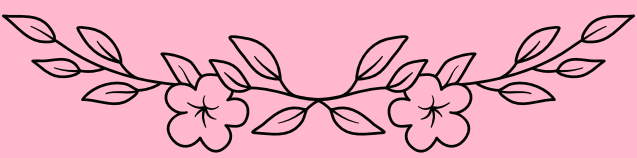


A Guide for Women Experiencing Homelessness and Transitioning into Settled Accommodation

For women, co-produced by women
with lived experience



Acknowledgements

This resource was co-designed through a collaborative research project, with contributions from a community researcher, people with lived experience, academics, and practitioners. We are deeply grateful to the individuals whose insights shaped this guide for women experiencing homelessness and moving into settled accommodation. Their experiences, suggestions, and recommendations informed the content, alongside input from the project team and services across Brighton and Hove.

Special thanks:

Kerry Hamilton, Lucy Houlker, and all other contributors whose valuable input helped shape this manual.

Co-produced by:

- Community Researcher – Emma C
- Project Coordinator – Gail Butler

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Introduction

"You are going to get somewhere and then, when you do, don't worry about it, just think, 'Yeah, it's my place,' and then grasp it."

This resource has been co-designed to help you access services throughout your journey into settled accommodation after experiencing homelessness.

It begins with services that offer more specialised support and concludes with things you can do independently, as well as activities you can enjoy once you are settled in your accommodation and moving into the next chapter of your life.

It was developed through a community research project that explored the challenges women face in accessing mental health support in Brighton & Hove. Many women reported not knowing what support was available, and wanted all the information to be in one place.

"Women to be told exactly what's available, ideally, everything in one place, as early as possible in the process."

The guide brings together:

- Services identified by participating women
- Additional services identified by the project team
- Suggestions from professionals, academics, and women with lived experience

This first edition was published in 2025.



Key

SR = Self-Referral

R = Referral (via professional/service)

DI = Drop-in

A = Appointment

W = Women's Group



24-Hour Helplines

UK Emergency Services

For urgent assistance from the Police, Ambulance, or Fire Service.

☎ 999

NHS Non-Emergency

For urgent medical help that is not life-threatening.

☎ 111

Samaritans

Free, confidential emotional support, available 24/7 for anyone experiencing distress or struggling to cope.

☎ 116 123

Sussex Mental Healthline

A local helpline offering support, advice, and information for anyone experiencing mental health challenges, or for their carers.

☎ 0800 0309 500

Shout

The UK's free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

☎ Text the word "Shout" to 85258 to connect with a trained volunteer.

National Domestic Violence Helpline

Helpline for women experiencing domestic violence and abuse, and for friends, family or professionals supporting them.

☎ 0808 2000 247

Mental Health

Help is out there: you are not alone. Services in and around Brighton & Hove can support mental health in a variety of ways. These include urgent crisis care, talking therapies, online and remote support, wellbeing resources, and specialist programmes for particular communities or people with long-term health conditions. Some of the services listed below were specifically recommended by participants in our research project.

“The right support for your mental health, at the right points”

“Brighton and Hove Wellbeing Centre... I had some phone calls...I was chatting to him on the phone for a bit, rather than just go there in person. And then I thought, right, I’m going to go there in person”



Sussex Partnership
NHS Foundation Trust

Mental Health Rapid Response Service (MHRRS)

SR, R

Urgent mental health assessments for adults in Brighton & Hove, including individuals without settled housing.

🕒 Mon–Fri: 8 AM – 10 PM, Weekends/Bank Holidays: 10 AM – 10 PM

☎ 0300 304 0078

🌐 <https://www.sussexpartnership.nhs.uk/our-services/community-based-services/mental-health-rapid-response-service>

Mental Health Homeless Support Team

SR, R

Mental health care for people with a mental illness who are experiencing homelessness, including rough sleepers, those in emergency accommodation, and sofa surfers. They do not work with people living in supported accommodation (including 24-hour supported hostels) or facing the threat of eviction.

🕒 Mon–Fri: 9 AM – 5 PM, with some flexibility for early morning outreaches

☎ 0300 304 0098

✉ SPNT.mentalhealthhomelessteam@nhs.net

📍 East Brighton Community Mental Health Centre, Pankhurst Avenue, Brighton, BN2 3EW

🌐 <https://www.sussexpartnership.nhs.uk/our-services/specialist-services/homeless-support>



UOK

SR, R

A central hub for mental health and wellbeing support, led by Southdown. UOK helps people connect with the right services in Brighton & Hove and East Sussex. Interpreters are available for non-English speakers.

🕒 Mon–Fri: 9 AM – 5 PM

☎ 0808 196 1768

✉ chat@uok.org.uk | referrals@uok.org.uk

🌐 www.uok.org.uk



Brighton & Hove Wellbeing Service

SR, R

NHS Talking Therapies for adults struggling with depression, anxiety, PTSD, OCD, or related conditions.

🕒 Mon–Fri: 9 AM – 5 PM (Phone lines are closed for one hour from 11 AM to 12 PM on Thurs)

☎ 0300 002 0060

🌐 portal.spft.nhs.uk/brighton-and-hove-wellbeing-service



Qwell

SR

Free, anonymous online mental health support for adults (18+). Provides one-to-one text chats with trained practitioners, moderated forums, and self-help tools.

Live chat hours

🕒 Weekdays: 12 PM – 10 PM

🕒 Weekends: 6 PM – 10 PM

🌐 www.uok.org.uk/qwell



MindOut

SR

Confidential, specialist support for LGBTQ+ people, including advice, counselling, peer support, suicide prevention, befriending, and online chat.

Live chat (18+):

🕒 Mon: 3 PM – 5 PM – Aim to provide volunteers who are People of Colour

🕒 Tue: 3 PM – 5 PM – Aim to provide volunteers who are Trans/Non-binary

🕒 Wed: 3 PM – 5 PM – General LGBTQ support

☎ 0300 772 9855 (24-hour confidential answerphone)

✉ info@mindout.org.uk

📍 Community Base, 113 Queens Road, Brighton, BN1 3XG

🌐 www.mindout.org.uk



Possability People – Step by Step

SR, R

One-to-one support and weekly workshops for people with long-term health conditions. Helps build coping tools, engage with services, and reduce isolation.

🕒 Mon-Fri: 9 AM – 5 PM

☎ 01273 894040

✉ hello@possabilitypeople.org.uk

📍 Montague House, Montague Place, Brighton, BN2 1JE

🌐 https://possabilitypeople.org.uk/our-services/community_engagement/step-by-step/



Mind

SR

Provides resources to help people manage their wellbeing and access further support, as well as information, advocacy, and peer support services for mental health.

🕒 Mon-Fri: 9 AM - 5 PM

☎ 01273 666950

✉ info@mindcharity.co.uk

📍 51 New England Street, Brighton, BN1 4GQ

🌐 www.mindcharity.co.uk



Women's Support

We found that many women feel safer accessing services designed specifically for women. These services offer psychological support, including emotional support, therapy, recovery sessions, peer-to-peer support, creative and social activities, practical support such as childcare, parenting guidance, and essentials like food, clothing, and toiletries. Some of the services listed below have been specifically recommended by participants in our research project.

“Being explained exactly what is available to women...having everything in one place to be able to show women when they start this process as early as possible”

“This is where the other women are, this is where support is”

“Oasis, because they helped me out a lot”

“Suddenly being around a lot of men”

“Brighton Women's Centre”



Brighton Women's Centre

SR, DI, W

Women-only hubs offering emotional and practical support, information, and social connection. Also includes ToyBox Early Years support.

☎ Main Line: 01273 698036

☎ Support & Info Line: 07842 311 406 (Weds–Thurs, 10 AM – 12 PM)

✉ General: admin@womenscentre.org.uk

✉ Support & Info: support@womenscentre.org.uk

✉ ToyBox: toybox@womenscentre.org.uk

📍 22 Richmond Place, Brighton, BN2 9NA

Women's Hubs Opening Times and Locations:

📍 Cornerstone Community Centre, Church Road, Hove, BN3 2FL ⌚ Mon: 6 PM – 8 PM

📍 St Mary's Church Hall, 61 St James Street, Brighton, BN2 1PR ⌚ Wed: 1:30 PM – 3:30 PM

📍 The Wellbeing Hub, 18 Preston Park Avenue, BN1 6HL

⌚ Thurs: 10 AM – 12 PM

🌐 womenscentre.org.uk



Oasis Project

SR, R, W

Support for women aged 18+ and families affected by substance use. Services include structured treatment for drug and alcohol use, support for women involved in sex work or separated from children, a 16-week parenting and substance misuse programme (POCAR), and targeted help for young adults (18–25) new to treatment. Therapy is also available for children and young people (5–18) affected by family substance use, and specialist support is offered for young women (18–25) with early trauma. Free childcare is provided for children aged 0–11.

Support services (Richmond Place)

⌚ Mon–Fri: 9:00 AM – 5:00 PM

📍 11 Richmond Place, BN2 9NA

Childcare and therapy for children (Morley Street)

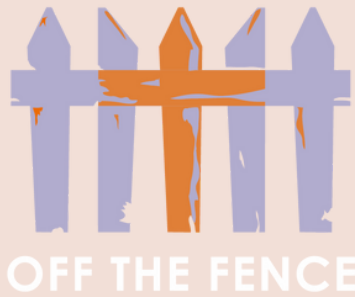
⌚ Mon–Wed: 9:30 AM – 2:30 PM

📍 3 Globe House, Morley Street, BN2 9RA

☎ 01273 696970 (Option 1)

✉ info@oasisproject.org

🌐 oasisproject.org.uk



Gateway Women's Centre

SR, DI, W

Safe space for women in crisis, offering one-to-one support, Essentials Bank (food, toiletries, clothing by appointment), and workshops/courses (photography, art, cookery, budgeting).

🕒 Mon–Fri: 9:30 AM – 5:00 PM

📍 Bradbury House, 52 Station Road, Portslade, Brighton, BN41 1DF

☎ 01273 417597 | 07860 802420

✉ gateway@offthefence.org.uk

🌐 <https://www.offthefence.org.uk/gateway>



St Peter's Safehaven Women

DI, W

A drop in space for women to engage in arts and crafts and other activities, as well as access guidance and a friendly ear. Faith-based.

☎ 01273 698 182

✉ contact@stpetersbrighton.org

📍 York Pl, Brighton, BN1 4GU

🕒 Thurs: 1:30 PM – 3 PM (term times only)

🌐 <https://stpetersbrighton.org/safehaven/>



Justlife

Justlife - Women's Peer Support Group

R, SR, W

Social Connections Project Women's Peer Support Group: Community activities for women moving away from homelessness.

🕒 Last Friday of the month (monthly)

✉ scp@justlife.org.uk

📍 5a Brunswick Row, Brighton, BN1 4JZ

☎ 0300 123 1550

🌐 <https://www.justlife.org.uk/our-work/brighton/social-connection-project>



Cascade Creative Recovery Women's Support Group

DI, W

Informal group check-ins with a facilitator and peers who have lived experience of addiction and recovery. Open to anyone identifying as female.

🕒 Tues: 10:30 AM – 11:30 AM

✉ info@casadecr.org

☎ text/WhatsApp 07512 639 758

🌐 <https://casadecreativerecovery.com/>



Homelessness Support

A range of services in Brighton & Hove are available to support people experiencing homelessness. They provide practical assistance such as hot meals, showers, laundry, and clothing, as well as help accessing accommodation and healthcare. Services also offer opportunities to connect with others through social and wellbeing activities, including peer support, community groups, and targeted support for young people, women, and LGBTQ+ individuals. Some of the services listed below were specifically recommended by participants in our research project.

“I had a Justlife worker”.

“First Base and Anti Freeze”.



First Base Day Centre

DI, A

A hub for multiple organisations supporting people to move off the streets and into accommodation. The centre also provides practical help such as hot meals, showers, laundry, and lockers.

🕒 Mon–Fri: 8:30 AM – 4:30 PM

Open Access Sessions: 9:00 AM – 10:30 AM & 11:00 AM – 12:30 PM

Appointments & activities: By arrangement outside session times

☎ 01273 326844

✉ first.base@bht.org.uk

📍 St Stephen’s Hall, Montpelier Place, Brighton, BN1 3BF (Behind Waitrose)

🌐 <https://www.bht.org.uk/services/homelessness/first-base-day-centre/>



OFF THE FENCE

Project Antifreeze

DI

A day centre providing support for people experiencing homelessness, including street outreach, hot food and drink, clothes, sleeping bags, laundry, showers, and access to healthcare.

🕒 Mon, Tues, Fri: 1 PM – 3 PM

☎ 01273 774140

✉ antifreeze@offthefence.org.uk

📍 37 Portland Road, Brighton, BN3 5DQ

🌐 www.offthefence.org.uk/antifreeze



Sussex Community NHS Foundation Trust, Homeless Health Inclusion Team

SR, R

Support for people in temporary, supported, or emergency accommodation, rough sleeping or sofa surfing, especially those who struggle to access a GP. The team of physiotherapists, occupational therapists and nurses can help with physical health, mental health and substance misuse.

Health Drop-Ins:

📍 Antifreeze ⌚ Every second Mon

📍 Firstbase ⌚ Wed: 10:00 AM – 12:00 PM

📍 William Collier House ⌚ Thurs: 11:00 AM – 12:30 PM

📍 Glenwood Lodge ⌚ Fri: 11:00 AM – 12:30 PM

☎ Contact us: 01273 265975 / 07341 049499

🌐 <https://www.sussexcommunity.nhs.uk/patients-and-visitors/services/homeless-health-inclusion-team>



Justlife

Justlife

Social Connections Project

SR, R

Community activities for people moving away from homelessness, including befriending, peer support, wellbeing groups, Women's Group, and LGBTQ+ Group.

📍 5a Brunswick Row, Brighton, BN1 4JZ

⌚ Mon–Fri: 9 AM – 5 PM

☎ 0300 123 1550

✉ scp@justlife.org.uk

🌐 justlife.org.uk/our-work/brighton/social-connection-project

Health Engagement

R

Supporting people in emergency or supported housing to access health care, attend appointments, and manage complex health needs. Referral from a practitioner only.



Arch Healthcare CIC

SR, R

GP surgery for people experiencing homelessness or a housing crisis.

⌚ Mon - Fri: 8 AM – 5 PM

☎ 01273 003930

✉ sxich-bh.archhealthcare@nhs.net

📍 School Clinic, Morley Street, Brighton, BN2 9DH

🌐 <https://archhealthcare.uk/new-patients/registration/>



The Clock Tower Sanctuary

DI

Day centre supporting 16–25-year-olds who are rough sleeping, sofa surfing, or living in temporary, emergency, or supported housing. Facilities include showers, laundry, daily classes and activities, food parcels, and hot meals.

🕒 Mon, Tue, Thu–Sat: 10:30 AM – 2:30 PM

☎ 01273 722353

📍 Wenlock House, 41-43 North Street, Brighton, BN1 1RH

🌐 <https://www.thects.org.uk/>

Recovery Help

Some women who took part in our research reported that recovery was a significant part of their journey through homelessness and transition into settled accommodation. Some of the services listed below were specifically recommended by participants in our research project.

“CGL keyworker gave me emotional support”

“Trying to do life and maintain my recovery”

“Getting clean was a big one”



Recovery Service

Brighton and Hove

CGL Recovery Service

SR, R

A team of health specialists, medical professionals, psychologists, peer mentors and volunteers, many with personal experience of recovery, provide support and treatment tailored to individual needs.

🕒 Mon–Wed, Fri: 9 AM – 5 PM, Thu: 9 AM – 7 PM

☎ 01273 731 900

✉ brighton.info@cgl.org.uk

📍 Richmond House, Richmond Road, Brighton, BN2 3FT

💬 <https://www.changegrowlive.org/webchat>

🌐 <https://www.changegrowlive.org/>



Cascade Creative Recovery

SR, DI

Peer-led community support for people in recovery, using creative activities to inspire connection and wellbeing. Staff and volunteers have lived experience of homelessness, addiction, or isolation.

☎ Text/WhatsApp: 07512 639 758

✉ info@cascadecr.org

📍 3rd Floor, Brighthelm Centre, Brighton, BN1 1YD

🌐 <https://cascadecreativerecovery.com>

Food Support

This page has been designed so that you can tear it out and use it as a standalone resource. We have included a section on free or low-cost meals and snacks provided across the city, as well as food banks, since participants reported struggling with food access at different stages of their journey. We encourage you to share this page with others that may be experiencing difficulty.

Please note that the timetable was accurate at the time of publication in October; services may have changed since, so it is advisable to contact them directly to confirm current information.

“Trying to buy food and stay healthy...I’ve struggled with that, and I know all these can affect my mental health”

“Salvation Army - Food”

Monday

St Mary’s Church

🕒 9 AM – 1 PM

Hot drinks and biscuits, Free wifi and mobile charging depending on demand.

📍 St Mary’s Church Hall, 61 St James's Street, Brighton, BN2 1PR

Brighton & Hove Food Partnership

Free lunch

🕒 12 PM – 1 PM (excl. holidays)

📍 65-71 Holland Road, Hove, UK, BN3 1JN

Tuesday

Brighton Unemployed Centre Families Project

Free vegan hot lunch (£1 suggested donation).

🕒 1 PM

📍 6 Tilbury Place, Brighton, BN2 0GY

Real Junk Food Project

🕒 10 AM to serve drinks and cake, followed by lunches, which are served from noon till 2 pm.

📍 Fitzherbert Community Hub, 2 Bristol Road, Brighton, BN2 1AP

Real Junk Food Project (St Luke’s, Prestonville)

🕒 12:30 PM – 2:00 PM

📍 64 Old Shoreham Rd, Brighton, BN1 5DD

Wednesday

St Mary’s Church

Drop-in café, tea, drinks, sandwiches, and biscuits.

🕒 3 PM – 5 PM

📍 St Mary’s Church Hall, 61 St James's Street, Brighton, BN2 1PR

Real Junk Food Project (Fitzherbert Community Hub)

🕒 11 AM – 3 PM

📍 Fitzherbert Community Hub, 2 Bristol Road, Brighton, BN2 1AP

Real Junk Food Project (St Luke’s, Prestonville)

🕒 12:30 PM – 2 PM

📍 64 Old Shoreham Rd, Brighton BN1 5DD

Safehaven (St Peter’s Church)

🕒 1 PM – 2:30 PM (term times only)

📍 St Peter's Church, York Place, Brighton, BN1 4GU

Thursday

Real Junk Food Project (Fitzherbert Community Hub)

🕒 11 AM – 3 PM

📍 Fitzherbert Community Hub, 2 Bristol Road, Brighton, BN2 1AP

Brighton Unemployed Centre Families Project

Free vegan hot lunch (£1 suggested donation).

🕒 1 PM

📍 6 Tilbury Place, Brighton, BN2 0GY

Friday

St Mary's Church

Hot drinks and biscuits.

🕒 9 AM – 1 PM

📍 St Mary's Church Hall, 61 St James's Street, Brighton, BN2 1PR

Brighton Unemployed Centre Families Project

Free vegan hot lunch (£1 suggested donation).

🕒 1 PM

📍 6 Tilbury Place, Brighton, BN2 0GY

Saturday

Crossover Mobile

Hot breakfast and hot drinks, primarily for rough sleepers.

🕒 8 AM – 9 AM

📍 St Peter's Carpark

Safehaven (St Peter's Church)

🕒 5 PM – 6:30 PM (term times only)

📍 York Pl, Brighton BN1 4GU

Sunday

Crossover Mobile (St Peter's Car Park)

Hot breakfast and hot drinks, primarily for rough sleepers.

🕒 8 AM – 9 AM

1st Sunday

🕒 1 PM

📍 Brighthelm, North Road, BN1 1YD, 1:00 PM

2nd Sunday

🕒 2 PM

📍 Emmanuel Church, New England Street, BN1 4GQ,

3rd Sunday

🕒 2 PM

📍 One Church, Florence Road, BN1 6DL,

4th Sunday

🕒 2 PM

📍 St Luke's Prestonville, BN1 5DD

5th Sunday

🕒 2 PM

📍 Dorset Gardens Methodist, BN2 1RL4

Knight Support / Deen Relief / Purple People Kitchen

Hot food, drinks, and takeaways.

🕒 6 PM

📍 Peace Statue – Brighton seafront, near Hove Lawns

Food Bank

Brighton Women's Centre SR

For any identifying woman in Brighton. No referral needed but must contact in advance.

🕒 Wed: 2 PM – 4 PM

✉️ foodbank@womenscentre.org.uk

📍 St James's Street, Kemptown, Brighton

Brighton Foodbank

R

Food bags

🕒 Mon-Wed: 10 AM – 4 PM

📍 Calvary Church Building, Stanley Road, BN1 4NJ

The Salvation Army

SR, A

Basic food items and toiletries

🕒 Fri: by appointment

☎️ 07551572205

📍 Conway Street, Hove, BN3 3LA

Community Support

This section highlights community services that provide practical, social, and advisory support. They offer access to essentials such as food, clothing, laundry facilities, and childcare, while also creating opportunities to socialise. Many provide guidance on welfare, housing, and local services, as well as ways to get involved in volunteering, creative projects and community activities.

Women involved in the project said that being in safe, welcoming spaces helped them meet others and feel more supported. These services are ideal for people who want to connect with others who have had similar experiences, become more independent, and feel part of their community.



Brighton Unemployed Centre Families Project (BUCFP)

SR, DI, A

Free childcare for 0–5s, affordable classes, vegan lunches, emergency food support, welfare advice, computer access, laundry facilities, a bookable allotment and volunteering opportunities.

🕒 Tues, Thurs, Fri: 10 AM – 4 PM

📍 6 Tilbury Place, Brighton, BN2 0GY

☎ 01273 601211 | Welfare advice: 01273 676171

🌐 bucfp.org



Community Laundrette

SR, A

Provides a free washer and dryer service with eco-friendly detergent. People can enjoy tea and creative activities while waiting.

🕒 Booking Times (Mon, Wed, Fri):

- 9:30 AM – 11:00 AM
- 11:00 AM – 12:30 PM
- 1:00 PM – 2:30 PM
- 2:30 PM – 4:00 PM

Book a slot:

✉ harrietspress@gmail.com

☎ 07442 958207

📍 Studio 6 on the balcony, Open Market, Marshalls Row, Brighton, BN1 4JU

🌐 <https://quietdownthere.co.uk/our-work/harriets-press/>



CASE Central

SR, DI, A

A friendly space to enjoy a cup of tea, chat, and meet people. Offers free clothes, books, and essentials; welfare rights advice by phone or Zoom; help with calls, letters, and accessing local support; and a care-of address for anyone who is homeless or needs a safe mailing address.

🕒 Tues – Fri: 10:00 AM – 2:30 PM

📍 Central, 4 Crestway Parade, Brighton, BN1 7BL

☎ 01273 540717

✉ info@case-central.co.uk

🌐 case-central.co.uk



Financial Support

Many women experience financial hardship at some point in their journey from homelessness to settled accommodation. These services provide practical support to access benefits, entitlements and financial guidance.

“It’s a little bit stressful, and having those responsibilities of bills....I’ve struggled with that, and I know all these can affect my mental health.”



Brighton & Hove City Council Benefits Service

Provides support with housing and council tax benefit claims.

🕒 Mon - Fri: 9:30 AM – 1:30 PM (closed on Bank Holidays)

☎ 01273 292000

✉ housing.benefits@brighton-hove.gov.uk

Brighton & Hove City Council Welfare Rights Team

Welfare advice

🕒 Mon-Wed, 10 am-1pm

☎ 01273 291116

✉ welfarerights@brighton-hove.gov.uk



jobcentreplus

Jobcentre Plus

Provides welfare advice and guidance.

🕒 Mon - Fri: 8 AM – 5 PM

☎ 0800 169 0190



GOV.UK

Universal Credit

🕒 Mon – Fri: 8 AM – 6 PM

☎ 0800 328 5644

🌐 <https://www.universal-credit.service.gov.uk/start>



Citizens Advice

DI

Provides general help and advice, including benefits support.

Phone Lines:

⌚ Mon: 9:30 AM – 12:30 PM & 1:30 PM – 3:30 PM

⌚ Tues: 9:30 AM – 12:30 PM

⌚ Wed: 9:30 AM – 12:30 PM & 1:30 PM – 3:30 PM

⌚ Thurs: 9:30 AM – 12:30 PM & 1:30 PM – 3:30 PM

⌚ Fri: 9:30 AM – 12:30 PM & 1:30 PM – 3:30 PM

☎ 0808 278 7815

Face to face:

⌚ Mon: 1:15 PM, Thurs & Fri: 9:15 AM

📍 Tisbury Road Offices, Hove Town Hall, Hove, BN3 3BQ

🌐 <https://www.cabrightonhove.org/>



Money Advice Plus

Provides debt and welfare benefit advice and casework.

☎ 0808 196 3699



St. Luke's Advice Service

SR, A

Practical help with benefits, debt & tax credits (appointment only)

⌚ Mon - Fri: 9 AM – 5 PM

☎ 01273 549203

✉ info@stlukesadvice.service.org.uk

📍 Brighthelm Centre, North Road, Brighton, BN1 1YD

🌐 <https://www.stlukesadvice.service.org.uk/>

Furniture Grants and Affordable Items

Our research found that many people struggle to furnish a new home on a low income and are unsure which grants or support they can access. This section highlights where to find help, whether you're moving into a local authority, or private rental, property. You'll also find suggestions for accessing free furniture, borrowing items, or buying affordable pieces from charity shops.

Note: Applications for grants in local authority properties should be submitted as early as possible, as the moving process can progress quickly.

“ Do you know what I found helpful? I go round charity shops and get most of my furniture...Get rid of your old, and then you’ll start thinking, yeah, I can actually do this.”

“Nobody told me where to go to get any grants”



British Gas White Goods Fund

SR, R

Helps households in fuel poverty reduce energy bills by providing fridge-freezers, electric cookers, washing machines, or tumble dryers (in exceptional cases).

Eligibility: Must be in, or at risk of, fuel poverty and receive either: Child Benefit, Pension Credit, Universal Credit, Housing Benefit, Income Support, ESA, JSA, or Tax Credits. OR have previously received Emergency Fuel Vouchers from British Gas Energy Trust.

<https://britishgasenergytrust.org.uk/news-research/british-gas-energy-trust-white-goods-fund/>



Southern Water – Hardship Fund

SR

Provides either: One-off bill reductions (up to 50%), Debt write-offs (up to £2,000), Grants for home appliances or furniture (up to £1,000).

People can apply if they are experiencing significant financial hardship or challenging circumstances.

<https://www.southernwater.co.uk/about-us/get-involved/hardship-fund/#>



Local Discretionary Social Fund

SR

Provides emergency support for Brighton & Hove residents needing essentials such as food, energy, or household items. It is available to people on benefits, tax credits, or Council Tax reduction, with priority for those leaving care or prison, living in temporary housing, or at risk of being without essentials. Support can include food, gas or electricity, and essential home items such as beds, cookers, or fridges.

🕒 Mon - Fri: 9:30 AM – 1:30 PM

☎ 01273 293 117 (option 1)

✉ LDSF@brighton-hove.gov.uk

<https://www.brighton-hove.gov.uk/benefits-and-financial-advice/help-and-support/get-emergency-help-food-energy-bills-and-other-essentials>



Brighton Fund

R

Provides one-off funding for white goods, furniture, and similar items. Applications must be submitted by support workers. Support is generally available once an individual is housed; people who are currently experiencing homelessness are not eligible.

<https://www.brighton-hove.gov.uk/support-our-communities/community-support-and-grants/brighton-fund>

Brighton & Hove Energy Support for Older People

SR, R

Offers additional support for people of pensionable age struggling to pay energy bills. Services include help applying for Pension Credit, financial support, and advice on keeping warm affordably.

🕒 Mon - Fri: 10 AM – 4:30 PM

☎ 01273 293 117 (option 2)

brighton borrowers

Brighton Borrowers

DI

Offers free borrowing of a wide range of items, from pressure washers and blenders to tents and toys.

📍 Brighton Open Market, Marshalls Row, Brighton, BN1 4JU

🕒 Sun: 11:00 am – 1:00 PM

📍 Brightstore (Hollingdean Community Centre), Thompson Road, Hollingdean, Brighton, BN1 7BH

🕒 Tues: 3:30 PM – 4:30 PM

📍 Ground Floor, Oakley House, Edward St, Brighton, BN2 0BA

🕒 Mon: 14:30 PM – 4:00 PM

🕒 Fri: 10:00 AM – 11:30 AM

🕒 Sat: 10:30 AM – 12:00 PM

<https://www.brightonborrowers.co.uk/>



Free Shop – Brighton Open Market

DI

Offers free items including household goods, clothes, toys, books, and baby items.

🕒 Thurs–Sat: 10:00 AM – 4:00 PM

📍 Brighton City Open Market, 1 Marshalls Row, Brighton, BN1 4JU

<https://www.ilovefreegle.org/communityevent/157838>



Sussex Emmaus

DI

📍 Drove Road, Portslade, BN41 2PA

🕒 All shops at this site are open Tues – Sat: 9:30 AM – 5:00 PM

Second hand Superstore

☎ 01273 426 474

Outfit at Emmaus

☎ 01273 426 472

The Greenhouse at Emmaus

☎ 01273 426 474

Emporium at Emmaus

☎ 01273 426 487

The Bedroom Store

☎ 01273 426 484

Outfit London Road

📍 71 London Road, Brighton & Hove, BN1 4JE

🕒 Mon–Sat, 10:00 AM – 6:00 PM, Sun, 11:00 am – 4:00 PM

☎ 07842 416 724

🌐 <https://emmaus.org.uk/brighton-hove/our-shops/>



Digital Support

Digital exclusion was identified as a barrier to accessing support. Without internet access or devices, people can struggle to find information, contact services, or connect with others. This section highlights places offering digital support, access to computers, and affordable phone and broadband options for people moving into settled accommodation.

“I had to look online, and that was when I actually got a phone, and they give you an old-fashioned phone that you can’t go online with, so the support worker got me one”

Social Tariffs

SR

Reduced-cost broadband and phone services for people claiming Universal Credit, Pension Credit, ESA, Jobseeker’s Allowance, Income Support, or other benefits.

The person receiving the benefit must be the main account holder.

Availability varies by provider.

🌐 <https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs>



Digital Brighton & Hove / AbilityNet

SR, R, DI

Personalised digital support, including one-to-one and group sessions. Devices and data packages may be provided. Ideal for building digital skills, confidence, and accessing online services, volunteering, or employment.

🕒 Mon–Fri: 9 AM – 5 PM (Thurs: 12 PM – 5 PM)

☎ 0300 180 0028 | Text 4DSA to 88802

✉ DigitalBH@abilitynet.org.uk

🌐 <https://abilitynet.org.uk/free-tech-support-and-info/digital-brighton-and-hove>



FITZHERBERT
Community Hub

Fitzherbert IT/Computer training

DI

IT/Computer Training

🕒 Thurs: 10:30 AM – 12:30 PM

🌐 <https://fitzherbertcommunityhub.org.uk/>



Brighton & Hove
City Council

Brighton & Hove City Council Libraries

Libraries across Brighton & Hove provide free access to computers and Wi-Fi.

Jubilee Library

📍 Jubilee Street, Brighton BN1 1GE

🕒 Mon–Tue: 10 AM – 7 PM, Wed: 10 AM – 5 PM, Thurs: 10 AM – 7 PM, Fri–Sat: 10 AM – 5 PM

🌐 brighton-hove.gov.uk/jubilee-library

Hove Library

📍 182–186 Church Road, Hove BN3 2EG

🕒 Mon - Tue, Thurs–Fri, Sat: 10 AM – 5 PM, Wed: 10 AM – 7:00 PM

🌐 brighton-hove.gov.uk/hove-library

General Contact Information

For further information, including other libraries in Brighton & Hove

☎ 01273 290 800

✉ libraries@brighton-hove.gov.uk

🌐 brighton-hove.gov.uk/libraries

Creativity & Community Connection

This section highlights community services for women, focusing on social interaction and creative activities that help build connection. From personal experience, moving into settled accommodation without the support of homelessness services was challenging, but joining a regular group helped rebuild confidence and a sense of purpose. Settling in long-term can sometimes lead to isolation, which can affect mental health, so these services offer opportunities to socialise, connect, and express oneself creatively—helping people feel part of the community.

“groups, hobbies... you don’t need to do it alone”

“Still haven’t got the decorating part right yet, but I’m just learning what I like.”

“You can always listen to music, write songs that relate to your situation: knowing you're not alone really”

NEW NOTE PROJECTS

New Note

Supports people affected by addiction, homelessness, or social isolation through music. Offers orchestra, guitar groups, and dance sessions.

New Note Orchestra

DI

🕒 Tues: 7 PM – 9 PM

📍 St Luke’s Church, 64 Old Shoreham Road, Brighton, BN1

New Note Strummers Orchestra

DI

🕒 Fri: 11:30 AM – 1 PM

📍 same location

New Note Dance Orchestra

A

Pay What You Decide: £5–£10

🕒 Fri: 2:15 PM – 4:15 PM, South East Dance, 2 Market

📍 St Circus St, Brighton, BN2 9AS

✉ info@newnote.co.uk

☎ 07492 734 671

🌐 <https://www.newnote.co.uk/>



Choir with No Name

DI

Choir for people with experience of homelessness. Weekly sessions include social time, rehearsal, and a hot meal.

🕒 Mon: 6 PM

☎ 07825 079132

✉ ruth@choirwithnname.org

📍 All Saints Church, The Drive, Hove, BN3 3QE

🌐 <https://www.choirwithnname.org/>



Cascade

DI

Art 🕒 Tues: 1:30 PM – 4 PM

Creative writing 🕒 Fri: 4 PM – 6 PM

Cascade Recovery Choir 🕒 11 AM - 1 PM

📍 Cascade Creative Recovery, 3rd Floor, Brighthelm Centre, BN1 1YD

☎ Text/WhatsApp: 07512 639 758

✉ info@casadecr.org

🌐 <https://casadecreativerecovery.com/>



Making it Out

R

Provides transitional support for people moving on from prison, homelessness, and addiction. Offers engagement in creative activities to support positive life changes.

✉ admin@makingitout.co.uk

☎ Portside Studios: 07751 541 004

☎ Buncton Barn: 07595 192 346

🌐 <https://www.makingitout.co.uk/>



Together Co

SR, R

Provide befriending, social prescribing, and connection services to reduce isolation and improve well-being.

Mon–Fri: 9 AM – 5 PM

☎ 01273 775888

📍 The Lanes, Nile House, Nile St, Brighton, BN1 1HW

🌐 <https://togetherco.org.uk/>

Holistic Support

This section highlights services offering a holistic approach to mental health support, which participants in the research found especially beneficial for their wellbeing. These services include activities such as movement, yoga, meditation, acupuncture, and social prescribing. Some of the services listed below were specifically recommended by participants in our research project.

“It’s how to do it holistically. How to do it through things like acupuncture and different things like that”

The logo for Brighton Women's Centre (BWC) features the letters 'BWC' in a bold, black, sans-serif font. The letters are positioned on a yellow rectangular background. Below the letters, there is a small white horizontal bar.

Brighton Women’s Centre – Release & Reset

DI, W

Brighton Women’s Centre offers a weekly 30-minute online session to reset your mind and body at your own pace.

They combine cathartic movement, breathwork, and meditation. By opening up joints and shaking out tension, we create space for energy flow. Mindful breathing slows down the mind and body, helping you reconnect with yourself.

Details:

 Fri: 12 PM – 12:30 PM

 Jane Moore: janemoore@womenscentre.org.uk

 07762 893 931

 <https://womenscentre.org.uk/services/well-being-activities/>

Pathways to Health – Community Acupuncture

DI

Supporting people and families in recovery from mental health and substance use issues.

Donations accepted in cash or card at clinics or via the website.

 Brighton Unitarian Church – New Road, BN1 1UF

 Mon: 10:30 AM – 12:30 PM

 Tues: 10:30 AM – 12:30 PM

 Cornerstone Community Centre – Church Road, Hove BN3 2FL

 Fri: 4:00 PM – 6:45 PM

 01273 234766

 info@pathwaystohealth.org.uk

 www.pathwaystohealth.org.uk



Cascade

DI

Ease into the Week 🕒 Mon: 10:30 AM – 11:30 AM

Yoga 🕒 Tues: 4:30 PM – 5:30 PM

Acupuncture 🕒 Thurs: 10:30 AM – 11:30 AM

📍 Cascade Creative Recovery, 3rd Floor, Brighthelm Centre, BN1 1YD

📞 Text/WhatsApp: 07512 639 758

✉️ info@cascadecr.org

🌐 <https://cascadecreativerecovery.com/>

switchboard



Switchboard

SR

The Trans, Non-binary, and Intersex (TNBI) Social Prescribing Service supports TNBI people aged 18 and over to connect with local groups and services that can improve wellbeing, mental health, and social connection. The service is flexible and communication can take place by email, phone, video call, or in person.

📞 01273 234009

✉️ translink@switchboard.org.uk

🌐 www.switchboard.org.uk/what-we-do/tnbi-social-prescribing-service

Nature

Several participants in the project shared that spending time in nature improved their mental health. There are many beautiful outdoor spaces to explore in and around Brighton & Hove.

“nature, parks, the sea, because that made such a difference for me”



Green Wellbeing Alliance

SR, R

The Green Wellbeing Alliance is a network of organisations offering therapeutic outdoor activities. These nature-based projects support a wide range of people, including those with mental health difficulties, survivors of abuse, and people living with physical health conditions. Further information and referral options are available online.

🌐 greenwellbeingalliance.org.uk/projects



Brighton & Hove Food Partnership Directory

Brighton has many community gardens where people can volunteer. The Brighton & Hove Food Partnership Directory offers a searchable map of community food gardens. There are plenty of volunteering opportunities, and those interested can contact the projects directly.

<https://bhfood.org.uk/directory-map/>

Preston Park

A spacious park featuring flowerbeds, playgrounds, and sports facilities.

Café: Rotunda Café ☎ Mon–Fri: 8 AM – 5 PM & Sat–Sun: 9 AM–5 PM

Toilets: Public toilets are located near the café and are open during café hours.

Bus Routes: 5, 5A, 17, 272, 273

Stanmer Park

A countryside park with woodlands, meadows, and a historic village. Stanmer House Café on site.

Café: Stanmer House Café ☎ Mon–Sun: 10 AM – 4 PM

Toilets: Public toilets are located opposite the café in the village. Brighton & Hove City Council

Bus Routes: 25

St Ann's Well Gardens

A small, peaceful garden with a pond and flowers.

Café: The Garden Café ☎ Mon – Fri: 8 AM –5 PM; & Sat–Sun: 9 AM –5 PM

Toilets: Public toilets are located in the building between the café and the nursery.

Bus Routes: 5, 5A, 7

Brighton Beach

Pebble beach with promenade, cafés, and Brighton Pier nearby. Great for walks or sitting.

Cafés: Various options along the seafront

Toilets: Public toilets are available along the seafront; opening hours may vary.

Bus Routes: 1, 2, 7, 27

Undercliff Walk

Coastal walking path from Brighton Marina to Saltdean, with cliffs and sea views. Great for a peaceful stroll.

Café: The Undercliff Café ☎ Varies; check locally

Toilets: Public toilets are available along the walk; opening hours may vary. The Undercliff Café

Bus Routes: 1, 7 to Brighton Marina; Saltdean can be accessed by 12 or 14

Walking Routes

For more walking routes in Brighton.

www.visitbrighton.com/things-to-do/activities/walking-and-hiking

Animals

Many people said that having animals can be a great source of support. In this section, we share information for people who are homeless and have pets, as well as places where you can temporarily care for animals. Some women mentioned that having a dog, or looking after a pet for friends or family, gave them a sense of purpose and responsibility.

“I wish more tenancies would let you have animals because the companionship and the routine, [and] something to look after, it’s so important”



Together Through Homelessness (for Dog Owners)

SR

Veterinary scheme Essential & emergency veterinary treatments for dog owners who are experiencing homelessness or in housing crisis.

Welcoming Dogs Supporting homelessness services and temporary accommodation providers to become dog-friendly.

🕒 Mon-Fri: 9:30 AM – 5 PM

☎ 020 7833 7611

✉ tth@dogstrust.org.uk

🌐 <https://www.dogstrusthopeproject.org.uk/>



Borrowmydoggy

SR

BorrowMyDoggy connects dog owners with trusted local people who love to look after dogs. From walks, playtime, and overnight stays on holidays, anyone can sign up to BorrowMyDoggy.

🌐 <https://www.borrowmydoggy.com/signup>

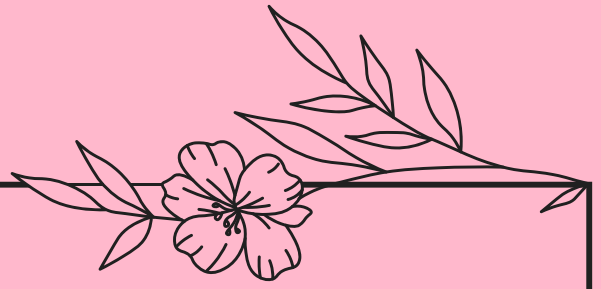


Rover

SR

Rover connects pet owners with a community of trusted local sitters and dog walkers. Boarding, Dog Walking, Doggy Day Care and House Sitting & Drop-In Visits.

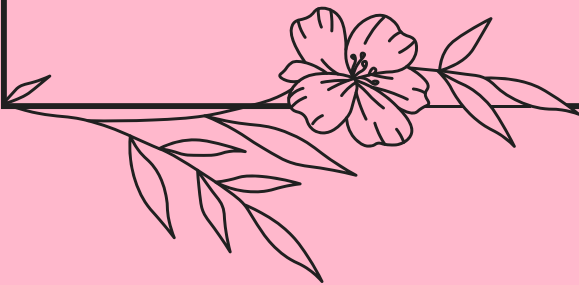
🌐 <https://www.rover.com/uk/become-a-sitter/>



I hope this guide has helped you access support. From my own lived experience and work on this project, I've seen that with professional and social support, it is possible to recover from homelessness and build a fulfilling life.

Some tunnels are longer than others, but there is light at the end of every one. Keep going.

Emma C



“A massive part for me being able to get to where I have got to is the tools that I have picked up from other people.”

