay at Gateway for anywhere up to two years, depending on your support needs.

**Q. Are there any restrictions to living at Gateway?**

**A.** Gateway offers a safe and secure environment. Whilst you live at Gateway, we have expectations that help to make the environment safe for all. Our expectations help you to have structure and know what it takes to successfully live independently when you move on from us. This includes a specified time when you need to return to Gateway, no drugs or alcohol on site, and treating everyone with respect.



## Useful information

NHS Direct:	111
Police:	101
Crisis Team:	01282 657228
Samaritans:	116 123
Inspire:	01254 495382
Universal Credit:	0800 3285644
Young Addaction:	0808 1640074
Citizens Advice:	01282 450535

### Local Job Centre:

#### **Burnley Job Centre**

Victoria Street  
Burnley  
BB11 1DD  
0800 169 0190

### Local Hospital

**Urgent Care Burnley General Hospital,**  
Briercliffe Road

### Need a doctor?

There are several practices in the local area:

#### **Riverside Practice**

St Peter's Centre Church Street, Burnley  
01282 644123

#### **Burnley Group Practice**

St Peter's Centre Church Street, Burnley  
01282 644222

#### **St Nicholas Group**

St Peter's Centre Church Street, Burnley  
01282 644222

#### **Oxford Road Surgery**

Oxford Road, Burnley  
01282 731 650

#### **Burnley Wood Medical Centre**

Parliament Street Burnley  
01282 731395

### Local Chemists

#### **Cohen's,**

151 Accrington Road, Burnley  
& 68 Coal Clough Lane, Burnley

#### **St Peters Pharmacy,**

St Peter's Centre, Church Street Burnley

**Boots Chemist** Charter Walk Burnley

### Local dentists:

#### **Coal Clough Dental Care,**

Coal Clough Lane, Burnley,  
01282 420978

#### **Ravat & Ray, The Fold,**

8 Venice Avenue, Burnley,  
01282 470340

#### **Bupa Dental Practice,**

Red Lion Street, Burnley,  
01282 420978

### Supermarkets nearby:

**Aldi** - Active Way and Todmorden Road

**Asda** - Princess Way

**Tesco** - Centenary Way

**Iceland** - Burnley Retail Park and Charter Walk

**Farm Foods** - Accrington Road and Croft Street

### Churches and Mosques

**Life Church** - Sycamore Avenue

**Parkside Church** - Cog Lane

**St Mary's** - Gawthorpe Road

**Masjid Ali Murtazah** - Talbot Street Burnley

**Jamia Masjid Abubakr** - Brougham Street Burnley

**Burnley Central Mosque** - North Street