



# Contents

Page	
2	Contents
3	Disclaimer
4	Squatting Law – Advice about renting in Private sector
5	Getting a Deposit
6 - 9	Paying the rent – Housing Benefit and Local Housing Allowance information
10	Advice and help with your finances
11	Housing search flow chart
12	List of Web sites
13	Local Housing Allowance Rates
14	Tips of private renting in Hillingdon for those with children or those 60 years and older
15 – 17	Estate Agents in Hillingdon
18	CAB contact info
19 - 25	Other agencies that give advice and support
26 - 30	Emergency accommodation hostels
30 - 37	Advice, day and housing centres
38	Street Homeless – London Street Rescue
39	Street Homeless – No Second Night Out
40	Caring for Ex-offenders
41	Information for those with no recourse to public funds
42 - 44	Other Hostel & Support information in Hillingdon



## **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 kind of 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 Hillingdon see pages 15 – 18.

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 Hillingdon (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).

**Contact Local Housing Benefit Office to find out Local Housing Allowance (LHA) –or look on the internet**

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

**Ring Letting agencies, look in local Newspapers, shop window advertisements, search internet.**

**Book appoint to view property**

**View property**

**Suitable for your needs and landlord accepts Housing Benefit?**

No

**Continue search**

**Will Housing Benefit cover the costs?**

No

**Start search again**

**Ask Landlord/Agency to write a letter stating all the costs you are liable to pay, rent-in-advance, fees etc (This letter is to be included with your budgeting/crisis loan if needed).**

**Complete a crisis/ budget loan form for four weeks rent in advance and hand in at: *local Department for Work and Pensions (DSS) Job Centre Plus or call 08000327952***

**Will DWP assist you with the budget loan?**

No

**Make an appeal**

**Sign the tenancy agreement and pay the rent in advance.**

Yes

**Complete the Housing Benefit form and take it, along with the relevant documents to be assessed to:  
*The Housing Benefit Office where the property is located***

## 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.aroomtolet.co.uk](http://www.aroomtolet.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.aroomtolet.co.uk](http://www.aroomtolet.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 Hillingdon** (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 Hillingdon Area

1.  Lettings **Tel:** 01923 835544
2.  Lettings **Tel:** 01895 235599
3.  Lettings **Tel:** 01895 613000
4.  Lettings **Tel:** 020 8866 4400
5.  Lettings Pinner **Tel:** 020 8866 6663  
Lettings Northwood **Tel:** 01923 833799
6.  Lettings **Tel:** 01895 812222
7.  Lettings **Tel:** 01895 638990
8.  Lettings Uxbridge **Tel:** 01895 252000  
Lettings West Drayton **Tel:** 01895 444424
9.  Lettings **Tel:** 01895 456500
10.  Lettings **Tel:** 020 8897 1688
11.  Lettings **Tel:** 020 8573 6120
12.  Lettings **Tel:** 01895 239977
13.  Lettings Ruislip **Tel:** 01895 625625  
Lettings Uxbridge **Tel:** 01895 230103
14.  Lettings **Tel:** 01923 836999
15.  Lettings Ruislip **Tel:** 01895 622884  
Lettings Uxbridge **Tel:** 01895 252542

16.  Lettings **Tel:** 01895 625999
17.  Lettings **Tel:** 01895 628560
18.  Lettings Hayes **Tel:** 020 8561 3130  
Lettings Ruislip **Tel:** 01895 679200
19.  Lettings **Tel:** 01895 703995
20.  Lettings **Tel:** 020 8848 0978
21.  Lettings **Tel:** 01895 876230
22.  Lettings **Tel:** 0843 315 6622
23.  Lettings **Tel:** 020 8561 7816
24.  Lettings Pinner **Tel:** 020 8866 2727  
Lettings Ruislip **Tel:** 01895 632211
25.  Lettings **Tel:** 01923 822886
26.  Lettings **Tel:** 01895 814145
27.  Lettings **Tel:** 08707 295807
28.  Lettings **Tel:** 01895 233761
29.  Lettings **Tel:** 01895 633330
30.  Lettings **Tel:** 01895 811944
31.  Lettings **Tel:** 01895 820824
32.  Lettings **Tel:** 01923 840222
33.  Lettings **Tel:** 01895 813462
34.  Lettings **Tel:** 01895 623626





35. SALES • LETTINGS • PROPERTY MANAGEMENT

Lettings Tel: 020 8573 7320



36. PHILLIP LAURENCE Estate Agents

Lettings Tel: 020 8561 1222



37. R WHITLEY & CO

Lettings Tel: 01895 442711



38. ReelEstates

Lettings Tel: 020 8866 3349



39. REGIONS ESTATE AGENTS

Lettings Tel: 020 8569 0069



Reinhardt's  
Estates Agents

40. Reinhardt's Estates Agents

Lettings Tel: 020 8756 0600



41. Robert Cooper

Lettings Tel: 020 8429 1444



42. ROBSONS RESIDENTIAL SALES

Lettings Tel: 01923 822211



43. Shaw & Co ESTATE AGENTS

Lettings Tel: 020 8561 6888



44. simple

Lettings Tel: 020 8573 4663



45. stones Property

Lettings Tel: 020 8573 0000



46. SWAKELEYS ESTATES

Lettings Tel: 01895 677100



47. thompsons thompsonsproperty.co.uk

Lettings Tel: 020 8759 9621



48. tomkinsdavis

Lettings Tel: 020 8569 2727



49. TOWNSENDS LETTINGS : SALES : SURVEYS

Lettings Tel: 01923 822344



50. Turbervilles Solicitors Estate Agency

Lettings Tel: 01895 231311



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.

**Uxbridge Citizens Advice Bureau**

The Colonnade  
Civic Centre  
UXBRIDGE  
Middlesex  
UB8 1UW

Telephone: 0844 848 7903

Fax: 01895 277306

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

**Notes**

Hillingdon Citizens Advice can only help people who live in the London Borough of Hillingdon.

**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: 09.30 - 16.00	Drop In Reception from 9.30am to 4.00pm. Pre booked appointments throughout the day.
Tue: 09.30 - 16.00	Drop In Reception from 9.30am to 4.00pm. Pre booked appointments throughout the day.
Wed: 09.30 - 16.00	Drop In Reception from 9.30am to 4.00pm. Pre booked appointments throughout the day.
Thu: 09.30 - 16.00	Drop In Reception from 9.30am to 4.00pm. Pre booked appointments throughout the day.

**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.

Mon:	09.30 - 12.30	and	13.00 - 15.00
Tue:	09.30 - 12.30	and	13.00 - 15.00
Wed:	09.30 - 12.30	and	13.00 - 15.00
Thu:	09.30 - 12.30	and	13.00 - 15.00

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

If you have not already done so you should contact Hillingdon Housing Office to see if they have a responsibility to provide you with housing or any other support. The Housing Customer Service Centres should also be able to give you information on your housing rights and advice on how to best deal with your situation as below.

For more detailed information, visit [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)



## **Contact Details**

For information on homelessness or other housing related queries contact us either by

- phone on 01895 250147

- visiting our Housing Needs Reception, Civic Centre, Uxbridge, UB8 1UN Monday - Friday 9am - 4.30pm (last admittance 4:30, by appointment only. Closed bank holidays).

- for information and advice about homeless issues, contact 01895-250147 or email:

[housingoptions@hillington.gov.uk](mailto:housingoptions@hillington.gov.uk)

## **Hillingdon Guide to homelessness - What is homelessness?**

Part VII of the Housing Act 1996 (amended in 2002) sets out the duties we have towards people who are either homeless or are threatened with homelessness.

How can we help?

We provide support and advice (24 hours a day, seven days a week) to people who are homeless or threatened with homelessness. We are mainly responsible for dealing with homeless applications. This is a guide to how we can help you and what the law entitles you to. Below are the main areas we would consider when someone makes a homeless application

### **Homeless?**

We will consider you to be homeless if:

- you have nowhere to live

- you have been living somewhere, but you have no legal right to stay there and have been told to leave

- you have somewhere to live, but cannot get into it

- you have somewhere to live, but someone else who lives there has been violent towards you

- your home is a caravan or a houseboat and you have nowhere to legally park or moor it

- you have somewhere to live, but nowhere for the people who normally live with you

- you have been made homeless as a result of an emergency, such as fire, flood or some other disaster

We will consider you to be threatened with homelessness if you are likely to become homeless within the next 28 days.

This may be because:

- you have been taken to court by your landlord and the court has said you must leave

- you have been living with friends or relatives who have told you to leave

## **Eligibility**

Certain categories of person are not eligible for assistance under the homelessness legislation, because they do not usually live in the UK or are subject to immigration control.

You are likely to be eligible for assistance if:

- You usually live in the UK and are not subject to any immigration control.
- You usually live in the UK and are subject to immigration control, but your right to stay is not subject to any time limit or condition(s).
- You have been given refugee status, or exceptional leave to remain here, as a result an application for asylum.
- You are an asylum seeker who applied at port of entry, when you first came to the UK and have not yet received a decision on your asylum application.
- You are an asylum seeker, who applied for asylum prior to 5 February 1996.

## **In priority need**

How we decide if you are in priority need of housing.

Examples of applicants who may be in priority need are:

- you or a member of your household is pregnant
- someone with dependant children aged under 16 or under 19 if they are in full-time education and live with you
- homeless as a result of an emergency such as fire or flood
- assessed as being vulnerable due to old age, mental illness or physical or some other special reason
- at risk of violence
- 16 or 17 years old (with some exceptions)

## **Intentionally homeless**

After we have considered whether you are in priority need, we then look at whether you became homeless because of something you did deliberately or failed to do so.

Examples of this could be:

- refusal to pay rent/mortgage
- gave up accommodation in the U.K. or abroad, which would have been reasonable for you to remain in
- evicted for anti-social behaviour such as nuisance, vandalism etc...

## **What is a local connection?**

Determining whether you have a local connection.

We would also need to confirm whether any of the following applies

- you have lived in the borough for at least 6 months in the last year
- you have lived in the borough for 3 out of the last 5 years
- you have permanent employment in the borough
- you have a close relative (immediate family) who has lived in the borough for the last 5 years

If your homeless application is refused, this means we will not be able to provide you with temporary accommodation, however we will still be able to provide you with advice and assistance to help you find somewhere else to live.

## **Domestic violence**

Information about domestic violence including Hillingdon's sanctuary scheme. For more information go to <http://www.hillingdon.gov.uk/article/24553/Sanctuary-scheme>

### Criteria

The Sanctuary Scheme will only be considered if all three of the following apply:

- The perpetrator does not live in the accommodation
- Its safe for the victim to remain living there; and
- It's the victim's choice to stay

How can I find out more?

Contact the community safety team at Hillingdon Council on 01895 566 936.

## **Homeless when the office is closed?**

We operate an out of hour's service for people who become homeless when the office is closed.

**Name:** Emergency out of Hours Service

**Description:** Out of hours emergency service

Civic Centre

High Street

**Address:** Uxbridge  
Middlesex  
UB8 1UW

[View location map](#) »

**Telephone:** (01895) 250111      FREE (01895) 250111

**Opening hours:** Monday-Sunday: 24hoursaday

What happens next?

Whilst we make enquiries, we may provide accommodation in the short term.

Hillingdon website has several leaflets and fact sheets available on different housing issues – they can be found at :-

<http://www.hillingdon.gov.uk/media.jsp?mediaid=20679&filetype=pdf>

If you qualify, Hillingdon have a **'finder's fee' scheme**.

This scheme gives people help to rent private accommodation. For many people the main obstacle to renting privately is that you must pay the landlord a deposit and some rent before you move in. We aim to help you with this by paying the landlord a one-off

to a person who qualifies under the scheme. This allows people to rent privately in an area they choose. If you qualify for this scheme, you can find a property yourself and refer the landlord to us, or we may be able to find a property for you. To qualify for help under this scheme you must meet certain conditions. For more information on this, contact the Housing Options Team on 01895 250147 or e-mail [housingoptions@hillingdon.gov.uk](mailto:housingoptions@hillingdon.gov.uk).

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.

### **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.

### **North London Action for the Homeless (NLAH)**

NLAH provides a range of services for homeless and socially excluded people, mainly from the London Borough of Hackney. They operate twice a week from a Church Hall in Stoke Newington. On average 75 people a week take advantage of a hot meal, a welfare, housing and advice service, and an NHS service. Location: Stoke Newington - Contact: Mike Tomes - Tel: 07891 703221 Email: [mjttomes@yahoo.co.uk](mailto:mjttomes@yahoo.co.uk)

### **Providence Row**

Providence Row is a charity working with homeless and vulnerably housed people in east London. The charity provides a range of advice and support services including substance misuse, mental health and housing and benefits service, as well as volunteering opportunities, employability training and a meaningful activities programme. Location: Whitechapel - Contact: Stephanie Harvey -Tel: 020 7422 6385 Email: [sharvey@providencerow.org.uk](mailto:sharvey@providencerow.org.uk)

**St Giles Trust** - [www.stgilestrust.org.uk](http://www.stgilestrust.org.uk) – for support and advice

**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 Southwark. 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.



# V e t e r a n s '   S u p p o r t   S e r v i c e

## 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

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

Tel: 020 7423 6805

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

#### **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.

### **Nightstop**

Nightstop provides emergency accommodation for 16-25 year olds in the homes of trained and vetted volunteers on a one night at a time basis. They also provide an education and outreach programme in local schools, aiming to create awareness and prevent youth homelessness. The scheme operates across the five boroughs of Greenwich, Lewisham, Southwark, Bromley and Westminster. Location: Greenwich/LewishamContact: Sarah Courthope Tel: 020 7939 1237  
Email: [sarah.courthope@depauluk.org](mailto:sarah.courthope@depauluk.org)

### **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

### **Radicle**

Radicle provides accommodation and specialist support for homeless young mothers and babies. The mothers usually move in when they are 6-9 months pregnant and stay until they are ready to move into independent accommodation. The majority are aged 16-21 years and all are from disadvantaged backgrounds. Location: London Contact: Claire Brooke Tel: 020 7247 2458 Email: [cbrooke@radicle.org.uk](mailto:cbrooke@radicle.org.uk)

### **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.

### **St Mary le Bow**

St Mary Le Bow Young Homeless Project takes up to 10 young homeless people at a time into safe flats, which are rented to the project at very low cost by the Peabody Trust, and supports them through all stages of their development until they achieve employment and independence. StreetSmart's grant helps fund the general running costs of the project.

Location: London Contact: Michael Kenny Email: [michael@blindinbusiness.org.uk](mailto:michael@blindinbusiness.org.uk)

### **St Mary's Winter Night Shelter**

St Mary's take part in an emergency night shelter in conjunction with six other churches in the borough of Haringey. The shelter is open from December to March providing accommodation, a hot evening meal, cooked breakfast, washing facilities, clean underwear and socks, and a warm space for activities and conversation. StreetSmart's grant helps fund the general running costs of the project.

Location: Haringey Contact: Gloria Omotoso - Tel: 020 8376 1703 Email: [gpoglow@yahoo.co.uk](mailto:gpoglow@yahoo.co.uk)

### **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 require 3d 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, Houslow 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, Homeless Charities, Organisations and Advice Services Across London that can help**

**This list includes charities and organisations that provide assistance with employment and recreation**

It can be very helpful to go to other local services that can give advice and support and make referrals to emergency hostels or other support services.

#### **240Project**

The 240 project is a community/activity centre in Notting Hill working with vulnerable people. It runs a programme of inclusion and integration into the community, focusing on meaningful activities which have a profound effect on raising self-confidence, eventually enabling individuals to move onto voluntary work, training or work placements. Location: Ladbroke Grove Contact: Claudia Tel: 020 7221 7530

Email: [info@240project.org.uk](mailto:info@240project.org.uk)

**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.

### **Ace of Clubs**

Ace of Clubs is a day centre open 12-3pm Monday to Friday every week of the year. An average of 80 people a day use the centre. It provides a safe environment to spend part of the day. Services include lunch for £1, soup for 50p, showers, laundry, clothes bank, welfare and housing advice, JobcentrePlus outreach worker, referrals to rough sleeper outreach teams, advice and referrals to drug, alcohol and mental health teams and access to a nurse and optician, visits from a vet, an art club, pottery workshops, a bicycle workshop, bingo and other educational classes. Location: Address: St Alphonsus Road, Clapham, SW4 7AS Clapham  
Contact: Sarah Miles  
Tel: 020 7720 2811  
Email: [sarahmiles@aceofclubs.org.uk](mailto:sarahmiles@aceofclubs.org.uk)

### **Alone in London**

Alone in London provides a fully integrated range of services that are designed that are designed to reduce youth homelessness. StreetSmart supports the prevention of Youth Homelessness in Schools programme which engages with pupils at schools in deprived London boroughs. The project addresses issues relating to family conflict, mental health and homelessness, and pupils are able to seek help and support where necessary. StreetSmart's grant is used to help deliver and develop the programme.  
Location: Kings Cross - Contact: Robert Keirans - Tel: 020 7278 4224  
Email: [robertkeirans@als.org.uk](mailto:robertkeirans@als.org.uk)

### **Amber Foundation**

The Foundation helps unemployed young people, whose lives are going nowhere, to gain the motivation, confidence and skills they need to get a job and find accommodation. Young people who are disadvantaged, homeless, have misused drugs or alcohol, lack self-esteem, have no qualifications and low basic skills, been involved in crime or are ex-offenders. Amber's residential centres offer these young people a fresh start, a chance to sort out problems, build self-confidence, gain practical skills and qualifications and generally acquire the know-how for independent living and work Location: Surrey  
Contact: Sue Crawford-Condie Tel: 07825 240670 Email: [sue.condie@amberweb.org](mailto:sue.condie@amberweb.org)

### **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

### **C4WS Homeless Project**

C4WS Homeless Project runs a church based 'rolling shelter' that provides emergency accommodation to street homeless from November to March each year. Each individual is provided with warmth, shelter and food, and is given help to access more permanent accommodation. All former users of the shelter are given year round support through a weekly lunchtime club with English classes and a mentoring and befriending scheme. The club is also open to the homeless and those in need. Location: Camden  
Contact: Jamie Hall Tel: 07515 507970 Email: [jamie@coldweathershelter.org](mailto:jamie@coldweathershelter.org)

### **Connection St Martins**

Outreach worker, Neil Partridge works with vulnerable and hard-to-reach rough sleepers on the streets of Westminster. With support from Neil and his team, an average of 15 clients per month are able to achieve sustained moves into accommodation, over 70 are reconnected to their home areas both within the UK and abroad and hundreds more access the services at Connections day centre. Location: Trafalgar Square  
Contact: Beki Winter, Outreach Team Manager Tel: 020 7766 5521  
Email: [outreach@cstm.org.uk](mailto:outreach@cstm.org.uk)

### **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.

### **Church Housing Trust**

Church Housing Trust supports 14 London hostels that take care of approximately 450 homeless people at any given time. They meet the needs not covered by statutory grants such as residents' welfare, therapeutic activities, training facilities and resettlement support. A grant from StreetSmart funds welfare and resettlement costs for the 35 homeless young men and women at Acre Lane hostel in Brixton.

Location: Brixton Contact: Steve Holdsworth Tel: 020 7269 1637

Email: [steve.holdsworth@cht.dircon.co.uk](mailto:steve.holdsworth@cht.dircon.co.uk)

### **Crisis Skylight Cafe**

Crisis Skylight Cafe runs like a 'Social Enterprise' by providing on the job training in catering and hospitality for homeless/vulnerably housed people, at the same time as delivering good quality, healthy food to paying customers. It is both a training scheme and a competitive business venture. Location: City of London Contact: Joanna Woolcock Tel: 020 7426 3877

Email: [joanna.woolcock@crisis.org.uk](mailto:joanna.woolcock@crisis.org.uk)

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

The UK construction industry Charity for helping homeless people

### **De Paul UK**

De Paul UK protect young people who are homeless and socially excluded by providing safe accommodation; they try to rebuild family relationships when a breakdown has caused a young person to run away from home; they work with young offenders both inside and outside prison to successfully reduce offending behaviour; they provide young people with the opportunity to fulfill their potential in the community through education, volunteering, training and jobs. StreetSmart's grant funds both the family mediation service and the employability training programme at De Paul's hostel in Willesden. Location: Willesden Contact: Sarah Courthope -Tel: 020 7939 1274

Email: [sarah.courthope@depauluk.org](mailto:sarah.courthope@depauluk.org)

### **Deptford Reach**

Deptford Reach operates a five day a week centre for disadvantaged and homeless people. Most of the people that attend the centre are at the very lowest level of poverty and deprivation. The project provides these people with a hot meal, support and advice, and a variety of activities that promote physical and mental well-being, promoting increased independence and the potential to move on. Location: Deptford

Contact: Stella Hamada - Tel: 020 8692 6548 - Email: [info@deptfordreach.org.uk](mailto:info@deptfordreach.org.uk)

### **Emmaus Greenwich**

Emmaus Communities offer homeless people a home, work and the chance to rebuild their lives in a supportive environment. The Greenwich community runs a successful reuse/recycling business from its retail stores in Plumstead and Lewisham providing meaningful work for all its 29 companions. Location: Greenwich Contact: Giorgio Salmistraro Tel: 020 8316 5398

Email: [emmaus.greenwich@community100.freeserve.co.uk](mailto:emmaus.greenwich@community100.freeserve.co.uk)



### **Fareshare**

Fareshare takes 'fit for purpose' surplus food from the food industry and redistributes it to community organisations who work with at risk and disenfranchised people, including hostels and day centres for the homeless. The project also provides work experience opportunities for volunteers and disadvantaged people to gain new skills and qualifications to enhance their employability. Location: Bermondsey Contact: Lindsay Boswell Tel: 020 7394 2468 Email: [lindsay.boswell@fareshare.org.uk](mailto:lindsay.boswell@fareshare.org.uk)

### **First Fruit**

First Fruit provides supported housing and helps find employment for marginalized people in Newham. Their housing arm - Just Homes - houses 35 young men and 5 single mothers who have no recourse to public funds. All residents are offered training and volunteering opportunities at First Fruit's clothes recycling business and/or their coffee bar and baby shop set up in a local health centre. Assistance with job search, cv writing and job application is also provided, together with support to enable residents to move on to independent living. Location: Canning Town - Contact: Kim Lovell Tel: 020 7473 5286

### **Hestia**

Hestia provides homeless people with accommodation, support and life-skills training. They have pioneered a peer-led training and mentoring programme for ex-offenders called 'Back on Track'. The programme helps people who have recently been released from prison to build their skills and resilience, to break the cycle of homelessness, lack of work and re-offending. Location: Brent Contact: Helen Bedser Tel: 020 8538 2959 Email: [helen.bedser@hestia.org](mailto:helen.bedser@hestia.org)

### **Homeless FA**

The Homeless FA uses football as a means of improving the lives of homeless people. Through specialised football training sessions, homeless people are given the opportunity to develop their skills and abilities, to gain self-respect and confidence, to improve their health and ultimately to transform their lives. By promoting fair play and inclusiveness in the context of competitive football, the FA's primary focus is on personal and social development. Location: London - Contact: Gareth Parker - Tel: 020 7840 4430

### **Home-Start**

Home-Start works with families in two Camden hostels that provide accommodation for approximately 200 homeless families. Parent volunteers give weekly support sessions to help parents find ways to manage and resolve issues such as budgeting and debt, nutrition and meal planning, health and education. For some parents it is their only break in the week from living in a single room with small children, where they can become isolated and suffer loss of confidence. Location: Camden Contact: Jane Fawcett Tel: 020 7424 1603 Email: [info@homestartcamden.org](mailto:info@homestartcamden.org)

### **London Irish Centre**

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

### **The Caravan**

The Caravan offers a drop-in counselling service, free of charge, from a small caravan in the courtyard of St James's Church on Piccadilly. Counselling is given by volunteers from the Centre for Counselling and Psychotherapy Education, who are undergoing professional training. Location: Piccadilly Contact: Zak Waterman Tel: 020 7900 3316 Email: [co-ordinator@thecaravan.org.uk](mailto:co-ordinator@thecaravan.org.uk)

### **The Manna**

The Manna is a day centre in Islington for homeless and marginalized people. Open three days a week with about 100 users, the centre offers food, showers, laundry, clothing, activity and friendship as well as one to one help and advice to tackle alcohol and drug dependency, housing needs, health needs, employment etc. Location: Islington Contact: Anne Cartwright Tel: 020 7354 3363

### **The Manna Society**

The Manna Society run a day centre that is open seven days a week for 51 weeks of the year, offering a wide range of practical help and advice to an average of 100-150 homeless and disadvantaged people daily. Practically everyone who comes to the centre has breakfast and lunch. Many use the showers, take advantage of the clothes store and make use of the medical, housing and advice services. StreetSmart's grant helps fund the general running costs of the centre.

Location: London Bridge Contact: Paddy Boyle Tel: 020 7357 9363 Email: [mail@mannasociety.org.uk](mailto:mail@mannasociety.org.uk)

### **Manna Day Centre**

Single homeless people and people in need. Can help with finding accommodation whilst attending centre.

Address: 6 Melior Street, London, SE1 3QP - Tel: 020 7403 1931

### **Marylebone Project**

The Marylebone Project is the largest centre in the UK dedicated to meeting the needs of homeless women. A wide variety of services are provided free of charge and include the provision of clothing, laundry, hot food, showers and emergency accommodation. In addition, longer term accommodation is available for 112 residents. They also operate a drop-in centre, which provides advice, health services, training and education. A grant from StreetSmart helps fund their successful resettlement work - finding long-term housing solutions for women that are ready to move on. The project supports these women both during and after the moving process. The follow-up support is key to the success of the project.

Location: Marylebone - Contact: James Marlow Tel: 020 7262 3818

Email: [j.marlow@churcharmy.co.uk](mailto:j.marlow@churcharmy.co.uk)

### **New Horizon**

New Horizon run a youth centre on the borders of Kings Cross/Euston. The project offers counselling and support, medical care, housing advice, training and education to young homeless and vulnerable people between the ages of 16-21. Location: Euston /Camden

Contact: Stella Hamada Tel: 020 7388 5560 Email: [info@nhyouthcentre.org.uk](mailto:info@nhyouthcentre.org.uk)

### **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.

### **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>

### **Robes Project**

The Robes Project operates a cold weather night shelter from November to March in seven different South London churches. Each church takes it in turn to offer hospitality and shelter to 14 homeless people for one night a week. The project is run by two staff and over 200 volunteers. Each guest is given a hot meal, a bed for the night and a cooked breakfast..

Location: Southwark & Lambeth Contact: Olivia Newington Tel: 020 7407 5623

Email: [robes.coordinator@slm-bermondsey.org.uk](mailto:robes.coordinator@slm-bermondsey.org.uk)

### **Restore**

Restore is a social enterprise that recycles and refurbishes unwanted furniture and white goods in order to sell them, at low cost, to people referred to the project by homeless charities and council services. Location: Tottenham Contact: Nadeem Razvi Tel: 020 8493 0900

Email: [info@restorecp.org](mailto:info@restorecp.org)

**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

### **Streetwise Opera**

Streetwise Opera supports the personal development of homeless people through music and drama with weekly workshops in homeless centres around the UK, culminating in an annual fully staged, professional opera production. StreetSmart's grant helps fund the workshops held at various day centres for the homeless in central London.

Location: London Contact: Matt Peacock Tel: 020 7495 3133 Email: [mp@streetwiseopera.org](mailto:mp@streetwiseopera.org)

### **Shelter From The Storm**

Shelter from the Storm provides a warm bed, a cooked dinner and breakfast for 36 homeless men and women every night of the year. The service is completely free and totally funded by donations from the public. It is run by over 400 volunteers and only one employee. They have established strong partnerships with industry to help find employment and training opportunities, also with landlords to find suitable accommodation. Location: Kings Cross - Contact: Stephen Fixman Tel: 020 7529 5512

Email: [sf@stephenandmatthews.com](mailto:sf@stephenandmatthews.com)

### **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

### **Spires**

Spires is the only day centre in the London borough of Lambeth. The centre offers services to 130 homeless and disadvantaged people daily. they are open 363 days a year for basic services - day time shelter, hot lunch, clothing and companionship. Services focused on longer-term solutions include housing and benefits advice, mental health support, resettlement, primary healthcare clinics, drug and alcohol support and work with vulnerable women - Location: Streatham

Contact: Amanda Addo - Tel: 020 8696 9627 Email: [info@spires.org.uk](mailto:info@spires.org.uk)

### **Spitalfields Crypt Trust**

The Spitalfields Crypt Trust provides a range of high-quality support, rehabilitation and training services for vulnerable and homeless adults and those struggling with addictions. A grant from StreetSmart helps fund the personal training and development centre, which provides educational services for over 80 adults each week. The project is designed to help people consolidate their recovery, build up their self-esteem, learn useful and practical skills, become involved in voluntary work and improve their employment opportunities.

Location: Spitalfields - Contact: Roslyn Nancekivell Tel: 020 7729 2376

Email: [roslyn.nancekivell@sct.org.uk](mailto:roslyn.nancekivell@sct.org.uk)

**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.

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

An agency for homeless people in London.

**The House of St Barnabas**

The House of St Barnabas run life skills training programmes for homeless/ex-homeless participants. Each programme addresses basic skills such as budgeting, keeping a bank account and basic IT literacy as well as skills needed in the workplace such as punctuality, presentation, working as part of a team, CV preparation and interview skills. Through close links with local businesses, participants are able to secure work experience positions which often lead to employment.

Location: Soho Contact: Sandra Schembri - Tel: 020 7437 1894

**The Pavement**

The Pavement is a unique independent publication providing practical, medical, financial and social news and advice to those on the streets, in hostels and temporary accommodation. It publishes a total of 7,500 copies a month in seven UK cities Contact: Richard Burdett  
Tel: 020 7833 0050 Email: [office@thepavement.org.uk](mailto:office@thepavement.org.uk)

**The Passage**

The Passage run a day centre next to Victoria Station which is used by up to 200 people a day. As well as providing the basics - food, showers, laundry facilities and clothing - the centre's main aim is to move people on by offering them help with mental health or drug and alcohol services, benefit claims, accommodation, training and employment. Location: Victoria  
Contact: Andrew Hollingsworth Tel: 020 7592 1850 Email: [info@passage.org.uk](mailto:info@passage.org.uk)

**The Spires Centre**

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

**The Soup Kitchen**

The SoupKitchen is a resource for the homeless, impoverished and lonely in Central London. The project is open five days a week offering substantial balanced meals free of charge to an average of 65 people a day. Clean clothes and toiletries are also given. There is a modest advisory service and small art therapy and gardening project. StreetSmart's grant helps fund the general running costs of the project. Location: Tottenham Court Road contact: Miranda Suit  
Tel: 020 7580 2791

**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

**West London Day Centre**

West London Day Centre is a vital lifeline for homeless people in North Westminster, visited by up to 100 people each weekday. The centre offers medical services, advice services, hot food, showers, laundry and clean clothing. Location: Marylebone  
Contact: Mark Palframan  
Tel: 020 7569 5915  
Email: [mark.palframan@wlm.org.uk](mailto:mark.palframan@wlm.org.uk)

### **Webber Street**

Webber Street is a day centre catering for up to 100 people six days a week, providing essentials such as cooked breakfast, showers and clean clothes. A grant from StreetSmart helped fund the staffing and development of a specialist advocacy and advice programme which runs once a week, helping participants to get off the streets and resume life in the community.

Location: Waterloo Contact: Amanda Teo Tel: 020 7928 1677

### **Wayside Hostel**

For women aged between 16 - 35

42 Croydon Road, Reigate, Surrey, RH2 0PQ

Tel: 01737 248304

### **West London Churches Homeless Concern**

West London Churches is dedicated to alleviating poverty among street homeless in West London. They operate London's largest Winter Night Shelter, providing 70 bed spaces per night across two church circuits. This vital relief project is backed up by a range of year-round day services, including full-time advice workers. Chelsea - Contact: Steven Platts

Tel: 020 7351 4948 - Email: [wlchc@wlchc.eclipse.co.uk](mailto:wlchc@wlchc.eclipse.co.uk)

**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



## **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.

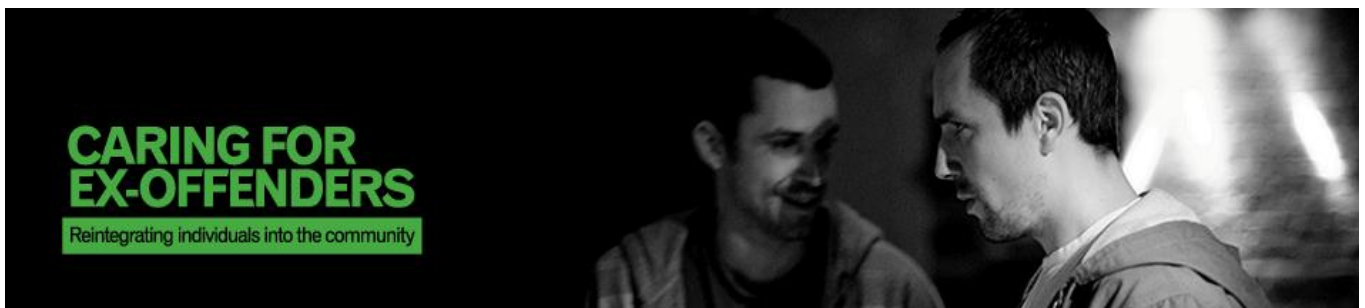
Each week about 50 people are seen rough sleeping for the first time in London. Many of them are new to the capital. Our aim is to ensure there is a rapid response to new rough sleepers, and that they are provided an offer that means they do not have to sleep out for a second night. Other projects exist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

<b>Name of Project</b>	No Second Night Out Assessment Hub
<b>Project Type</b>	Housing Advice and Support
<b>Region</b>	London
<b>Description</b>	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.
<b>Client Age Group</b>	All ages
<b>Opening Hours</b>	24-hour reception
<b>Address</b>	Camden London
<b>Telephone</b>	020 7837 0970
<b>Fax</b>	020 7713 8034
<b>Main Contact</b>	Becky Green
<b>Website</b>	<a href="http://www.nosecondnightout.org.uk">http://www.nosecondnightout.org.uk</a>



## CARING FOR EX-OFFENDERS

Reintegrating individuals into the community

### 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 behaviour 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 Hillingdon ( see also list of emergency accommodation on page 26).**

**West London YMCA – Uxbridge phase one**

This is a direct-access hostel in Uxbridge for single homeless people who are aged 18 to 35. The hostel has 13 studio flats, including one disabled unit. You can stay in the hostel for up to six months. A key worker will help you find accommodation to move onto at the end of this six-month period.

**Address:** Old Vicarage, Hillingdon Road, Uxbridge, Middlesex, UB10 0AU

**Phone:** 01895 813836

**West London YMCA – Uxbridge phase two**

10 studio flats for young people who are ready for more independent living but may still need support. You can stay for up to two years. Two rooms are designed for people who have sensory impairments (sight, hearing or speech problems). Each resident has their own housing support officer.

**Address:** Old Vicarage, Hillingdon Road, Uxbridge, Middlesex, UB10 0AU

**Phone:** 01895 813836

**Trinity Homeless Project**

This is a five-bed hostel in Yeading, Hayes, for males aged 17 to 55. You can apply yourself or be referred by an agency. You can stay for up to two years, after which time you will be helped to move on to other accommodation.

**Phone:** 0208 797 9503

**Trinity Homeless Project**

This is a five-bed hostel in Yeading, Hayes, for females aged 17 to 30. You can apply yourself or be referred by an agency. You can stay for up to two years, after which time you will be helped to move on to other accommodation.

**Phone:** 0208 797 9504

**Trinity Homeless Project**

This is a five-bed hostel in Hounslow for males aged 17 to 55. You can apply yourself or be referred by an agency. You can stay for up to two years, after which time you will be helped to move on to other accommodation.

**Phone:** 0208 737 6611

**Shepherds Bush Housing Association – Woman’s Safe Houses**

This is a hostel for single women aged 18 to 55 who have no dependent children and who are escaping domestic violence.

**Office address:** 1 Essex Place Square, Chiswick, W4 5UJ

**Phone:** 0208 749 9430

**SOLO**

This is not a hostel, but is a scheme that helps single people aged 18 and over to find a room to rent.

**Address:** Cromwell House, 43-45 High Street, Ruislip, Middlesex, HA4 7BD

**Phone:** 01895 678026

## **Local hostels that only accept referrals from Hillingdon Council or other named agency**

### **Stonham Housing – Jupiter House Foyer**

The Foyer provides training, job-seeking facilities and accommodation for homeless young people aged 16 to 25. It has 90 study bedrooms, training rooms with computers, laundry and leisure facilities on-site. You will be expected to sign up to a programme of training and support, and you will have your own key worker to help you reach your personal targets. You can stay at the Foyer for up to two years.

**Address:** 150 Clayton Road, Hayes, Middlesex, UB3 1RX

**Phone:** 0208 573 9196

### **YMCA West London – Ventura House**

Temporary supported accommodation for young people aged 18 to 35.

**Address:** 72-74 Station Road, Hayes, Middlesex, UB3 4DQ

**Phone:** 0208 756 7777

### **P3 – Chilton House**

This is a nine-bed hostel that provides supported accommodation for people aged 18 to 25 who are single and homeless and who need a low to medium level of support. Staff offer support and advice on life skills, benefits, budgeting, employment, training and resettling in other accommodation. You will have your own fully-furnished bedroom, including a fridge and hand basin. There is a shared kitchen with laundry facilities, and a bathroom which is usually shared between four residents. You will have access to other services, including Navigator, Learning shop and Job shop. You can stay for up to two years.

**Address:** 41 The Greenway, Uxbridge, Middlesex, UB8 2PJ

**Phone:** 01895 462072

### **P3 – Swakefields**

This is an eight-bed hostel that provides supported accommodation for people aged 16 to 18 who are single and homeless and who need a low to medium level of support. As a resident, you must take part in an employment or training scheme (or both). Staff offer support and advice on life skills, benefits, budgeting, employment, training and help to move on to other accommodation, as part of a structured programme. You will have your own fully-furnished bedroom, including a fridge and hand basin. There is a kitchen with laundry facilities, and a bathroom which is usually shared between eight residents. You will have access to other services, including Navigator, Learning shop and Job shop. You can stay for up to two years.

**Address:** 20 Warwick Road, West Drayton, UB7 9BZ

**Phone:** 01895 462070

**Wembley Centre for Health & Care**

116 Chaplin Road, Wembley Middlesex HA0 4UZ

**Phone** 020 8795 6050

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

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

**Services Offered** Advice, information, counselling and family therapy for people with alcohol and drug problems, targeted at minority ethnic communities. Support groups for substance misuse, partners and carers. Home and hospital visits, arrangements for detox. Complementary therapies. Referrals for housing, benefits, jobsearch, CV preparation, employability skills, work experience placements & skills assessments.

**Who the Project is for** People with alcohol and drug problems, particularly those from minority ethnic communities.

**Area Served** London Boroughs of Brent, Hillingdon and Ealing.