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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 of the main lettings agents in Waltham Forest see page 15.

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 list of web sites on 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 Waltham Forest (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

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 – 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.

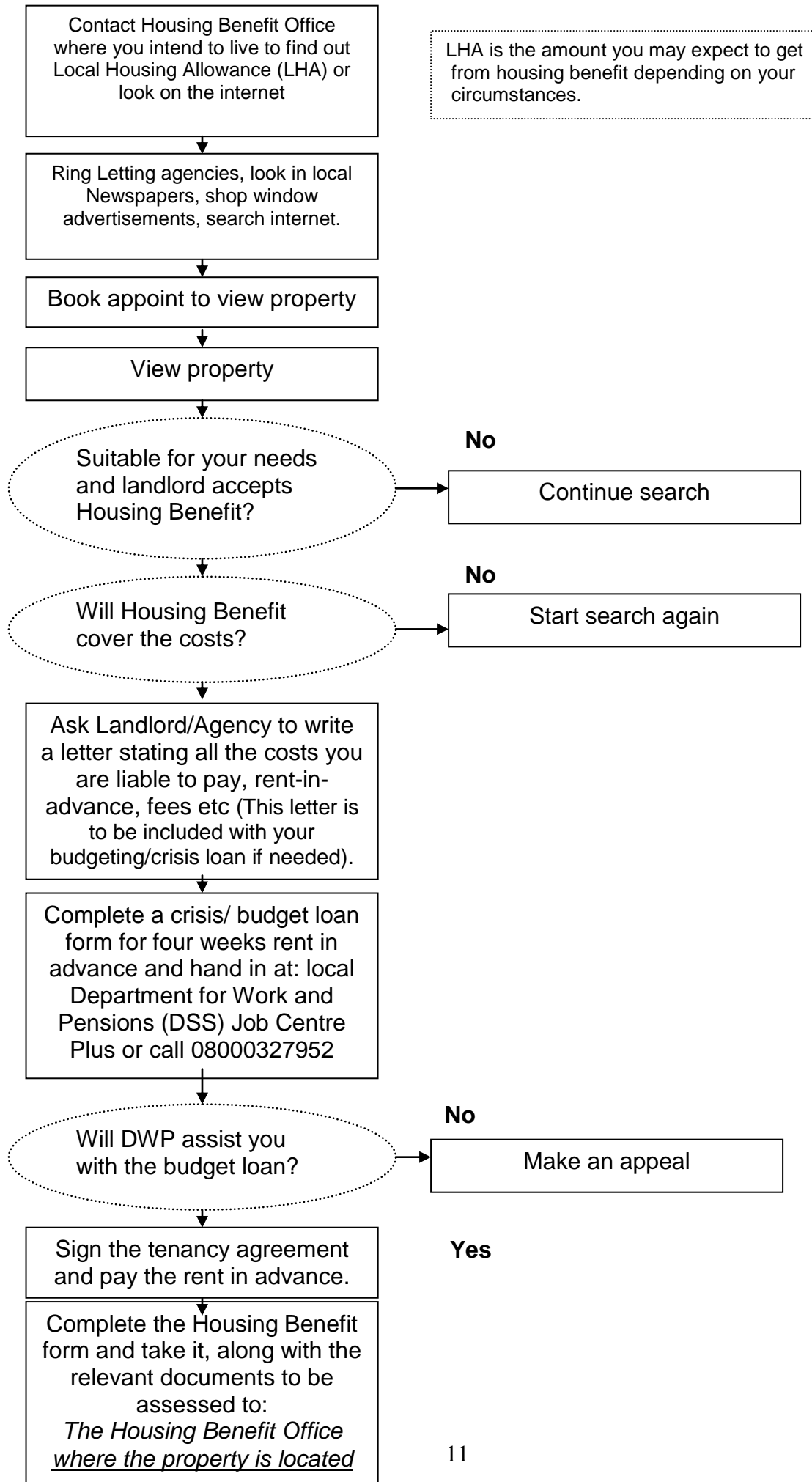
Phone the CCCS Helpline for free on Tel 0800 138 1111 (Monday–Friday, 8am–8pm; Saturday 9am–3pm)

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



Other places you could look for properties

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

- Loot website – www.loot.com/property
- Other websites - www.gumtree.com/london_houses_to_rent_offered
www.fish4.co.uk/lettings
www.house ladder.co.uk
www.moveflat.com
www.froglet.com
www.intolondon.com
www.findaproperty.co.uk
www.hbaccepted.co.uk
www.primelocation.com
www.easyroommate.com
www.net-lettings.co.uk
www.a roomtolet.co.uk
www.reallymoving.com
www.londonhomelet.com
www.spareroom.co.uk
www.simple2rent.co.uk
www.thepropertycompany.co.uk
www.rent-let.vivastreet.co.uk
www.dsslondon.co.uk
www.flatmateclick.co.uk
www.roombuddies.com
www.roomster.com
www.flatsharedirect.com
www.a roomtolet.co.uk
www.zapmeta.com
www.u-room.com
www.housing-help.co.uk
www.tenantstips.co.uk
www.housingbenefitlandlords.co.uk
www.propertyfinder.com
www.vebra.com
www.hotproperty.co.uk
www.rightmoves.co.uk
www.findaproperty.co.uk

www.homeswapper.co.uk (for swapping properties)

- Homeless in London website: 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 Waltham Forest (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:

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

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 Waltham Forest Area

1.  Lettings Leyton Tel: 020 8556 1212
2.  Lettings Tel: 020 8558 4884
3.  Lettings Walthamstow Tel: 020 8223 1212
4.  Lettings Walthamstow Tel: 020 8509 3366
5.  Lettings Leytonstone Tel: 020 8539 9999
6.  Lettings Leyton Tel: 020 8539 1000
7.  Lettings Highams Park Tel: 020 8527 7444
8.  Lettings Leyton Tel: 020 8558 0675
Lettings Walthamstow Tel: 020 8509 0186
9.  Lettings Leytonstone Tel: 020 8558 5533
10.  Lettings London & Essex Tel: 020 8520 2473
11.  Lettings Walthamstow Tel: 020 8520 0033
12.  Lettings Leytonstone Tel: 020 8558 2000
13.  Lettings Chingford Tel: 020 8529 6699
Lettings Walthamstow Tel: 020 8503 7575
14.  Lettings Walthamstow Tel: 020 8520 8746
15.  Lettings London Tel: 020 8527 7007
16.  Lettings Leyton Tel: 020 8558 8893
17.  Lettings Walthamstow Tel: 020 8521 4207
18.  Lettings London Tel: 020 8539 5615
19.  Lettings Leyton Tel: 020 8558 0911
20.  Lettings Walthamstow Tel: 020 8520 9393
21.  Lettings Walthamstow Tel: 020 8521 5906
22.  Lettings Highams Park, E4 Tel: 020 8531 8172
23.  Lettings N London Tel: 020 8521 0755
24.  Lettings North Chingford Tel: 020 8523 9444

25.  Lettings London Tel: 020 8524 4779
26.  Lettings Chingford Tel: 020 8524 7444
Lettings Walthamstow Tel: 020 8521 1122
27.  Lettings Tel: 020 8509 2150
28.  Lettings Walthamstow Tel: 020 8509 6666
29.  Lettings London Tel: 020 8503 3336
30.  Lettings Leyton Tel: 020 8558 9900
31.  Lettings Leyton Tel: 020 8923 8884
32.  Lettings Station Road Tel: 020 8529 8700
33.  Lettings Walthamstow Tel: 020 8520 0425
34.  Lettings Leyton Tel: 020 8539 3650
Lettings Walthamstow Tel: 020 8520 5255
35.  Lettings Leyton Tel: 020 8616 0707
36.  Lettings Leytonstone Tel: 020 8539 2009
37.  Lettings Leytonstone Tel: 020 8558 1147
38.  Lettings Leytonstone Tel: 020 3208 0007
39.  Lettings Walthamstow Tel: 020 8509 0002
40.  Lettings Walthamstow Tel: 020 8223 0784
41.  Lettings Highams Park Tel: 020 8531 5454
42.  Lettings Walthamstow Tel: 020 8509 9170
43.  Lettings London Tel: 020 8509 3000
44.  Lettings Walthamstow Tel: 020 8520 3077

LANDLORDS WHO MAY ACCEPT HOUSING BENEFIT

Some other estate agents outside of Waltham Forest that have landlords who take housing benefit.

1 st Choice	0207 737 4151	96 Coldharbour Lane Camberwell
Amity Estates	0208 314 1411	13 George Lane
Adam Kennedy	0208 804 1874	207 Hertford Road Edmonton
Alpha Property Services	0203 376 1849	307 East Street SE17
Bexletts	0208 301 3445	137 Broadway Bexleyheath
Blue Solutions	0208 690 0004	282 Lewisham High Street
Discount Letting Services	0208 697 0984	Unit 7 Meridian Court
DSS London	0208 697 3100	195a Bromley Road
Dexters	0203 597 5890	28 Abbeville Road Clapham
Dawson Property Services	0208 291 9198	21 Perry Vale
Dream Moves	0208 889 0899	82 Middleton Road N22
Eden Estates	0208 316 0001	62 Plumstead High Street
Ellis & Co	0208 804 1874	Edmonton N9 7EP
Eden Estate Agents	0208 694 0001	225 Lewisham Way
Foss James	0208 984 0066	761 Becontree Avenue Dagenham
Goodwin ellis	0208 855 5588	124 Plumstead Common
Gordon & Kings	0208 689 8888	63 High Street Thornton Heath
Globe Estates	0207 729 2122	479 Bethnal Green Road
Home 2 U	0208 690 5000	83 Ladywell Road
Kilostate Estate Agents	0208 656 8888	South Norwood, SE25 4PF
Kilostate Estate Agents	0208 679 6015	Norbury, SW16 4EU
Knight Young & Co.	0208 991 1780	Hanger Lane W5 1ET
Lets Let London	0203 597 3966	148 Mitcham Road Tooting
Lee's Lettings	0207 263 4459	467 Hornsey Road, N19 4DR
Leaf Letting	0208 698 1110	1A Honley Road
La Casa	0208 297 4877	62 Springbank Road
Lewisham Lettings	0208 852 5589	64 Springbank Road
Maritime Properties	0208 858 0990	145 Trafalgar Road Greenwich
On The House	0208 676 0854	170 Sydenham Road
On The House	0208 771 1177	21 Church Road SE19
Olivet Estates	0208 331 3709	Charlton, SE7 8UD
Raj Properties	0208 472 6869	12 Green Street E7 8BZ
Sathy Estates	0208 961 9613	220 High Street Harlsden
Secure lettings	0208 471 5100	136 Greengate Street, E13 0AS
Team East Barnet	0208 440 6449	10 Church Hill Road East Barnet
Union Lettings	0208 764 6444	15/26 London Road SW16
Wollens Estate	0208 592 1038	Dagenham RM9 5AQ
Zeta Homes	0208 514 2232	889 Romford Road E12

NB: Though the above landlords and lettings accept tenants on housing benefit there is no guarantee they will have properties available.
Some may still require a months deposit and rent in advance.



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.

Walthamstow Citizens Advice Bureau

Church Hill Business Centre
6 Church Hill
Walthamstow
LONDON
E17 3AG

Telephone: 0208 521 5125

Web site: www.walthamforestcab.org.uk

Notes Walthamstow CAB handles all the telephone enquiries for Waltham Forest CAB Service, but we can ONLY assist people who live or work in the borough. People who live in surrounding boroughs such as Newham, Hackney and Redbridge must contact their local advice services, even if we happen to be the nearest CAB to where you live.

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:	10.00 - 13.00	and	14.00 - 16.00	
Tue:	10.00 - 13.00	and	14.00 - 16.00	
Wed:	10.00 - 13.00	and	14.00 - 16.00	
Thu:	10.00 - 13.00	and	14.00 - 16.00	
Fri:	10.00 - 13.00	and	14.00 - 16.00	
Sat:	10.00 - 12.00			Only by special appointment

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:	10.00 - 13.00	and	14.00 - 16.00	
Tue:	10.00 - 13.00	and	14.00 - 16.00	
Wed:	14.00 - 16.00			No phone service Wednesday mornings
Thu:	10.00 - 13.00	and	14.00 - 16.00	
Fri:	10.00 - 13.00	and	14.00 - 16.00	

Leytonstone Citizens Advice Bureau

Greater London House
547-551 High Road
Leytonstone
LONDON
E11 4PB

Telephone: 020 8521 5125

Fax: 020 8558 7911

Web site: www.walthamforestcab.org.uk

Notes All telephone enquiries to 0208 521 5125 are dealt with by Walthamstow CAB, on behalf of Waltham Forest CAB Service. Please also note that we can ONLY assist people who live in the borough. People who live in surrounding boroughs such as Newham, Hackney and Redbridge must contact their local advice services, even if we happen to be the nearest CAB to where you live.

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 - 12.30	Drop in session
Tue: 09.45 - 12.45 and 13.45 - 16.30	Pre-booked appointments only
Wed: 09.45 - 12.45 and 13.45 - 16.30	Pre-booked appointments only
Thu: 09.30 - 12.30	Drop in session
Fri: 09.45 - 12.45 and 13.45 - 16.30	Pre-booked appointments only

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: 10.00 - 13.00 and 14.00 - 16.00	For new enquiries only, existing clients should use the telephone number given by their adviser.
Tue: 10.00 - 13.00 and 14.00 - 16.00	For new enquiries only, existing clients should use the telephone number given by their adviser.
Wed: 14.00 - 16.00	For new enquiries only, existing clients should use the telephone number given by their adviser.
Thu: 10.00 - 13.00 and 14.00 - 16.00	For new enquiries only, existing clients should use the telephone number given by their adviser.
Fri: 10.00 - 13.00 and 14.00 - 16.00	For new enquiries only, existing clients should use the telephone number given by their adviser.

Other agencies that give advice and support

If you have not already done so you can contact Waltham Forest Housing Office to see if they have a responsibility to provide you with housing or any other support.

www.walthamforest.gov.uk



The information below is a copy below of Waltham Forest Councils leaflet and contains information about housing advice, homelessness and how Waltham Forest Council can help.

How can the Council help with my housing problems?

The Council's Housing Advice Unit and Homeless Persons' Unit are based at: Cedar Wood House, 2d Fulbourne Rd, Walthamstow E17 4GG. Tel: 020 8496 3000

Email: ousing.advice@walthamforest.gov.uk homelessperson.unit@walthamforest.gov.uk

24-hour emergency contact

If there is an emergency outside office hours, such as being made homeless because of domestic violence and you are not safe to stay in your home, please call 020 8496 3000.

What can I do if I think I may become homeless?

If you think you might lose your home, and are renting privately, or you are a leaseholder, owner-occupier or housing association tenant, get advice from the Housing Advice Unit as soon as possible to avoid being made homeless. We will always help you to stay in your home where possible, and we will also explore your options in the private sector.

There are many reasons why people are threatened with homelessness and we can often solve the problem. For example: If you are a private tenant with rent arrears, we can help you with Housing Benefit problems. If you are asked to leave for this or any other reason, we will try to negotiate directly with your landlord to help you stay in your home. If you are having problems with your mortgage payments, we can assess whether or not you may be eligible for the Government's mortgage rescue scheme and provide financial advice.

You may be able to go on the waiting list for one of our Rent Deposit Schemes. As part of these schemes, the Council will arrange a deposit with a private landlord and will help with your Housing Benefit claim if necessary. Please ask for our Rent Deposit Scheme leaflets for more information. If you are in fear of violence, the Council's Sanctuary scheme can provide additional security for your home. If your current home needs repairs and you feel it is not suitable to live in, or if you are having problems with your landlord, we can advise you about your rights and refer you to Environmental Health if necessary.

We can give you information about local hostels and shared housing schemes, and in some cases we can refer you directly to a hostel. There is a very high demand for Council and housing association housing and with over 13,000 families, couples and single people on the housing register, only a few will ever be rehoused. This means that we have to decide who is in greatest need of housing and who has been waiting the longest.

Not all homeless people will be entitled to an offer of housing, as we only have a duty to find homes for certain categories of homeless people. Even then, the housing will normally be in the private rented sector for many years.

What can I do if I am already homeless?

If you are already homeless, or we think you may be homeless soon, we will assess your case to see how we can help. We cannot house everyone who is homeless and we use legal guidelines to decide who will be housed. Even if you qualify for social housing,

you are likely to spend many years in temporary accommodation, so we will also offer you the option of housing in the private rented sector. This will give you more choice about where you live, how much rent you pay, and what type of accommodation you can get. Single people without children often do not qualify for housing even if they are homeless, unless there is a reason that means they are less able to look after themselves than others, and are more likely to come to harm. Please ask for our leaflet about Vulnerability if you need more information about this. If you have lost your home due to your own actions, for example if you have not paid your rent, we are not likely to house you even if you might otherwise qualify for housing. There are some people whom we cannot house for other reasons, for example because of their immigration status.

Worried about homelessness?

How we can help

Even if you do not qualify for our Rent Deposit Schemes or for social housing, we will:

- Look at your housing needs;
- Offer you advice to try and help you stay in your home;
- Make some suggestions to you about how to find somewhere else to live.

Who can be housed by the Council?

Housing law says that the Council must find accommodation for someone who is eligible, homeless, in priority need and who has not made themselves homeless intentionally. We will look at your individual circumstances to establish if you fall into ALL of these categories. If you don't, then we do not have to house you. However, we will offer you advice to help you find housing for yourself. Please note that even if we do have a duty to house you, the accommodation we give you will usually be in the private sector.

Are you eligible?

Most UK residents are eligible for assistance. However, you might not be eligible if for example:

- You are a student from another country or a sponsored immigrant.
- You are seeking asylum. (Most asylum seekers should contact the National Asylum Seekers Service (NASS) for assistance with housing);
- You are not habitually resident in this country or Ireland;
- The Home Secretary has said you no longer have a right to stay in this country. If you are an EEA national, you may be eligible, but this will depend on your current and recent work history.

Are you homeless?

By law, you are homeless if you do not have accommodation in which you have a right to live. This includes accommodation abroad. If you don't have anywhere you can stay, or if we accept that staying there would put you at real risk of harm, then we are likely to accept that you are homeless.

Have you become homeless intentionally?

We will not give you a home if you have become homeless intentionally. You could be intentionally homeless, for example, if you have been evicted because you did not pay your rent when you could have done, or you have given up your home without a valid reason.

Are you in priority need?

You will usually be in priority need if for example:

- You have a dependant child living with you;
- Someone in your household is pregnant;
- You are sixteen or seventeen years old;
- You may also be in priority need because you are vulnerable.

Being vulnerable means that, because of something in your personal circumstances, you will be less able to fend for yourself and will be more likely to suffer harm when you are homeless than the average person. In order to assess your vulnerability, we will need to ask you a number of questions about your personal and housing history, any treatment or support you are receiving, and how you cope in your daily life. Quite often we will need

your permission to contact other people such as your doctor, hospital, social worker, or probation officer.

These are some of the things we will look into:

- Your age;
- Physical and mental health and any disabilities;
- Having to leave your home because you are likely to suffer violence;
- Time spent in care;
- Time spent in HM armed forces;
- Time spent in prison.

You should tell us about any other circumstances that might make it difficult for you to cope.

Please ask for the leaflet about Vulnerability if you need more information about this.

Local connection

If you have been found homeless, eligible, in priority need, and not intentionally homeless, we will make sure you continue to have somewhere to stay. If you have no local connection with Waltham Forest, we will refer you to an area where you do have a local connection, unless you would be at risk of violence in that area. The local authority in that area will then deal with your housing. You are likely to be regarded as having a local connection with Waltham Forest if, for example, you:

- Have lived in the borough for six months or more in the last year or for three years in the last five years;
- Work in the borough;
- Have close family in the borough who have been living here for five years;
- Have what we accept is a special reason why you should live in Waltham Forest;

How do I get help with my housing?

If you come to Housing Services at Cedar Wood House to get help when you are homeless or threatened with homelessness, you should bring all of the following which are appropriate to you.

Do not delay seeking advice if some of the documents are not immediately available.

- Proof of identity including the birth certificates (full version) and passports (or Home Office papers) of all the people in your application.
- Proof that you are or will be homeless, such as:
 - a notice to quit from your landlord, friend or relative;
 - letters from the building society showing that it intends to repossess your home; and/or
 - a court order or bailiff's warrant.
- Proof of income and savings including:
 - last three wage slips, benefit books/letters of confirmation, P45, bank statements and savings books;
 - National Insurance numbers.
- Proof of where you and all the people in your application have lived for each of the last five years including:
 - tenancy agreements;
 - rent books or receipts for rent;
 - at least three official documents/bills in your name;
 - Council Tax documents;
 - driving licences; and
 - medical cards.
- If relevant, documents proving:
 - you are married;
 - you are divorced;
 - you have children (including Child Benefit book);
 - you are pregnant (hospital ante-natal record);
 - you are asking for or have been given asylum.

- If you have a physical or mental health problem or a disability, bring information about your condition and any treatment you receive. Bring details of your hospital consultant and family doctor (GP).
- If you believe you are at risk of violence, bring any police crime reference numbers or contact details of anyone helping or supporting you.
- Bring contact details or information from agencies supporting or working with you such as social services, probation, support agencies for drug or alcohol misuse, counsellors or women's aid. Please note, if you are living with friends or relatives, we will also need to interview the person asking you to leave and will usually visit you in your home.

What accommodation will I get?

If we believe you may be eligible, homeless and in priority need, we will look at your housing options. If you are eligible for one of the Rent Deposit Schemes, we will try to find something that suits you as quickly as possible. If necessary, we will provide you with temporary accommodation while we look into your application. As there are so many people waiting for a permanent council or housing association home, any temporary accommodation provided is likely to be in a hostel, bed and breakfast or accommodation managed by an agency. Your temporary accommodation may be outside Waltham Forest. You will receive more information about this in our 'Offer Policy' leaflet, which you will receive when you make a homelessness application. We will normally provide you with temporary accommodation until one of the following happens:

- You find a property through one of the Rent Deposit Schemes;
- We notify you in writing that we have decided that we do not have a duty to house you;
- Another council houses you because we have referred you there;
- You refuse a suitable temporary or permanent home after we have written to you explaining that refusing will mean that your temporary accommodation will end;
- You leave temporary accommodation that we have provided;
- You break the rules of your agreement and lose your temporary accommodation;
- You accept a suitable permanent home.

If we accept a duty to house you, you will be entitled to bid for properties under the Choice Based Lettings Scheme. You may also receive a direct offer. The accommodation may be smaller and in a different area than you might choose, and it is likely that you will spend a long period in temporary accommodation before successfully bidding and/or receiving an offer. You will normally only receive one offer of accommodation

Our decision

When we have finished our enquiries, we will give you our decision and the reasons for it in writing.

What if I disagree with the Council's decision?

If you disagree with our decision, you can ask us to review it. You will be given information about this when you apply and when we make a decision on your application. You have 21 days from the date of our decision, in which to appeal. You don't have to provide reasons, but you should do so if possible so that we have full information. By law we must review our decision within eight weeks of your request. If you think our reviewed decision is wrong, you can appeal to the county court within 21 days. The court has the power to change our decision if it is legally wrong. We do not have a duty to provide you with accommodation while we carry out your review. Any requests made will be considered but many will not be successful.

Housing Services - Cedar Wood House, 2d Fulbourne Rd, Walthamstow, E17 4GG

Reception opening hours:

Monday to Thursday - 9am to 4.30pm

Fridays - 10am to 4.30pm

Telephone enquiries: 020 8496 3000

Monday to Thursday - 9am to 5.15pm

Friday - 9am to 5pm

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.

Catholic Housing Aid Society

Christ Church House, 19-20 Shroton Street, NW1 6UG, Tel: 020 7723 5928

Email: advice@chascl.org.uk - Web: www.chascl.org.uk

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



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, repossession, 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 Barbican YMCA: 2 Fann Street, London, EC2Y 8BR tel 0207628 0697 or 020 7382 5360
Any age – working or studying around City of London

London City: 8 Errol Street, London, EC1Y 8SE - 020 7614 5000 Young, single homeless people aged 16 – 29 with low support needs

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

Tel: 020 8595 8672

Information: Hostel for men and women 18 – 25

Helen Graham House (Servite Houses) - 57 Great Russell Street, London, WC1B 3BD
020 7405 2177 - Single homeless people aged 18 – 30 who are students, working or jobseekers.

Goldsmith House - (Servite Houses) Park Village, East London, NW1 3SX - 0207 387 4501
Single women aged 18 – 35 including students do not accept benefits.

Park House (Servite Houses) 227 Earl's Court Road, London, SW5 9BL - 020 7373 2851
Single women aged 18 – 30 who are students or jobseekers.

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

Merton Action for Single Homeless (MASH)

8 Wilton Road, Colliers Wood, London SW19 2HB 020 8543 3677 Young single homeless people aged 16 – 21. Priority given to people from the Merton area.

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 Ladbrooke 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

Welwyn/Hatfield - Peartree Lane, Welwyn Garden City, Hertfordshire, AL7 3UL, 01707 351 400**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.

Aldgate Advice Dellow -Day Centre, White Chapel Mission, Aldgate High Street, London EC3N 1AB - 020 7247 8280 - For single, street homeless people. Housing and benefit advice, substance misuse advice, shower and laundry facilities

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

Barons Court Project - 69 Talgarth Road, London, W14 9DA - 020 7603 5232

Monday to Friday: Drop in sessions: 2pm – 5pm - Cost price café, benefits advice, shower, and laundry. Women's drop-in 12-2pm Friday) Visits from chiropodist, CAB worker, CAB adviser, training and education, mental health support groups 7-9pm on Wednesdays, women and black people support groups 5pm-7:30pm on Fridays. Life skills projects including computer and cookery classes. Hot lunch/meal

Broadway Project - Market Lane (Off Goldhawk Road), Shepherd's Bush, London, W12 8EZ

0208 735 5810 - Monday - Friday: 9.30am until 2.30pm. Midday meals (café offering snacks). Showers, clothing and laundry service. Breakfast for rough sleepers 8.30am – 9.30am Mon-Friday. Help desk: 9.30am – 12.30pm. Optician, nurse, podiatrist, alternative health therapies available. Other services include welfare benefits adviser on Thursdays. Mental health, drug and alcohol advice each day. Employment and training advice on Fridays.

Church Army Women's Day Centre Women only 1-5 Cosway Street, London, NW1 5NR
020 7262 3818

Monday to Thursday: 9:30am – 12 noon for rough sleepers and by Appointment only
Monday to Thursday: 12 noon – 3:30pm Drop-in
Housing, benefits, immigration advice. Showers, laundry, clothes store. Nurse calls monthly. Free lunch Mon-Thurs. ESOL, literacy, numeracy, computer classes. Activities, including exercise, arts and bingo. Internet access.

Cricklewood Homeless Concern 1 Maybury Gardens, Chapel Offices, Willesden, NW10 2NB

0203 2730049 www.chc.org.uk - Only for clients with a local connection to Brent - Advice assistance is via appointment only. Mental health support project, one-to-one support and advice. Housing and welfare advice. Resettlement services, referrals to housing associations and hostels. Benefit advice on Wednesdays and Fridays by appointments only. Access – BACES training, writing. Literacy and numeracy classes. Other services: optician. Lunch costs 50p

Deptford Reach

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

Hackney 180 - Lower Clapton Road, London, E5 0PD. 020 8986 9015

Monday to Thursday: 10am until 12.30pm; 2: 30pm until 4.30pm - Not open on Weds and Fri
Wednesday. Free food, clothes, primary health care, health access worker, showers, general advice, art, carpentry, creative writing, music, photography, IT. Drug/alcohol worker, benefits adviser, chiropodist once a month, dentist, optician.

Holy Cross Centre - The Crypt, Holy Cross Church, Cromer Street, London, WC1H 8JU

020 7278 8687 - Open access sessions: Monday 2pm – 5pm Tuesday 6pm-9pm
Club Sessions: (for club members only) Wed 6pm-9pm ; Sun 1.30-4.30pm Sit-down hot meal.
Italian persons' group - Thursday 5-8pm. Refugee group: Wed 12 – 2.30pm & Fri 12-3pm.
Advice service, mental health sessions.

London Irish Centre 50 - 52 Camden Square, London NW1 9XB - 020 7916 2222

Monday, Tuesday, Thursday & Friday: 9:30am- 12:30pm
Monday, Tuesday, Wednesday, Thursday- 2pm- 4pm
Community and welfare service for newly arrived and settled Irish people. Advice on housing, benefits, health, homelessness and employment. The centre also has an old persons outreach worker and a young persons resettlement worker (16-24yr olds). Showers and clothing. Health living co-ordinator, Lunch club, over 60 activities in the afternoon on Mondays, Wednesdays and Fridays, voluntary workers.

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.

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

North Lambeth Day Centre (St Mungo's) - St Johns Crypt,73 Waterloo Road,London,SE1 8UD
020 7261 9622 Mon-Fri 9:30am-12noon open access, 12noon-2:30pm structured
activities/workshops. Offers cheap food, showers, advice on benefits and housing. Drug, alcohol
and mental health support available. Nurse, optician, chiropodist

Providence Row- Dellow Centre,82 Wentworth Street,London,E1 7SA - 020 7375 3915
Drop-in Monday-Friday:9:15am-11: 30am , afternoons: 1pm- 4pm Drop-in centre for men and
women. Breakfast from 9:15-11:30am, Light snacks (free), showers, laundry and clothing. Range
of support services offered with emphasis on drink, drugs and mental health, dentist and optician.
Housing and benefits advice every day.

Salvation Army – Rochester row,97 Rochester Row,London,SW1P 1LJ - 020 7233 9862
Wednesdays:5:30pm – 8:00pm - Drop in sessions: Wed and Thurs: 5:30- 8:00pm. Food and
drinks, clothing. English Classes on Mon – Tues 6pm – 8pm, Art classes on Tues- 2-4pm, Film
night on Fri 6pm – 8pm Spiritual group on 2:30pm – 3:30pm

Southside Partnership (Fanon Care Fanon Resource Centre)
107 Railton road, Brixton, SE24 OLR - 020 7737 2888 - Monday- 12:30pm-4pm Tuesday to
Friday:10:30am – 4:00pm. Assists Afro-Caribbean men and women with mental health problems.
Gives advice on legal issues, housing and financial matters. Probation liaison officer (works in
partnership with the London Probation Association). Social activities include art exhibition, and
music therapy, games, Meals at 1pm (£2.50). Women's group – for black women aged 18-60,
offers counselling, stress management, welfare rights and housing advice, social activities.

Spectrum Day Centre - 6 Greenland Street,Camden,London,NW1 0ND,020 7267 4937
Monday 9:30-11:30 Tues- 1:30-3:30pm (women's session),Wed 1:30pm – 3:30pm advice,
Thu 9:30am-11: 30pm, 1:30-3:30pm. Fri 9:30am – 11:30am advice, 1:30-3:30pm drop in.
Advice centre, doctor, nurse, (chiropodist Fri. afternoon 1:30-3:30pm), drug worker and
(counsellor appointment only). Advice on issues ranging from housing and welfare benefits to
domestic violence. Alcohol workers also available.

St Cuthbert's Centre - The Philbeach Hall,51 Philbeach Gardens,Earl's Court,London,SW5 9EB
020 7835 1389 - Monday to Friday 11.30am until 3.45pm Please note: no children can go to the
centre. Lunchtime meal, shower facilities, general advice, clothing store and free telephone calls
to benefits agency and/or other statutory body. Health liaison worker, counselling sessions, art
sessions (Tues, start 1.30pm), basic computer courses on Mon, internet access on Mondays and
Wed

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

The Spires Centre

For Homeless and Disadvantaged People -Address: 8 Tooting Bec Gardens, London, SW16 1RB
Tel: 020 8696 0943 - Monday: Closed;Tuesdays & Thursdays:9 -10:30am rough sleepers
only,10:30 – 2pm open access;Wednesday:10am – 12pm - Rough sleepers only,Adult learning
10am-1pm;Friday: 10am – 1pm women only Sunday:11:30 – 3pmLunch, showers, clothing,
benefit advice and tenancy support. Legal advice, drug & alcohol worker, nurse, music group,
adult literacy and computer training, mental health worker.

The Connection at St. Martins 12 Adelaide street,WC2N 4HW - 020 7766 5544
www.connection-@-stmartins.org.uk - Day Centre for **age 26+** Mon, Tues, Thurs, Friday, Sat, Sun- 9am-12.30pm - Wed- 9am –12:30 - Evening day centre- Tues &Thurs- 4:30-7:30 - Mon-Fri Group activities: 2pm- 5pm. Advice, art group, job search, training opportunities, computer skills, solicitors, housing and resettlement benefits advisor, housing advice surgeries, food and drink. Doctor and nurse available on Mon, Tues, wed &Thursday in the mornings. Help with alcohol problems, drug and mental health and help for ex-servicemen

The Connection at St. Martins 12 Adelaide Street, London,WC2N 4HW 0207 766 5544
www.connection-@-stmartins.org.uk - Day Centre for ages **16 - 25's only** - Mon, Tues, Thurs, Friday, Sat, Sun- 9am-1pm Except Wednesday Evening day centre- Tues &Thurs- 4:30-7:30 Advice, art group, job search, training opportunities, creative writing, computer skills, solicitors, housing and resettlement benefits advisor, housing advice surgeries, food and drink. Doctor and nurse available on Mon, Tues, Wed &Thursday in the mornings. Help with alcohol, drug and mental health issues

The Passage Day Centre - St Vincent's Centre, Carlisle Place,London,SW1P 1NL
020 7592 1850 - Monday to Friday:8am – 11am = drop ins - 2-6pm = appointments only (7am – 10:30am is for rough sleepers only) Saturday-Sunday (basic sandwich service) 9am – 12pm - Over 25's only. Food, laundry and disabled bathing facilities are available. Clothing store, medical room, visiting doctor and nurse, chiropodist, optician, full-time drug, alcohol and mental health workers, daily computer literacy classes, life skills, general education, small group activities. Housing advice workers, welfare and benefits advice worker, education training and employment department.

Upper Room (St Saviour with St Mary's),St Saviour's Church, Wendell park,Cobbold road, W12 9LN - 020 8740 5688 - Tuesday - Thursday:5:30pm – 6:45pm :Mondays and Fridays: 1pm- 6pm for job sessions.Saturday & Sunday:12:30pm – 1:30pm - Free food at the above times. Counselling service on Saturday (By appointment), survival services, free food, clothing, blankets.

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

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 - Day and TV room. Cheap food, washing and drying facilities (50p), access to clothing and luggage store (phone first for space). Welfare, benefit and housing advice. Medical services, Computer facilities, Out reach worker from Equinox

Wayside Hostel

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

Whitechapel Mission - West London Mission,19 Thayer Stree,London W1U 2QJ

Tel: 020 7935 6179 - Every Day:6am – 11am - Breakfast at 8am. Showers and clothing on Tuesdays, Thursdays and Sundays. Housing and resettlement advice.

Homelessness & Housing charities/organisations and agencies

Shelter – 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

An agency for homeless people in London.

CRASH – www.crash.org.uk

The UK construction industry Charity for helping homeless people

National Homeless Alliance - 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

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

Housing mobility and exchange services (HOMES) 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

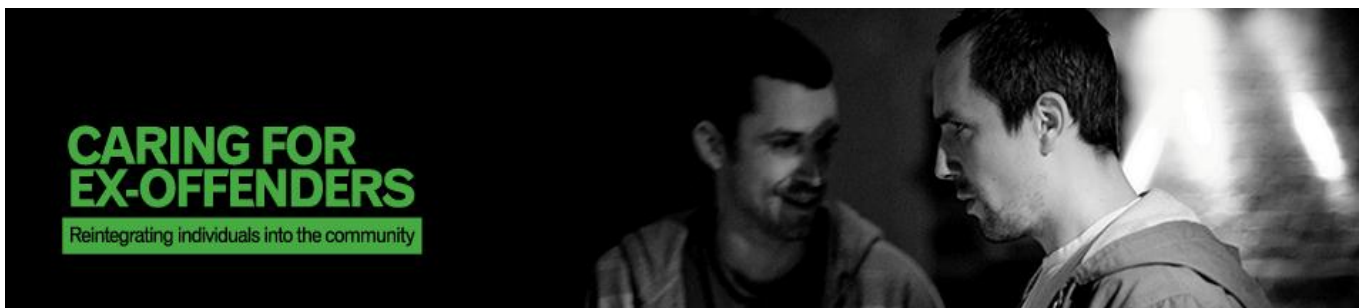
Address Camden
London

Telephone 020 7837 0970

Fax 020 7713 8034

Main Contact Becky Green

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



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 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 Offenders please do get in touch:

E-mail:

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 our Ex work, news, training events, and more at our website www.caringforexoffenders.org.

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

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 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 - can also assist vulnerable people to return home. Routes Home website – 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 Waltham Forest (see also list of emergency accommodation on page 28).

Whilst every effort has been made to give you correct information, some providers and/or contact numbers may have changed and will be updated in due course where new details are provided to us.

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.



Waltham Forest and Newham Supported Housing

The service is for:

- With the exception of Edward House, people over 18 years of age who have a local borough connection. For referrals to Edward House, people must be between 16-18 and referred by the 16+ team at Waltham Forest Council.
- People in need of supported accommodation with low to medium support needs and prepared to engage with the planned support and resettlement programme. Clients will be expected to move on to independent accommodation after 12-24 months.

Referring agents must screen clients for suitability, ensuring they meet the basic criteria listed above. Referring agents are welcome to make initial enquiries with staff on site before completing referrals. Self-referrals are not accepted.

SHP will make an individual assessment about each potential client's suitability for the service. This is based on the level of their support needs, the capacity of the project to meet those needs safely, and the individual's willingness to work with staff.

The main referral route is from both Council's Housing Option Centres. Referrals are also accepted from statutory and voluntary agencies active in the borough such as Social Services, CMHTs, Substance Use Teams, Street Outreach Teams and Advocacy Services. Referrals from agencies based outside the two boroughs such as Prison and Probation Services must also meet the basic criteria.

All referrals should be made by contacting the service directly or emailing the completed referral form to elshinfo@shp.org.uk

The service comprises six shared houses, with a total of 28 bed spaces.

All of our properties are large, fully furnished, comfortable houses. Each client has their own bedroom, with shared access to kitchens, bathrooms and laundry facilities. Each property also has a communal garden.

The units at Katherine Road provide **temporary accommodation** for a maximum of 2 years **for men with medium level support needs** around alcohol and substance misuse, offending behaviour and mental ill health.

The units at Knox Road provide **temporary accommodation** for a maximum of 2 years **for women with medium level support needs** around alcohol and substance misuse, offending behaviour and mental ill health.

The units at Romford Road provide **temporary accommodation** for a maximum of 2 years for people with medium level support needs around alcohol and substance misuse, offending behaviour and mental ill health.

The units Blackhorse Road provide **temporary accommodation** for a maximum of 2 years for men **with medium level support needs** around alcohol and substance misuse, offending behaviour and mental ill health.

The units at Edward House are part of a **mixed scheme for 16-17 year olds** to address their **medium level support needs**. For this age group such needs will generally relate to the acquisition of living skills and assistance with gaining access to training or education. Those with secondary support needs relating to moderate substance misuse, low level offending or mental health issues will also be considered.

The units at Palmerston Road provide **temporary accommodation** for a maximum of 2 years for people with **medium level support needs** around alcohol and substance misuse, offending behaviour and mental ill health.

Waltham Forest Substance Floating Support

Substance Misuse : Waltham Forest Substance Floating Support provides support for offenders with substance misuse issues in Waltham Forest.

Aims

The key objective for this service is to enable those with substance misuse issues and offending history to secure and remain in accommodation and reintegrate into the local community. The service aims to:

- Provide tailored support to each client to maximise their chances of integration into the community and minimise their chances of offending
- Encourage offenders to uphold conditions associated with their licence/order
- Participate in/encourage inter-agency working
- Provide support in a flexible manner which takes into account clients' racial and cultural backgrounds, respecting individual dignity and privacy
- Respond to the changing needs of individual clients
- Build clients' confidence and self esteem and encourage independence.
- Address the housing support needs of offenders with substance misuse issues

Referral Criteria

The service is for:

- People with substance misuse (drugs and alcohol) and offending history
- People aged 18 and above
- Waltham Forest residents either living in the community (in any tenure including of no fixed abode) or in custody

Referrals will be considered on a case by case basis. Referral to the service can be made through any agency for clients who reside within Waltham Forest or on a self-referral basis. Likely sources of referrals will come from:

- Drug and alcohol workers in treatment services
- Community Mental Health Teams
- Probation Officers or DIP workers
- Housing Options Team
- Community safety teams
- The Police Service

Self-referrals can be made by telephone or at SHP surgeries run at the office of Westminster Drug Project (WDP)

If you want to make a referral you can use existing agency paperwork, such as OASys, NTA assessment or triage forms along with the SHP referral form.

Service Delivery - The service is delivered through:

- **One to one support:** Staff provide keywork sessions in the client's home, at the office of SHP or another relevant agency, or at another suitable location in the community. The number of hours of support each client receives each week will vary according to their needs, but will probably be more intensive at the start of the service and during any arising crises.
- **Crisis resolution:** Quick interventions to alleviate immediate and urgent needs such as homelessness, multiple debt, benefits out of payment.
- **Advisory sessions:** These take place at Westminster Drug Project (WDP).
- **Engagement and intervention:** Providing support to prepare for clients release from residential rehabilitation and prison
- **Support as long as required:** (to a maximum of 2 years) and reviewed on a case by case basis.
- **First appointment:** arranged within 5 days of referral (maximum)

More about Waltham Forest Substance Floating Support

The support provided comprises three main elements:

- **Floating support:** to help people in any type of accommodation to manage their tenancy and live independently in the community.
- **Housing advice and signposting:** where structured housing-related support is not appropriate
- **Partnership working:** To help people engage or maintain engagement with external agencies relevant to supporting their needs.

Renewal Programme - Supported Housing

Tel 020 8221 3880

Area(s): Waltham Forest

Referral address: Durning Hall Hostel, Earham Grove, London, E7 9AB

Phone: 020 8221 3880 - Fax: 020 8536 1322

Website: www.renewalprogramme.org.uk

Who the project is for: Young single homeless people aged 16-25 with low to medium support needs. Applicants must have a local connection to either Waltham Forest. Will not accept anyone with a history of violence or arson, people who will not abide by the project's equal opportunities policy or those who cannot cope without 24 hour support or constant supervision.

Referral agencies: Named referral agencies only. Only accept referrals from LB Waltham Forest Housing Advice Unit for Waltham Forest project.

Referral procedure: Application form completed by agency and applicant. Require as much background information as possible. Assess applicant's suitability for keywork support programme.

Support services: Approx 12 staff provide visiting support during the day, night security staff. Keywork system and action plans which are reviewed 3 monthly or as support needs change. Staff provide advice and support around benefits, budgeting and developing life skills.

Access to move-on: Resettlement support is provided throughout the move-on process, including follow-up support. Have local authority and housing association nominations.

Accommodation Total spaces - 84 In 9 buildings. 11 beds for women, in 2 buildings.



Redbridge and Waltham Forest - Supported living & rehabilitation

This service provides accommodation-based support for male ex-offenders. Our resettlement support workers provide assistance with accessing activities and programmes to address their problem use of drugs and alcohol. They can also sign-post to Mental Health services, and services that can help improve people's life chances through education, training and employment.

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.

“I like the support. It helps me feel calm.”

Service User



Penrose | 356 Holloway Road, London N7 6PA | 020 7697 4200 | enquiries@penrose.org.uk

Stonham supported housing (to be taken over in December by NACRO)
Unit 47 – Alpha Business Centre, Waltham Forest, E17 7NX – tel 0208 521 6864

13 bed spaces are available in shared houses for male and female offenders.
Visiting support for low – medium support needs.

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

Nacro Newham/Waltham Forest Supported Housing Project

Nacro Newham/Waltham Forest Supported Housing Project helps young and adult offenders, most of whom are on community orders, to resettle back into their community.

We provide: comprehensive tenant-led needs assessments and linked-in partnership working with other agencies, tailored support and supervision plans, access to training and development courses, advice and support on accessing other services, life skills and personal development opportunities.

What will I get out of it? Training and help to find employment, Support designed to help you live independently and with confidence.

Type of service: Housing floating support

Participants must be between: 16 and 64 – can be anyone leaving prison

How do I apply? You can apply via: Waltham Forest Probation HAWK worker Tel: 0208 531 3311

Address: 67 Mornington Road Leytonstone Essex E11 3BG

Telephone: 020 8558 9560

Ashiana Network

Address PO Box 816,London,E11 1QY

Phone 020 8539 0427 - Fax 020 8539 6800

Email:info@ashiana.org.uk - Website www.ashiana.org.uk

For young South Asian, Turkish and Iranian women aged 16-30 with low support needs and who are in housing need due to fleeing violence or at risk due to forced marriages..

One 4-bed scheme

Will Not Accept : Women with children. Those who require 24 hour care and supervision from the project. Those with a history of or currently dependent on drugs or alcohol.

Referral Agencies: Accept self referrals and referrals from any agency. Referral Procedure: Initial contact by phone Mon-Fri 9.30am-5pm. Need to speak to applicant as well as agency. If there is a vacancy and applicant meets referral criteria, place offered immediately. Referral form completed on arrival.

Support Services : 2 staff on site Mon-Fri 9.30am-5pm. Keywork system, weekly meetings. Care plans with agreed outcomes, reviewed monthly. Provide short term/crisis counselling, advice on benefits, health care, education, employment, applications for rehousing and accessing legal advice. Fortnightly workshops covering sexuality, domestic violence etc. 1 member of staff provides floating support to Ashiana - Y Stop.

Access to Move-on: Offer resettlement support, including help with setting up home, applying for benefits, establishing support networks. Provide up to 6 months follow-up support. Have 3 local authority and 2 housing association nominations a year.

Catch22 - North London Team

Address :Unit 1, Palm Tree Court,4 Factory Lane,London,N17 9FL

Phone: 020 8808 7698 - Fax:020 8808 6705

Website:www.catch-22.org.uk

Who the Project is for:Young single homeless people aged 16-21, including care leavers and ex-offenders, with medium support needs. Two mother and child schemes (8 spaces). Priority given to those with local connection. No automatic exclusions. Referral Agencies: Most referrals come from Social Services, local authority HPU & housing advice centres, London Probation Board, Connection at St Martin's, Two-e Advice Centre and New Horizon.

Referral Procedure: Phone Mon-Fri 10am-5pm. Application form. If appropriate offered an interview. Decision made within 7 days. Require MG16 for Probation referrals.

Chapter 1 - Stephen House

Address: 1b Copeland Road, London, E17 9DB

Phone: 020 8509 1090 – Fax: 020 8223 0626

Website : www.ch1.org.uk

For young single homeless people aged 17-30 with support needs. Must have a local connection to LB Waltham Forest. Will not accept those with a recent history of violence, arson and sex offending. People with high support needs around alcohol and substance misuse or pregnant women.

Referral Agencies: 85% referrals come from LB Waltham Forest Housing Department. If unable to fill vacancy, other agencies are contacted e.g. Forest YMCA, Waltham Forest Young People's Project and Probation. Do not accept self-referrals.

Referral Procedure: Phone, call in Mon-Fri 9am-5pm, or write. Application form completed by prospective resident prior to interview. Require proof of ID e.g. birth certificate, passport and additional information from agencies working with applicant.

Support Services: 4 full time and 1 part time staff, available 7 days a week 8am-11pm, sleep-in cover. Keywork system with at least fortnightly meetings to identify support needs and offer ongoing support. Support plans with agreed outcomes, reviewed every 3-6 months. Staff offer support around budgeting, employment and training, meaningful occupation and independent living skills.

Access to Move-on: Staff provide resettlement advice in keywork sessions. Staff make referrals to appropriate move-on options, apply for grants and have access to furniture stores. Have 4 nominations to LB Waltham Forest a year.

Lea Bridge House

Address: 497-501 Lea Bridge Road, London, E10 7EB

Phone: 01895 678066 – Fax: 020 8556 1188

Website: www.paradigmhousing.co.uk

For single homeless people age 25 - 60 with low support needs. Priority given to people with a local connection.

Referral Agencies: Accept referrals from any agency.

Referral Procedure: Phone Mon-Fri 9am-5pm or write. Application form completed by referral agency. Interview. Need proof of ID and income.

Support Services: 6 full time staff on-site, 24 hour waking cover. Staff provide signposting to support around employment and training, and help with moving on to secure accommodation.

Access to Move-on: Paradigm has links with private landlords, but there is no guarantee of move-on.