

What does Umeed mean?

In Punjabi, “umeed” refers to “hope” or “aspiration”. It signifies a sense of desire or expectation for something positive to happen in the future.

Staff Spotlight:

Culturally Specific Support Worker Kalwant

“I support and empower people from marginalised communities to engage with local organisations. I help them develop confidence in accessing services they need so they can sustain a tenancy. This helps to reduce homelessness, isolation, issues with mental health and benefits and any barriers they may face.

I understand how the system works, as well as the cultural issues surrounding these challenging areas. When English isn’t your first language, you can easily become stuck in the system. I speak Punjabi and can understand Hindi and Urdu, so I can help people to navigate through the complex housing, benefits, mental health and support systems, which can be complicated and confusing.”



EMMANUEL HOUSE PROVIDES SERVICES THAT MEET PEOPLE’S BASIC NEEDS



- Hot drinks
- Hot food
- Showers
- Clean, dry clothes
- Emotional support



We offer advice and guidance in the following areas:

- Getting off the street
- Homelessness & housing provision
- Benefits
- Physical & mental wellbeing
- Employment & training

Visit us:

Emmanuel House Support Centre,
53-61 Goose Gate, Nottingham, NG1 1FE

Contact us:

0115 950 7140
support@emmanuelhouse.org.uk
www.emmanuelhouse.org.uk



Registered charity number: 1077424
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Emmanuel House Culturally Specific Tenancy & Outreach Support Service



Emmanuel House
Sharing the journey



Overview:



What can we help you with?



How do you feel now?



The Umeed Project's Culturally Specific Support Team:

- empowers people from minoritised ethnic communities in Nottingham to sustain their tenancies or find more suitable housing
- understands and helps to reduce barriers people may face to improving their situation
- tackles issues with health and benefits, including mental wellbeing and social isolation
- supports clients to develop the knowledge and confidence to access local services and community groups



"I'm homeless, I don't know what to do"
"I feel like no one understands me because of my culture"
"I don't know which services to talk to"
"I'm struggling to buy food and housing"
"I don't know anyone who will listen"
"My English is not good"
"I feel very stressed"
"I feel isolated and lonely"



Picture shows: Kal supporting a client with issues such as benefits, housing applications, making and attending doctors appointments, and household repairs.

"I feel a great sense of relief"

"I feel less isolated"

"I have someone who is listening to me now"

"They helped me find accommodation"

"Kal helped me apply to schools for my son"

"They went to the doctors with me"

"Clare helped me talk to the council about housing"

"They referred me and my family to a foodbank"

"I finally feel supported"



To contact the team, please email:

kalwant.kandola@emmanuelhouse.org.uk
clare.mcgill@emmanuelhouse.org.uk