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## **Squatting Law**

The rules about squatting changed on 1st September 2012. Squatting is when you move in or stay somewhere without the owner's permission.

Up to now, if someone was squatting, for example, in an empty house or a flat, and the owner wanted to get them out, they generally had to use the civil law and go to court to get permission to evict the squatters. This would have been at the owner's expense.

However, squatting in residential properties is a new criminal offence. This means that the owner doesn't have to go to court to try and evict a squatter - they can just call the police. The police have the right to arrest squatters. It doesn't matter whether someone has been squatting for a long time in the same place or has only just moved in. A squatter can be arrested for squatting in all types of residential buildings, such as houses or flats, but also places like caravans and mobile homes.

If someone is found guilty of squatting, they could be sent to prison for up to six months or have to pay a fine of up to £5,000, or both.

It's not squatting if you had a tenancy which has come to an end but you haven't yet moved out, or if you've fallen behind with your rent. In these situations, your landlord will still need to go to court if they want to evict you or get their money back.

## **Advice about renting in the private sector**

One of the main advantages of renting privately is that you can choose where you would like to live and the type of property you would like to live in. You can choose between furnished and unfurnished accommodation. Renting also means that it's easier to move to other areas.

### **How do I find somewhere to live?**

- There are a number of private letting agents operating across London who will be able to help you with finding somewhere to live. For a list of some lettings agents in Harrow see pages 15 – 17.

You can also find information about private properties to rent through;

- adverts in shop windows and supermarkets,
- Loot
- local papers
- If you have access to the internet there are some good websites showing rooms and properties available for rent. (See page 12). If you do not have access to the internet you can also use the free internet service which is offered in most libraries. A good starting point is to use a search engine type into the search box the basic details of what you are looking for, for example, type 'properties to rent in Harrow (or the area you would like to live in).



### **How can I pay the rent?**

If you are receiving benefits, or are working and on a low income, you may be entitled to help with paying the rent: This is called housing benefit which is paid as a Local Housing Allowance (LHA) to assist you in paying your rent.

Local housing allowance is not based on the property you live in, but is usually based on;

- where you live,
- who you live with,
- the amount of savings you have and income you receive.
- The amount you are entitled to may also be affected by other things, such as how much the rent is and whether anyone else living with you is expected to contribute to your rent.

### **Why was Local Housing Allowance brought in?**

LHA has been introduced nationwide. It gives tenants more choice in where they live and it's fairer too. This is because with LHA:

- you are entitled to the same amount of benefit as people in the same circumstances as you
- you can find out how much benefit you can get before you rent a property
- you can decide how much of your benefit you want to spend on renting a property
- you can usually get your benefit paid to you. It is up to you to pay the rent to your landlord
- you can find out about your benefit more quickly than before.

### **How do I get my benefit if Local Housing Allowance applies to me?**

Usually you will have your benefit paid directly to you. It will be paid directly into your bank or building society account, if you have one, or by cheque.

If you do not already have a bank or building society account, you may want to set one up. That way you can arrange to pay the rent to your landlord automatically, using a standing order.

You can get advice about opening and running a bank account from any bank or building society. You can also get advice from a welfare organisation such as Citizens Advice – your local CAB's are listed further in this booklet.

**It is up to you to pay the rent to your landlord. If you don't pay your rent, you may be taken to court and evicted from the property.**

### **Can I have my benefit paid direct to my landlord?**

Your benefit will be paid to you unless you are likely to have difficulty paying your rent, or it must be paid to your landlord.

If you are worried about managing your money, ask your Offender Manager for help. In some cases they can make a request to Housing Benefit so your rent is paid direct to your landlord.

### **What will happen if I use my benefit for something else?**

Your benefit is there to help to pay your rent with. If you do not use your benefit to pay your rent, your landlord may take you to court or try to evict you and you may lose your home.

### **Changes of circumstance**

If you are getting Housing Benefit and you move to a new address, get a job or any other circumstances change, you should tell the Housing Benefit Office straightaway. You may need to make a new claim for housing benefit.

### **What happens if I return to custody?**

As with any change of circumstances, ensure you inform the Housing Benefit department where you are claiming.

If you rent your home, it may be possible to get housing benefit to help pay the rent if you are in prison, but only for a limited amount of time. You are treated as though you are away from home on a temporary basis and intend to return to your home. The length of time you can get benefit for depends on how long you are likely to be away from home. If you claim housing benefit, you have to tell your local council's housing benefit department each time there is a change in your circumstances.

You will need to tell the housing benefit department as soon as you are: remanded in custody, sentenced and then released.

The prison service provides a standard form for each of these circumstances for people who were claiming housing benefit before they were sent to prison and these can also be obtained from the Department for Work and Pensions website.

### **If you are a prisoner on remand**

If you are in custody waiting for a trial or sentencing, or you have to stay away from home (for example, in a bail or probation hostel) as a condition of bail, you may get housing benefit for up to 52 weeks. To qualify, you must intend to return home and be unlikely to be away for longer than 52 weeks (or slightly longer in exceptional cases).

You will not be entitled to housing benefit to pay for the costs of a bail or probation hostel. If you are renting out your property, you will not be entitled to housing benefit.

If you were claiming housing benefit before you were remanded to prison, you must let the housing benefit department know you are in prison. Make sure your prison completes the notification of remand in custody form for prisoners on remand, and that you send it to your local council's housing benefit department within 14 days.

If you were not claiming housing benefit before you were remanded, for example because you were working and earning too much to qualify, you may become entitled once you are in prison. Write to your council asking for a claim form, ask for one from a prison housing adviser or download one from the DWP website. Your housing benefit will stop when you are sentenced, unless the total time you are away from home (on remand and sentenced) is 13 weeks or less.

### **If you are on home detention curfew (HDC)**

If you are on home detention curfew (HDC), you are treated as having been released from prison and can claim housing benefit in the usual way for the period you are at home.

### **If you are sentenced to prison**

You can receive housing benefit for up to 13 weeks if you are sentenced to prison, so long as the total time you will spend in prison is likely to be 13 weeks or less, including any time you spent on remand. This means:

- a) if you have already spent 13 weeks or more on remand, you will get no further housing benefit when you are sentenced
- b) if you have spent less than 13 weeks on remand, you will only get housing benefit if you are released within 13 weeks starting from your remand date.

### **How long will you spend in prison?**

In practice, you may be released before your sentence is up – many prisoners do not serve the full length of their sentence (and time spent on remand counts towards your sentence). The Prison Service should be able to tell you what your earliest release date is expected to be.

If your sentence is for 26 weeks or less, you may serve 13 weeks or less in prison because you are likely to serve only half your sentence in prison.

If your sentence is for up to 12 months in prison, and you qualify for home detention curfew (HDC), you may be released within 13 weeks, although you will spend some of your sentence on curfew at home monitored by an electronic tag. Make sure you claim housing benefit even if you don't yet know if you will get HDC.

Note that if your sentence is for six months, you may find that you will not always be released within 13 weeks, depending on what date you are sentenced.

If you are claiming housing benefit, the prison service should use a change of status or custodial sentence form to tell the council that you have been sentenced. It is also your responsibility to tell them about your changes in circumstances.

### **If you are on temporary release**

After you have been sentenced, if you are allowed home on temporary release, you are treated as if you are still in prison and away from home. The time spent at home counts towards the 13 week limit following sentence.

### **If you have been released**

You can claim housing benefit and other benefits as soon as you are acquitted or released.

If you have been paid housing benefit while you were in prison, you will need to tell the housing benefit department you have been released.

You can make a new claim for housing benefit along with your claim for other benefits – immediately – it can be difficult to get payments backdated. Make sure you keep hold of your prison discharge form as this can help prove your identity.





## **Other Advice and help with your finances**

### **The Turn2us Helpline** – [www.turn2us.org.uk](http://www.turn2us.org.uk)

The Turn2us helpline is a free, confidential, secure and independent service that helps people in financial need access the money available to them. If you are an individual who needs help with using our services, call us on 0808 802 2000 and speak to one of our helpline advisers, who can:

- Help you check your eligibility for welfare benefits and access the forms you need
- Assist you with grants searches to find possible grant-giving charities that may be able to support you, based on your personal circumstances and background
- Support you with a grant enquiry and making an application
- Put you in touch with other services that may be able to help you.

### **The Money Advice Service** – [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) – tel 0300 500 5000

Open Monday - Friday 8am – 8pm : Saturday 9 – 1pm : Sunday & public holidays closed.

### **The CCC**

The Consumer Credit Counselling Service (CCCS) is a registered charity that provides free and anonymous advice over the phone and online to over 350,000 people per year. They provide fee-free debt management plans and other debt solutions.

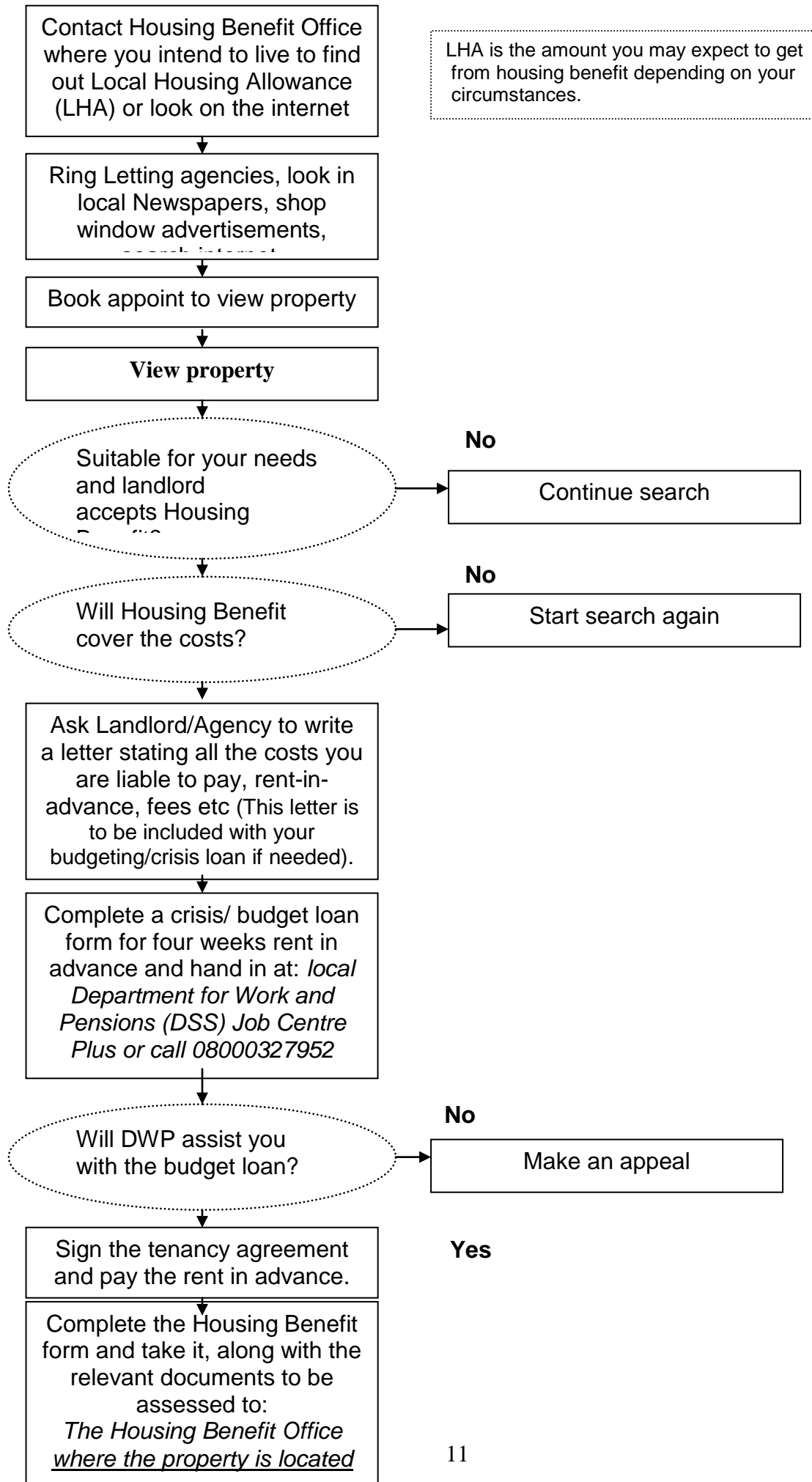
Phone the CCCS Helpline for free on Tel 0800 138 1111 (Monday–Friday, 8am–8pm; Saturday 9am–3pm)

### **National Debtline**

National Debtline provides a free, confidential and independent helpline for people with debt problems in England, Wales and Scotland. They give expert advice over the telephone and via email and will send you a free self-help information pack.

Phone National Debtline free on Tel 0808 808 4000 (Monday–Friday, 9am–9pm; Saturday 9.30am–1pm).

## Steps you Need To Take To Secure Accommodation



LHA is the amount you may expect to get from housing benefit depending on your circumstances.

## Other places you could look for properties

- Loot newspaper – which is published on Monday, Wednesday and Friday.

- Loot website – [www.loot.com/property](http://www.loot.com/property)

- Other websites - [www.gumtree.com/london\\_houses\\_to\\_rent\\_offered](http://www.gumtree.com/london_houses_to_rent_offered)

[www.fish4.co.uk/lettings](http://www.fish4.co.uk/lettings)

[www.houseladder.co.uk](http://www.houseladder.co.uk)

[www.moveflat.com](http://www.moveflat.com)

[www.froglet.com](http://www.froglet.com)

[www.intolondon.com](http://www.intolondon.com)

[www.findaproperty.co.uk](http://www.findaproperty.co.uk)

[www.hbaccepted.co.uk](http://www.hbaccepted.co.uk)

[www.primelocation.com](http://www.primelocation.com)

[www.easyroommate.com](http://www.easyroommate.com)

[www.net-lettings.co.uk](http://www.net-lettings.co.uk)

[www.a roomtolet.co.uk](http://www.a roomtolet.co.uk)

[www.reallymoving.com](http://www.reallymoving.com)

[www.londonhomelet.com](http://www.londonhomelet.com)

[www.spareroom.co.uk](http://www.spareroom.co.uk)

[www.simple2rent.co.uk](http://www.simple2rent.co.uk)

[www.thepropertycompany.co.uk](http://www.thepropertycompany.co.uk)

[www.rent-let.vivastreet.co.uk](http://www.rent-let.vivastreet.co.uk)

[www.dsslondon.co.uk](http://www.dsslondon.co.uk)

[www.flatmateclick.co.uk](http://www.flatmateclick.co.uk)

[www.roombuddies.com](http://www.roombuddies.com)

[www.roomster.com](http://www.roomster.com)

[www.flatsharedirect.com](http://www.flatsharedirect.com)

[www.a roomtolet.co.uk](http://www.a roomtolet.co.uk)

[www.zapmeta.com](http://www.zapmeta.com)

[www.u-room.com](http://www.u-room.com)

[www.housing-help.co.uk](http://www.housing-help.co.uk)

[www.tenantstips.co.uk](http://www.tenantstips.co.uk)

[www.housingbenefitlandlords.co.uk](http://www.housingbenefitlandlords.co.uk)

[www.propertyfinder.com](http://www.propertyfinder.com)

[www.vebra.com](http://www.vebra.com)

[www.hotproperty.co.uk](http://www.hotproperty.co.uk)

[www.rightmoves.co.uk](http://www.rightmoves.co.uk)

[www.findaproperty.co.uk](http://www.findaproperty.co.uk)

[www.homeswapper.co.uk](http://www.homeswapper.co.uk) (for swapping properties)

- Homeless in London website: [www.homelesslondon.org](http://www.homelesslondon.org)
- Newsagents windows and supermarkets for advertisements
- Local newspapers
- Estate agents and letting agents in your area of choice



### **Tips on privately renting in Harrow** (35 and older or with dependant children).

1. Let lots of agents know what you are looking for so you get a really good selection to choose from.
2. Inform the agent of your criteria (location, budget, furnished/unfurnished, occupation date requirement, tenancy period and any other aspects that are important to you).
3. Expect to pay a deposit of at least one months rent, possibly more. Possibly some administration charges.
4. You may be required to provide references.
5. Ensure you read and understand the tenancy agreement. The Citizens Advice Bureau may check this for you. (See following pages for CAB details). Clarify what is NOT included in the rental fee, such as council tax, utility bills, ground maintenance etc.
6. Examine the inventory prepared by the agent and keep a copy.
7. Notify defects in writing as soon as they become apparent (even if you do not want them remedied).
8. Establish what is covered under maintenance (boilers, refrigerators, radiators etc.).
9. Usually, you will not have to deal with the landlord directly. Should you have any problems or queries, direct them to your agent first.
10. Other issues to consider are, parking, neighbours, noise levels, public transport availability etc.

### **Contact information for shared private accommodation:**

For those under the age of 35 years old and have no dependant children.

If you are under the age of 35 and you do not have any dependant children it is likely that you will only be entitled to the 'Shared Accommodation Rate' of Housing Benefit. This is because you are expected to live in shared accommodation or a bedsit.

In order to find shared accommodation you will need to look in News Agents' noticeboards, the local newspaper and on the internet. When looking at an advert you will need to bear in mind who the advert is aimed at and whether or not you would 'fit in'. For example, if a property is advertised as 'great for a city professional' and you are at college, it is likely the property would not be suitable for you.

Refer to the page of useful websites (page 12) that lists numerous sites where you can find private listings. These are a great resource for finding accommodation quickly.
















### **Contact Information for 60 and older**


















#### **Seaside & Country Homes**

[www.housingmoves.org](http://www.housingmoves.org)

This scheme is open to households living in Council or Housing Association housing in Greater London where at least one member of the household is aged 60 or above. In cases where other members of the households are under 60 years of age they must be either the partner, joint tenant or registered carer of the lead applicant. The scheme is unable to consider applications where there are more than two persons on the application. Further information and application form available on line.

## Some Letting Agents in and around the Harrow Area

1.  Lettings London Tel: 020 8204 0000
2.  Lettings Harrow Tel: 020 8869 0989
3.  Lettings Kenton Tel: 020 8907 2525
4.  Lettings Hatch End, Harrow & Northwood Tel: 020 8868 2424  
Lettings Pinner Tel: 020 8866 9696
5.  Lettings Kingsbury Tel: 020 8204 0888
6.  Lettings Stanmore Tel: 020 8954 6111
7.  Lettings Rayners Lane, Pinner Tel: 020 8866 8860
8.  Lettings Harrow Tel: 020 8907 7701
9.  Lettings Edgware Tel: 020 8958 1822
10.  Lettings Harrow Tel: 020 8912 0006
11.  Lettings Central Harrow Tel: 020 8357 4000
12.  Lettings Kenton Tel: 020 8206 1612
13.  Lettings London Tel: 020 8863 6269
15.  Lettings Harrow Tel: 020 8872 4188
16.  Lettings Harrow Tel: 020 8424 2744
17.  Lettings Pinner Tel: 020 8866 0222
18.  Lettings South Harrow Tel: 020 8422 5222
19.  Lettings Stanmore Tel: 020 8952 4747

20.  Lettings Harrow Tel: 020 8864 5775
21.  Lettings Rayners Lane Tel: 0845 450 1566  
Lettings, South Harrow Tel: 0845 450 1566
22.  Lettings Harrow Tel: 020 8863 3334  
Lettings Kenton Tel: 020 8204 3300  
Lettings Stanmore Tel: 020 8954 0066
23.  Lettings Pinner Tel: 020 8429 6600
24.  Lettings Harrow Tel: 020 8426 1466  
Lettings Pinner Lettings Tel: 020 8866 7866
25.  Lettings Harrow Tel: 020 8204 5404
26.  Lettings Harrow Tel: 020 8422 3321
27.  Lettings Harrow Tel: 020 8864 2000
28.  Lettings Harrow Weald Tel: 020 8861 1066
29.  Lettings Stanmore Tel: 020 8385 7979
30.  Lettings, London Tel: 020 8582 0781
31.  Lettings Harrow Tel: 020 8907 3254
32.  Lettings Harrow Tel: 020 8424 8686
33.  Lettings Harrow Tel: 020 8427 9772
34.  Lettings Edgware Tel: 020 8951 5000
35.  Lettings Harrow Tel: 020 8420 0420
37.  Lettings London Tel: 020 8861 0459



38.  Lettings Stanmore Tel: 020 8951 5558
39.  Lettings Harrow Tel: 020 8429 1683
40.  Lettings Pinner Tel: 020 8866 5666
41.  Lettings Harrow Tel: 020 8954 8244
42.  Lettings Kenton Tel: 020 8909 1950
43.  Lettings Pinner Tel: 020 8866 0178
44.  Lettings, Stanmore Tel: 020 8954 0045
45.  Lettings Hatch End Tel: 020 8421 0107
46.  Lettings Harrow Town Centre Tel: 020 8861 5678
47.  Lettings Wealdstone Tel: 020 8863 6666
48.  Lettings Harrow Tel: 020 8515 9860
49.  Lettings Harrow Tel: 020 8907 1222
50.  Lettings Harrow On The Hill Tel: 020 8422 1235
51.  Lettings Edgware Tel: 020 8958 2222
52.  Lettings Harrow on the Hill Tel: 020 8422 3333
53.  Lettings Harrow Tel: 020 8861 3933
54.  Lettings Harrow-on-the-Hill Tel: 020 8864 4441
55.  Lettings Harrow Tel: 020 8864 8844



The Citizens Advice Bureau Service offers free, independent and confidential advice. It started out in 1939 as an emergency service, and has since evolved into a professional national agency. The CAB gives advice and helps solve problems, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal.

**Harrow Citizens Advice Bureau**

Adjacent To Civic Centre - Civic 5, Station Road, HARROW, Middlesex, HA1 2XH

Telephone: 020 8427 9477

Web site: [www.harrowcab.org.uk](http://www.harrowcab.org.uk)

**Notes**

Harrow CAB can only help people who live in the London Borough of Harrow.\*

\*Harrow CAB offers an LGBT (Lesbian, Gay, Bisexual and Transgender) advice service across West London. This means that our outreach adviser can deliver advice on all the generalist areas that CAB cover to all members of the LGBT community living in Harrow, Brent, Ealing, Hillingdon, Hammersmith & Fulham, Hounslow and Richmond. If you live within these boroughs and would like to contact our outreach adviser please email [oliverds@harrowhac.org.uk](mailto:oliverds@harrowhac.org.uk) or phone directly on 07425623434. Please note that this phone number is strictly for the above project. For any other queries please contact the main CAB number.

Please note that from October 2012, due to staff shortages we will only be open on the first Saturday of each month (or the second if the first falls on a Bank Holiday weekend).

**Advice times**

**Advice sessions**

Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment. If the bureau is open only for appointments or specialist advice this will be indicated in the notes.

Mon: 13.30 - 15.30	Morning - pre-booked appointments only Afternoon - Drop in assessment clinic
Tue: 09.30 - 12.00	Morning - Drop in assessment clinic Afternoon - Pre-booked appointments only
Wed:	Closed on Wednesdays
Thu: 09.30 - 12.00	Morning - Drop in assessment clinic Afternoon - Closed
Fri:	Morning-Pre-booked appointments only
Sat: 09.30 - 11.30	1st Saturday of each month - Drop in session for people working full-time

**Telephone advice times**

Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.

Tue:	09.30 - 12.00	and	13.00 - 15.15
Wed:	09.30 - 13.00		
Thu:	09.30 - 12.00	and	13.00 - 15.15

## **Other agencies that give advice and support**

If you have not already done so you should contact Harrow Housing Office to see if they have a responsibility to provide you with housing or any other support. For more detailed information, visit [www.harrow.gov.uk](http://www.harrow.gov.uk)

### **Homelessness advice from Harrow Council Website**

Harrow Council, Station Road, Harrow, HA1 2XY

Telephone: 020 8863 5611

#### **Opening times – 9am – 5pm**

Drop in for advice without an appointment: Monday, Tuesday, Thursday and Friday 9.00am until 1.00pm.

Pre-arranged homeless appointments 1.00pm to 4.00pm. If you think you need one please phone us to arrange a suitable time.

Wednesdays 9am - 5pm (emergencies and reception advice only)

**It is important you let us know as soon as possible if you think you are going to be homeless. This will help us prevent you from becoming homeless and enable you to take up any housing options that maybe offered. We offer the following services:**

- 1) Mediation** - An external mediation service designed to try and prevent homelessness wherever appropriate.
- 2) Homelessness advice** - A practical service for people who are at risk of losing their home across all tenures, private renters, owner occupiers. If you think you may need this service please telephone the Housing Assessment Team.
- 3) Sanctuary** - A scheme for victims of domestic or other violence who need additional security measures to be installed into their properties.
- 4) Harrow Homeless Forum drop-in service** - A weekly [drop-in service](#) offering advice on accommodation and support.

The earlier people let us know about their housing problem, the more we can do. We cannot offer accommodation to most of the people applying to us each year, so we have brought together a wide range of housing options:-

- **Locata** - A choice based letting scheme. The way to find a home in West London.
- **Private Rented** - A comprehensive advice service to assist in seeking and securing private rented accommodation. We may be able to help you with a rent deposit via our LetStart scheme. For more information contact the Housing Assessment Team.
- **Low cost home ownership**  
A part buy/part rent scheme, which enables people to get on the first rung of the housing ladder through buying a share in a home. For more information, see Housing allocations - information and advice on the web site.
- **Supported Lodgings**  
Accommodation in someone's home, for younger people, offering a safe and secure place to live.

### **Homelessness Assessment**

If we cannot prevent homelessness or you do not take up one of our housing options we will assess you under homelessness law.

### **Information for single people and couples whom the Council cannot help**

If you are a single person or a couple, it is likely that the Council will not have a legal duty to secure accommodation for you. You can still get advice about your housing options by attending the Single Homeless Forum held at Victoria Halls in Harrow.

There are several other advice services around London that can provide advice and support to homeless people. It is always best to get advice and support from a local service but if you are not able to get any advice locally you might find it useful to contact Shelter's Free Housing Advice Helpline on 0808 800 4444. This is a national helpline that can explain your housing rights and give advice on homelessness and any housing problem. Providing homeless people/rough sleepers and those with support needs with advice/information and shelter during the days.

### **Deptford Churches Centre**

Speedwell Street, Deptford, SE8 4AT. Telephone 020 8692 6548

For adults who are vulnerable through homelessness, mental ill health, loneliness, severe poverty. 2 Low cost meals a day, free tea, coffee shop, soup all day, clothing store, shower, laundry facilities, GP, Housing advice, I.T Classes. Serves Deptford, Lewisham & surrounding areas.

Open Monday to Friday 9am – 3.30pm. Buses 47, 53, 177, 188, 199. Deptford Train station, Newcross tube/train station, Deptford DLR.

### **Crisis Smartmove** – 0870 011 3335 OR 020 7713 7655.

Advice on schemes in your area (London) – providing possible help for those living in London who can not afford the deposit for private rented accommodation – have to be over 25 years old.

### **Open Door Meal**

Name of Project Open Door Meal

Region London

Description The Open Door Meal takes place 7-9pm every other Thursday & provides a hot meal, clothing and toiletries to more than 100 homeless and vulnerably housed people. It is run almost entirely by volunteers from St James the Less and other London churches.

Client Age Group All ages

Opening Hours 7:00pm to 9:00pm alternate Thursdays

Address St James the Less Church  
Thorndike Street (off Moreton Street)  
Pimlico, Westminster, London, SW1V 2PS

Telephone 020 7630 6282

Website <http://ccgi.stjamestheless.plus.com>

**Women at the Well** – is a charity in Kings Cross for vulnerable women.

<http://www.watw.org.uk>

Women at the well is a day centre in Kings Cross for vulnerable women who have problems relating to prostitution, homelessness, drugs, alcohol, mental health. offending etc

Women at the Well give help with basic needs, support and advocacy, life skills, health and wellbeing.

Opening Times – Monday – Friday 12 noon – 4pm

**WIRE (Women's Information and Resettlement for Ex-offenders)**

This service meets women on release from prison and provides practical resettlement support, particularly around housing, finances and engaging with other services, such as those helping with substance misuse and mental health issues. Women who leave prison are often vulnerable to negative pressures from ex-partners so caseworkers on the team are specially trained in dealing with these issues, particularly those involving domestic abuse. This small, highly skilled team are all trained, reformed ex-offenders themselves with direct experience of the criminal justice system.

**SOS Project**

This award-winning London-wide project offers intensive support to persistent and prolific young offenders to help them break free from crime - particularly gang-related crime. It works with young people both in prison and in the community, offering a tailored package of support for each individual to help them identify and realise alternative aspirations and goals away from a life of crime. It also works with young people at risk of getting involved in the criminal justice system.

**Peer Advice Project**

The Peer Advice Project aims to meet the large demand for advice services amongst the prison population by using an under-used resource - serving prisoners themselves. The Peer Advice Project was initially set up to address the high levels of homelessness amongst the prison population by training serving prisoners to act as housing advisors. However, in some prisons advisors cover other areas such as employment and training opportunities.

**Meet at the Gates**

Provides post-release support for prison leavers returning to London. Support workers meet their clients at the prison gate and offer help with accommodation and referrals to other support services.

**Emergency housing support and private rented accommodation**

Having somewhere safe and stable to live is essential for our clients to be able to move their lives forward. We offer a week-day emergency drop in housing support service for local homeless people at our Head Office in Camberwell. We also have a developing Private Rented Sector project which provides private rented accommodation for our clients.

**Private Rented Sector Project**

**Housing support services**

Running alongside our peer-based support is a housing casework service provided under the prison's Housing Information and Advice Service (HIAS) in partnership with St Mungo's. It offers advice on housing-related issues to both newly sentenced prisoners and those about to be released.

The services aim to support the resettlement of prisoners and reduce re-offending on release. These caseworkers work alongside our peer advisors and the prisons staff to provide prisoners with support.

**For more information and leaflets on all the above, please visit** [www.stgilestrust.org.uk](http://www.stgilestrust.org.uk)



### **Stonewall Housing - ( Housing advice & support to lesbian, gay, bisexual and transgender)**

We provide a free and confidential housing advice service to all LGB and T people of all ages in every London borough. Last year we were contacted by over 1200 people. It is the only service of its type in the UK and were awarded a legal service quality mark. The advice covers a range of issues such as homelessness, homophobic, biphobic and transphobic harassment, domestic abuse, forced marriage, immigration, landlord disputes, repossessions, evictions, successions, referrals and rent deposit schemes.

The advice line is open every day. On Monday, Wednesday, Thursday and Friday, the line is open from 10am – 1pm. On Tuesday, from 2pm to 5pm.

Drop-in surgeries take place from 2pm -3.30pm at the following venues

- Monday: Contemporary Urban Centre, 13a Great Chapel Street, W1F 8FL
- Wednesday: Origin Housing, St Richards House, 110 Eversholt Street NW11BS
- Thursday: THT Lighthouse South, 14-15 Lower Marsh, Waterloo, SE1 1BS

All of these services are available to clients and residents who use local services.



# Veterans' Support Service

## Do you need help with the following?

- Advice on welfare benefits, including service pensions
- Housing Advice, and support with accessing accommodation
- Access to health



If you have ever served in the British Armed Forces, the Veterans' Support Service is here to support you and your dependants

## VETERANS' SUPPORT SERVICE

### Do you need help with the following:

- Advice on welfare benefits, including service pensions
- Housing advice and support with accessing accommodation
- Support with mental health issues, including PTSD
- Improving your physical health
- Getting into training, employment, and meaningful daytime activities
- Support with debt and money management
- Support around substance misuse problems

If you are a Veteran, a dependant of a Veteran, or you know a Veteran who is struggling, please give us a call; we may be able to help.

020 7385 2110

## **Emergency accommodation across London:**

It is possible that if you become homeless you will not receive any assistance from the Local Authority, although you will receive advice. If you have been given an information pack from an officer of the Local Authority, it is likely that you would have been advised and assessed according to the relevant legislation. If you are told that you are 'not in Priority Need', this does not mean that the local authority does not recognise that you are homeless. It does however mean that the assistance you will receive will be limited. In order to prevent your street homelessness, please find below a list of hostels and day centre's which may be able to assist you.

## **Hostels across London**

Please call ahead for opening hours and times of the different services. Many centers and hostels have restricted services over the holiday periods and year round most services are only offered at certain times. Some have restrictions regarding local connections.

### **235 Project**

c/o 11 Alexandra Road, Wimbledon –tel 0203 274 4035  
Intensive support for those who have been in drug rehab

### **Arbours Association**

6 Church Lane , N8 7BU – tel 0208 340 7646  
Those with low to medium mental Health needs

### **Causeway Irish Housing Association**

c/o Haringey Irish Centre tel 0208 365 1751  
Irish people by birth or descent age 18-31

### **Centrepont**, 54 Dean Street, London, W1D 6AE

Tel: 020 7423 6805

Information: Hostel for young single people aged between 16 – 25. This is the Centrepont London Advice Centre number

### **Carr-Gomm – North London**

Via local Authorities – call to see

### **Community Housing – Lexham House**

North Kensington – tel 0208 969 8754  
Mental Health – 18 – 65 forensic history accepted

### **ECHG Queen Mary MH Service**

28 Greencoat place 0207976 6338  
Homeless women with mental health needs  
Priority given to local connection with Westminster

### **Equinox - Mitcham Park**

Men with alcohol problems wishing to remain abstinent  
0208646 0975 – Merton/Sutton connection applicants given preference

### **Equinox Womens Service**

Women ex-offenders on a Statutory supervision order  
Preference to those with a Camden connection – tel 0207 740 5785



### **Harrow Churches HA**

16 Peterborough Road tel 0208 423 0373 or 0208 426 4995  
Young single homeless age 16 - 24 with a Harrow connection

### **Hylem – Arthur West House**

79 Fitzjohns Avenue NW3 6PA – tel 0207 435 8793  
Age 18 – 45 working/studying in London

### **Hope House**

49 Saltram Crescent W9 3js – tel 0208 969 3587 or 0208 964 4723  
Women who have been through a detox and abstinent

### **Local 33 Church Triumphant**

26 Mayflower Road SW9 9JZ – tel 0207 737 3107  
Single homeless including ex-offenders, with no additional support needs who are prepared to engage in training, and people with drug problems who are prepared to attend rehab.

### **Metropolitan Support Trust –Gay Men’s Housing**

For gay men escaping from DV or homophobic violence. Tel -0208 743 2165

### **MIND in Haringey**

Tel 0208 341 1886 Priority for those with Haringey connection with mental health needs

### **Moulin House**

24 – 26 Mount Park Road W5 2RT tel – 0208 997 4343  
Students 18 – 25 year olds with low support needs – unable to accept those on benefits

**Missionaries of Charity** – Gift of Love – 112-116 St George’S road, SE1 6EU. Telephone- 020 7401 8378 OR 020 76201504.

Transport – Lambeth North or Elephant & Castle tube. Buses 12, 53, 18, 188, 344, C10.  
Single homeless men aged 30-60with low support needs, particularly those who have been rough sleeping.

9.30-11.30am & 4pm-6pm daily. Does not accept referrals on a Thursday and only accepts applicants after an assessment by the Sister-in-Charge. Minimum stay is 1 night, maximum is 3 Months. No Alcohol or smoking allowed in the building. Must be in by 8.30pm and must leave the house between9.30am and 5pm. Visitors must leave by 8pm.

**Missionaries of Charity** – Home of Peace – 179 Bravington Road, W9 3AR Telephone 020 8962631.

Single homeless women 18-60 years, with no or very low support needs. Prefer applicants to have a local connection to the City of Westminster, but not essential. Will not accept women with a history of violence or women who are unable to care for themselves for themselves. Does not accept referrals on a Thursday. Phone to check vacancies between 8.30am – 11am & 2.30pm – 7pm. Proof of ID will be needed, average of 2 weeks stay. No Alcohol or Smoking allowed in the building and residents are expected to be out between 10am – 4pm and in by 9pm.

### **Mount Carmel**

12 Aldrington Road, Streatham, SW16 1TH – tel 0208 769 7674  
People with alcohol problems who wish to recover in abstinence.

### **Oak Lodge, Sisters Avenue Project and Project 85**

c/o11 Alexandra Road, Wimbledon, SW19 7JZ – tel 0203 274 4035  
Those with history of drug use who have completed a full detox or those who have completed stage one deto. Priority to those leaving Cranstoun Drug Service Rehab.

**Religious of Mary Immaculate**

15 – 16 Southwell Gardens, SW7 4RL – tel 0207 373 3869  
Working woman 18 – 24

**Richmond Fellowship – Amadeus House**

18 Corfton Road, W5 2HT – tel 0208 997 8015  
Age 18 – 45 with mental health issues

**Servite Housing – Kemplay Road**

c/o 48 Wandsworth Common Northside SW18 2SL tel 0208 871 3260  
single women age 18 - 26

**Salvation Army - Booth House**

Tel: 020 7392 9490 (Male)

Information: Must be referred by Tower Hamlets Council and must be assessed as having a local connection to the borough. Information: 18-60 year olds

**Salvation Army - Edward Alsop Court**

Tel: 020 7233 0296 (Male)

Information: Must be referred by Westminster Council and must be assessed as having a local connection to the borough.

**Salvation Army - Hopetown**

Tel: 020 7364 7151

Information: Must be referred by Tower Hamlets Council and must be assessed as having a local connection to the borough.

**Servite Houses – Park House**

227 Earls Court Road – tel 0207 373 2851  
Young women 18 – 30 in full time employment

**SPEAR Hostel**

Tel 020 8332 7382

Information: Must be referred by Richmond Upon Thames Council and must be assessed as having a local connection to the borough.

**SPEAR Hostel**

24 Kew Road – tel 0208 948 5564  
Single homeless women

**St Mungo's**

Tel: 0208 762 5500

Information: Large charity across London with numerous hostels across south London. (Have to be referred by Outreach).

**St Christopher's Fellowship**, Lime Grove Resource Centre, 47 Lime Grove, W12 8EE

Tel: 020 8740 9182

Information: For young people and vulnerable adults.

**Stonewall Hostel**, 2A Leroy House, 436 Essex Road, London N1 3QP.

Tel: 020 7359 5767 Information: Hostel for single men from 16-25. This hostel is aimed at the gay community in particular – (see separate listing above for more information).

**St Louise Hostel**, 33 Medway Street London SW1P 2BE

Tel: 020 7222 2071

St Louise Hostel is a 94 bed direct access hostel for single women over the age of 21. The accommodation comprises single rooms, shared kitchens and bathrooms. Bedrooms are equipped with a bed, chest of drawers and wardrobe. Launderette, TV Lounge, 24 Hour Security. Applicants in receipt of benefits are welcome to apply.

### **Thames reach – Robertson Street**

1a Daley Thompson Way - Tel : 0207 720 9505

Over 55's with chaotic, challenging behaviour and /or alcohol problems

### **The Arbour**

47 Tooting Bec Gardens, Streatham, SW16 1RF – tel : 0208769 3444

Men 18 – 45 with alcohol/substance misuse problems. Placement funding required from relevant borough.

### **Thurston House**

52 Rectory Grove, SW4 0EB – tel :0207 622 7833

Men recovering from alcohol/drug dependency – must have done 12 step primary treatment

### **Trinity Homeless Projects**

17 – 18 Pownall Gardens, Hounslow TW3 1YW – tel 0208 737 6611 – for ex-offenders age 16 – 50 with local connection to Hounslow

### **Trinity Homeless Projects**

1 Norwood Gardens, Hayes, Middlesex – tel 0208 797 9504 for homeless women

2 Barnhill Lane, Hayes, Middlesex tel 0208 797 9503 single men with connection to Hillingdon

### **The Marylebone Project - Bradbury House**

Tel: 020 7262 3818

Information: Women only 18-59 years old. Not essential to have local connection although preferable.

### **Western Lodge**

84 West Side, Clapham Common, SW4 9AY – tel 0207 228 1425

Single homeless men with local connection to Wandsworth

### **YMCA Accommodation**

YMCA accommodation is usually available for those between the ages of 16-29 unless otherwise stated. Depending on demand each hostel may or may not require that you have a local connection to that area.

**City YMCA:** 2 Fann Street, London, EC2Y 8BR tel 0207628 0697 or 020 7382 5360

Any age – working or studying around City of London

**Dagenham YMCA:** 1-11 Vineries Close, Dagenham, Essex RM9 5DA

Tel: 020 8595 8672

Information: Hostel for men and women 18 - 25

**Hornsey YMCA:** 184 Tottenham Lane, Crouch End, London N8 8SG

Tel: 020 8342 5114

For young single homeless people aged 18-30, including ex-offenders, refugees and young people leaving care. Must have a connection to LB Haringey for at least 6 out of previous 12 months. Will not accept people with convictions for any serious offence including arson or rape.

Information: 18-30 year olds, must be referred by an agency such as Connexions.

### **Kingston & Wimbledon YMCA**

6 Parsons Green, SW6 4TQ – tel – 0207 736 4878

Working people and students age 18 – 45

**Reading YMCA:** Marlborough House, Parkside Road, Reading, RG30 2DD

Tel: 0118 957 5746

**Romford YMCA:** Rush Green Road, Romford, Essex, RM7 0PH

Tel: 01708 766211

Information: Hostel for single young men and women with support needs aged 18-30

**Slough YMCA:** 30 Ladbroke Road, Slough, SL1 2SR  
Tel: 01753 810 684

**Waltham Forest YMCA:** 642 Forest Road, Walthamstow, London, E17 3EF  
Tel: 020 8509 4600  
Information: Hostel for single young men and women with support needs aged 18-30

**Watford and District YMCA:** Charter House, Charter Place, Watford, Hertfordshire, WD17 2RT  
Tel: 01923 353600

**West Kent YMCA:** Ryder House, 1-23 Belgrave Road, Tunbridge Wells, Kent, TN1 2BP  
Tel: 01892 542209

**West London YMCA:** 45 St Mary's Road, Ealing, London, W5 5RE  
Tel: 0300 1111 525

**West London YMCA :Uxbridge** Hillingdon Road  
Tel 01895 813863

**YMCA Thames Gateway:** The Roundhouse, Overy Street, Dartford, DA1 1UP  
Tel: 01322 220521

### **Day centres and other advice services across London that can help**

As well as contacting the Council it can be very helpful to go to other local services that can give advice and support and make referrals to hostels or other support services.

**999 Club** – 21 Deptford Broadway, Deptford, SE8 4PA. Telephone 020 8691 7734, Deptford or New Cross Train stations, Deptford DLR, Buses 47, 53, 177, 225, X53

**999 Club** – All Saints, Monson Road, Newcross, SE14 6AH. Telephone 020 7732 0209. Monday to Fridays 10am – 5pm. Buses 21, 53, 172, 177, 225, X53, P3.

### **Church Army**

Day center for homeless women  
Address: 1-5 Cosway Street, London, NW1 5NR  
Tel: 020 7262 3818  
Until 12noon open for rough sleepers only.

### **London Irish Centre**

Offer advice and assistance with various issues including benefits.  
Address: 50-52 Camden Square, London, NW1 9XB  
Tel: 020 7916 2222

### **Ace of Clubs**

Mainly homeless people, others in need in the local community aged 16+ and unemployed people  
Address: St Alphonsus Road, Clapham, SW4 7AS  
Tel: 020 7720 2811

### **Manna Day Centre**

Single homeless people and people in need.  
Address: 6 Melior Street, London, SE1 3QP  
Tel: 020 7403 1931  
Can help with finding accommodation whilst attending centre.

### **The Spires Centre**

For Homeless and Disadvantaged People  
Address: 8 Tooting Bec Gardens, London, SW16 1RB  
Tel: 020 8696 0943

### **Deptford Reach**

Anyone over 16 who is vulnerable, disadvantaged, socially isolated, elderly excluded, homeless  
Address: Speedwell Street, London, SE8 4AT  
Tel: 020 8692 6548

### **West London Day Centre**

Open each weekday morning 25+ only .  
Can assist with benefits, food, clothing and counseling. Showers and a nurse on site.  
Address: 134-136 Seymore Place, London, W1H 5DJ  
Tel: 020 7569 5900

### **Broadway Day Centre**

Provide a range of services from street to home for vulnerable individuals when they need it.  
Address: Broadway Centre, Off Goldhawk Road, Shepherds Bush, London, W12 8EZ  
Tel: 020 8735 5810

### **Vineyard Project**

Mondays to Fridays is an open-access day centre for those in need of support.  
Address: Congregational Church Crypt, The Vineyard, TW10 G1Q  
Tel: 020 8940 2965

### **New Horizon Youth Centre**

Work with vulnerable/homeless people aged between 16 - 21  
Housing advice for young people, no restrictions and will work to resettle.  
Address: 68 Charlton Street, NW1 1JR  
Tel: 020 7388 5560

### **St Louise Hostel**

130 beds in single and shared rooms. For women aged between 16 - 25  
Address: 33 Medway Street, Westminster, SW1P 2BE  
Tel: 020 7222 2071

### **Wayside Hostel**

For women aged between 16 - 35  
42 Croydon Road, Reigate, Surrey, RH2 0PQ  
Tel: 01737 248304

## **Homelessness & Housing charities/organisations and agencies**

**Shelter** – [England.shelter.org.uk](http://England.shelter.org.uk) 24 hour helpline 0808 800 4444

In addition to its campaigning work, shelter runs a network of housing aid centres. They can provide advice & advocacy on all areas of housing law, Including homelessness, allocation of housing and security of tenure. Shelter also has access to hostel information including emergency accommodation & direct access hostels

**Thames Reach** – [www.thamesreach.org.uk](http://www.thamesreach.org.uk)

An agency for homeless people in London.

**CRASH** – [www.crash.org.uk](http://www.crash.org.uk)

The UK construction industry Charity for helping homeless people

**National Homeless Alliance** - [www.home-all.org](http://www.home-all.org)

This organisation works with over 100 organisations in helping homeless people by providing them with information, advice and research.

**St Mungos** – [www.stmungos.org.uk](http://www.stmungos.org.uk)

A homelessness organisation with an abundance of links to 1000's of organisations, facts, services and info about their project.

**Federation of black housing organisations (FBHO)** [www.fbho.org.uk](http://www.fbho.org.uk)

Telephone 020 7388 1560, 137 Euston Road, London, NW1 2AA.

Building a vibrant & dynamic black and minority ethnic social housing.

**Housing mobility and exchange services (HOMES)** [www.homes.org.uk](http://www.homes.org.uk)

0845 080 1089. 242 Vauxhall Bridge, London, SW1V 1AU.

An organisation which works with local authorities and registered social landlords throughout the UK, offering a range of services that help people move including tenants with special needs or disabilities.

Housing Services Agency (HAS) 020 7284 0293

140 Camden Street, London, NW1 9PF.

Promotes and carries out effective resettlement of single homeless people.

**NACRO - Resettlement Advice Service**

Nacro's Resettlement Advice Service reopened on Monday 3 September, providing quality information, expert advice and advocacy support. You will still be able to find answers to our most frequently asked questions and further advice on our website. You can also find basic information and advice about criminal records and disclosures on the Direct.Gov website.

Enquirers who are unable to find the answer to their questions on our website, can now call us on 0207 840 7200 - dialing Option 2 followed by Option 1.

The new Resettlement Advice Service will provide a number of specialist services including:

- The UK's only dedicated confidential helpline and online service providing expert advice and advocacy to serving prisoners, former prisoners and others facing severe barriers in various aspects of their lives as a result of their former offending.
- expert advice, training and strategic support to employers, educational establishments and other organisations working with ex-offenders, including risk assessment support for organisations seeking to employ or admit individuals with a criminal record, and Work Programme Contractors seeking to place ex-offenders into sustainable employment.
- a personalised research service, based on a unique national service level database which helps family professionals locate suitable housing, employment and other vital resettlement services for people leaving prison and relocating to different areas of the country.



## **What do I do if I become street homeless?**

*London Street Rescue helps rough sleepers off the streets and into accommodation.*

If you are sleeping rough, you can call us on **0870 383 3333**.

### **About London Street Rescue**

Every night of the year, we are out and about across the capital, acting as a safety net for some of society's most vulnerable men and women.

Our teams of outreach workers and volunteers find and engage with rough sleepers in a bid to help them off the streets.

We provide practical assistance, including:

- Help into emergency accommodation.
- Help into hostel accommodation/private. rented/The Clearing house/Supported housing.
- Help with ID and benefits.
- information and advice about support services.
- Assistance with linking in with health services.
- Street Rescue outreach workers prepare for a shift.

London Street Rescue helps people of all ages and with many different needs. These include people with poor mental or physical health and those with drug or alcohol problems.

Our teams are there for people who are not getting the services they need and are unlikely to seek help for themselves.

London Street Rescue's actions can act as a catalyst for change in people's lives. Getting rough sleepers into accommodation is often the first step towards them getting back on track and having a home of their own.

Our teams refuse to give up on people. We will work with individuals for as long as it takes to help them move away from a street lifestyle, no matter how complex their needs.

People sleeping rough are very vulnerable to the dangers of the streets. The actions of London Street Rescue can save lives.

Information taken from <http://www.thamesreach.org.uk/what-we-do/on-the-street/>



**0870 383 3333**

The No Second Night Out (NSNO) project was launched on **1 April 2011** as a pilot project aimed at ensuring those who find themselves sleeping rough in central London for the first time need not spend a second night on the streets.

Each week about 50 people are seen rough sleeping for the first time in London. Many of them are new to the capital. Our aim is to ensure there is a rapid response to new rough sleepers, and that they are provided an offer that means they do not have to sleep out for a second night. Other projects exist to support those already rough sleeping and living on the streets.

The Mayor of London has committed to end rough sleeping in London. To deliver this commitment he established the London Delivery Board (LDB) – a partnership body chaired by the Mayor’s Housing Advisor that brings together central London boroughs, government departments, the voluntary sector and key stakeholders. The outcome the LDB is seeking to deliver is that by the end of 2012 no one will live on the streets of London and no individual arriving on the streets will sleep out for a second night.

No Second Night Out began as a pilot project on the 1st April 2011 and operates across ten central boroughs represented on the LDB. From 1st June 2012 it is rolling out to all London boroughs.

### **No Second Night Out Assessment Hub**

**Name of Project** No Second Night Out Assessment Hub

**Project Type** Housing Advice and Support

**Region** London

**Description** No Second Night Out is a pilot project focused on ensuring there is a rapid response to new rough sleepers, and will provide an offer that means they do not have to sleep out for a second night. Referrals by the public are welcome.

**Client Age Group** All ages

**Opening Hours** 24-hour reception

**Address** Camden  
London

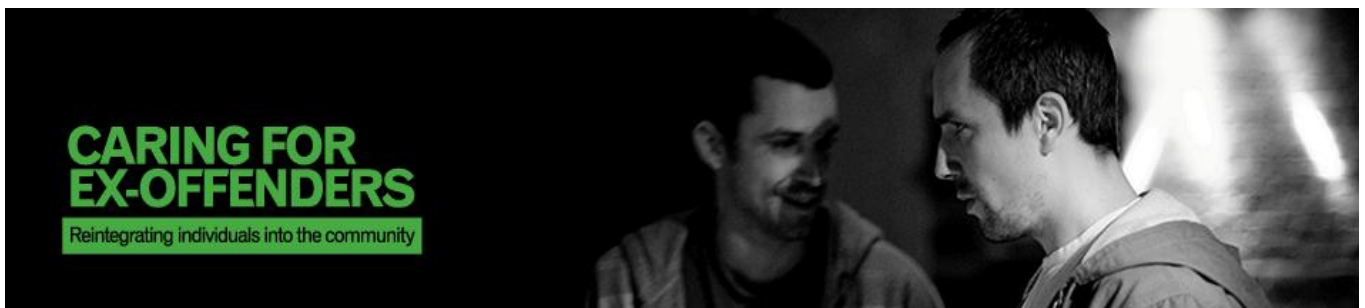
**Telephone** 020 7837 0970

**Fax** 020 7713 8034

**Main Contact** Becky Green

**Website** <http://www.nosecondnightout.org.uk>





### Information for Probation

Caring for Ex-Offenders provides a free and local service for ex-offenders to aid them in successful resettlement back into society and the subsequent reduction in risk of re-offending that follows. Our service is available to anyone about to be released from prison, recently released, or currently serving a community sentence; for the purpose of ease I refer to all the afore mentioned as ex-offenders throughout this document.

We link ex-offenders to a local CFEO community that provides the ex-offender with a mentor and a team of supportive volunteers who can aid them in successful resettlement. The mentor is there to help address attitudes and behavior and work towards change, setting goals and seeing them through. The rest of the community's team are there for any other needs that may arise, such as the need for accommodation, help with addiction problems, finding employment or education, filling out forms, improving family relationships, or simply friendship and a supportive community of people.

These may be fulfilled through the community's own programmes and facilities (some of our communities run employability schemes, debt advice centres, addiction recovery programs or supported housing facilities for ex-offenders), or for those that don't through signposting the ex-offender to the appropriate local agencies or charities that can help them according to their individual needs.

Through this support and regular mentoring over an extended period of time strong positive relationships are developed, combined with help with practical needs this process reduces the risk of reoffending by increasing the chance of successful resettlement. Essentially CFEO communities are there to facilitate the 7 pathways being effectively in place in an individual's life.

CFEO communities are local churches but this does not dictate the character of the individual we refer; they can be of any faith, or none, and the communities are committed to helping referrals regardless of their beliefs. This nonetheless adds another dimension to the support that can be given as these communities can aid ex-offenders spiritually if necessary.

### Contact Us

If you have any questions regarding Caring-for Ex-Offenders please do get in touch:

**E-mail:**

**[info@caringforexoffenders.org](mailto:info@caringforexoffenders.org)**

**Post: Caring for Ex-Offenders, Holy Trinity Brompton, Brompton Road, London, SW7 1JA**

Phone: 020 7052 0332

Keep up to date with Caring-for Ex work, news, training events, and more at our website [www.caringforexoffenders.org](http://www.caringforexoffenders.org).

Here you can also download resources, including our Referral and Church Registration forms. via the website.

## **WHAT SUPPORT IS THERE FOR PEOPLE WITH NO RECOURSE TO PUBLIC FUNDS?**

No recourse to public funds (NRPF) refers to people who are not entitled to access certain public services in this country. People with NRPF are those who are subject to immigration control and have no entitlement to welfare benefits, to Home Office asylum support for asylum seekers, or to public housing. NRPF includes:

Refused asylum seekers whose appeal rights are exhausted, people who have overstayed their visas, people on sponsorship visas, such as spousal visas.

Overseas visitors, people on student visas and other irregular migrants.

Some unemployed migrants from Central and Eastern Europe may also have NRPF.

Individuals with NRPF who become homeless have very few avenues for support that are accessible to them, and some may face destitution.

The Housing rights website at [www.housing-rights.info/index.php](http://www.housing-rights.info/index.php) gives information for recent arrivals in England for advisers about entitlements to housing, based on people's immigration status.

Homeless Link's website has information about entitlements to support at [www.homeless.org.uk](http://www.homeless.org.uk) and guidance or organisations seeking to support individuals with no recourse to public funds.

### **Getting help**

The regulations governing access to public services and funds is complex so it is important to get advice on individual circumstances as soon as possible. Day centres, CABx and local services for refugees and asylum seekers listed on Homeless London can provide advice on the limited accommodation and support options available for people with NRPF. Very few hostels or supported accommodation services can accept people with NRPF.

Homeless London has information about support for Central and Eastern Europeans - details available on [www.homelesslondon.org/details.asp?id=QA65](http://www.homelesslondon.org/details.asp?id=QA65)

Missionaries of Charity runs two emergency night shelters in London (one for men aged 30+ and one for women) that offer short term accommodation for those with nowhere else to stay and have no support needs. Some winter shelters that open during the cold weather may be able to accept people with NRPF. All these shelters are usually full and have few vacancies.

### **Returning to country of origin**

The International Organisation for Migration (IOM) runs a voluntary return scheme (Voluntary Assisted Return and Reintegration Programme) details at [www.homeless.org.uk](http://www.homeless.org.uk) to assist non-EEA nationals who have been in the asylum system at any stage (applying, appealing or refused) and who wish to return to their country of origin. IOM also runs a voluntary return assistance scheme for families and children (Assisted Voluntary Return or Families and Children)

Children & families Across Borders – [www.cab.uk.net](http://www.cab.uk.net) - can also assist vulnerable people to return home. Routes Home website – [www.routeshome.org.uk](http://www.routeshome.org.uk) - gives practical guidance for outreach staff and others involved in reconnecting Central and Eastern Europeans sleeping rough back to their home country.

**Taken from Homelesslondon.org website – accessed September 2012**

**Support, hostels and housing projects in Harrow ( see also list of emergency accommodation on page 24).**

Although there are several longer term hostels and housing projects for single homeless people across London most of them do not accept self-referrals and they may not have very frequent vacancies. Before contacting any hostels or housing projects do check in the information about them to see whether they will accept self-referrals or if you would need to be referred by an agency such as the local council or probation.



Stonham – Home Group

**Stonham - North East London**

**Referral address**

c/o Octavia House  
50 Banner Street  
London, EC1Y 8ST

**Phone:** 020 8521 6864 **Website:** [www.stonham.org.uk](http://www.stonham.org.uk)

Who the project is for:

Single low risk ex-offenders who are homeless/in insecure housing, with links to the 5 London Probation Board (North East Area) boroughs, and low to medium support needs. Can also accept ex-offenders with drug or alcohol problems. Will not accept: Those who would pose a risk to staff or other residents.

Referral agencies:

Only accept direct referrals from Probation offices. **Applicants can be considered from any London borough.**

Referral procedure:

Must be on some form of statutory order at time of referral. Waiting list of several months.

Staffing and support :

4 staff based at central office, emergency on-call system. Weekly keywork sessions to discuss areas of concern and access services such as counselling, drug or alcohol projects. Support plans agreed with resident and Probation, and reviewed every 3 months. Intensive housing management including advice and assistance with benefits, training, education, employment, budgeting and life skills.

**Access to move-on:**

All residents offered practical and personal support in preparing for independent living. Outreach visits if required for up to 3 months after the move. Have local authority nominations.

**Accommodation:**

16 in 1-bed and 2-bed flats.



## **Penrose Floating Support Service**

Harrow hosts one of our accommodation-based projects for males. There are staff on site 5 days a week, and a local floating support service. Both services provide assistance with accessing activities and programmes to address drug, alcohol and mental health needs as well as improving educational, training and employment outcomes.

This project provides intensive support for adult males as they adjust to life and help find re-entry routes into society. The project provides transitional housing, which combines a place to stay with other services such as job counselling and search, motivational techniques, behavioural therapies, rethink programmes which are key in helping ex-offenders change their lives.

### **Target Group**

Ex-offenders. Priority given to long term prisoners and serious offenders on licence to London Probation Service. Local connection is usually required. Target 50% people from black and minority ethnic groups.

### **Will Not Accept**

People who are not on statutory supervision to a London Probation Officer. Those not committed to an offence free lifestyle. Those with current drug usage who are not currently addressing their drug use. Those who pose an unmanageable risk.

Access via probation Housing Advice Worker. Ask your offender manager to refer you to Harrow LPT Housing Advice Worker.

Penrose | 356 Holloway Road, London N7 6PA | Head Office 020 7697 4200 | [enquiries@penrose.org.uk](mailto:enquiries@penrose.org.uk)

## **Rutland Road – 0208 863 7691**

6 units of onsite medium support. Staff on call out of hours. Penrose – via hawk

## **Harrow Churches HA - Low Support Schemes**

**Address** Penn House, 16 Peterborough Road, Harrow, HA1 2BQ

**Phone** 020 8423 0373 or 8426 4995

**Email** [info@hcha.org.uk](mailto:info@hcha.org.uk)

### **Target Group**

Young single homeless people aged 16-24 with low to medium support needs. Must have a 6 month LB Harrow connection. 16/17 year olds must be referred by Social Services Leaving Care Team or Harrow Housing Assessment Team.

**Will Not Accept** Those with 'unmanageable aggressive behaviour' or severe drug/alcohol problems. Those with a history of sex offences, violence or arson which would put others at risk.

**Referral Agencies** Self or any agency referrals for over 18s.

**Referral Procedure** Phone, call in Mon-Fri 9.30am-5pm or write. Application form and interview. If accepted, placed on waiting list. Require risk assessment and proof of ID.

**Waiting List** Operate a waiting list.

## **Look Ahead - Harrow Floating Support Service**

**Address** c/o SP Referral Co-ordinator, PO Box 65, Civic 2, Station Road, Harrow, HA1 2XG

**Phone** 020 8736 6164

**Email** [referralgateway@harrow.gov.uk](mailto:referralgateway@harrow.gov.uk)

**Website** [www.lookahead.org.uk](http://www.lookahead.org.uk)

For Primary clients who are vulnerable people age 16 – 65 with a history of homelessness or at risk of losing their tenancy. Secondary clients are people with enduring physical and sensory. Support people with mental health, substance misuse and any other support issues. Must have local connection to LB Harrow.

All referrals have to be allocated by the Supporting People Referral Co-ordinator.

## **West London YMCA - Roxteth Gate**

**Address** Roxteth Hill Harrow HA2 0JN

**Phone** 020 8832 1550

**Email** [roxtethgate@londonymca.org](mailto:roxtethgate@londonymca.org)

**Website** [www.westlondonymca.org](http://www.westlondonymca.org)

**Who the Project is for** Single homeless men and women, age 16 – 35 including up to 4 young mothers with a child under 3 years of age. Local connection required.

**Will Not Accept** Those with a history of violence or abusive behaviour, arsonists, sex offenders. People whose needs are greater than the service can provide.

**Referral Agencies** Accept referrals from Harrow Housing Provision Team, Harrow YOT, Ealing Social Services.

**Referral Procedure** Named agency referrals only. Contact during office hours. Interview, risk assessment. Require proof of ID and housing benefit documentation.