

Housing Options & Advice in Hackney

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Notice of Disclaimer

Probation services cannot comment on, or accept any responsibility for the suitability of either vacancies, potential tenants, or any other matters arising out of, or incidental to, any enquiries made or contracts or letting agreements entered into. Housing Benefit can be claimed from the appropriate authority. You will not necessarily be given the full rent asked for by the landlord.

Please note that if you are 34 or younger then a single room rent will apply.

You are advised to complete a Housing Benefit form (LIB HCTB1) prior to the signing of a tenancy agreement to make certain you are aware of the amount the property is worth for housing benefit purpose.

Your Housing Benefit award will then be based on your circumstances, taking into consideration your income, savings, number of people in your household and your rent.

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.

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 agents in Hackney go to :- <http://www.rightmove.co.uk/estate-agents/Hackney.html>
- You can also find information about private properties to rent through;
 - adverts in shop windows and supermarkets,
 - Loot
 - local papers
 - If you have access to the internet there are some good websites showing rooms and properties available for rent. (see page 10). 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 Hackney (or the area you would like to live in).

What about a deposit or rent in advance?

Most private landlords require at least 4 weeks rent in advance.

It can be difficult to find the money to pay rent up front, especially if you are on a low income. You may be able to apply for a budgeting or crisis loan to assist you with the rent in advance.

Applying for a budgeting loan

- you can apply for a budgeting loan if you or your partner have been getting income support, income based job seekers allowance or pension credit for at least 26 weeks,
- how much you can borrow will depend on your personal circumstances, with the maximum amount being £1,500,
- the loan is usually paid direct into your bank or building society account,
- the loan is an interest free loan which you have to pay back and is usually payable by direct deductions from the amount of benefit you receive,
- to apply you need to fill out form SF500 which you can get from your local Jobcentre Plus office. The form comes with notes to help you fill it in.

If you are unable to get this type of help you may be able to ask for financial help from family or friends. Some landlords will also be happy to make an arrangement for you to pay extra with your rent to build up a deposit. If this is the case remember to get receipts for any extra payments. Renting a room in shared accommodation will also be cheaper than renting a self contained property. You may decide to go into shared accommodation whilst you save enough money to be able to afford self-contained accommodation.

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.

Recent Changes to Local Housing Allowance

Single and under 35

If you are single, aged under 35 and renting in the private sector (not social housing), you might be affected by a change in housing benefit assessment criteria that took effect in January 2012.

From January 2012, anyone under 35 will only be able to claim housing benefit on a shared accommodation rate to help with their rent (rather than being able to claim for self-contained one-bedroom accommodation).

This means you may only be entitled to the lower rate of housing benefit for a room in shared accommodation if all of the following apply:

- you are a single person
- you are occupying a one-bedroom self-contained accommodation in the private rented sector
- your housing benefit is due to be reviewed from January 2012 onwards
- at the date of the review you will be aged over 25 or over but under 35 years, and
- you are not covered by any of the exemptions on sharing accommodation.

Previously, single people who are aged under 25 could only claim a shared accommodation rate to help with their rent (unless certain exemptions apply). This was amended as part of a number of changes to welfare in 2012 and 2013.

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.

London Community Credit Union

London Community Credit Union is a community owned and controlled financial co-operative in London that serves residents of the London Boroughs of Hackney and Tower Hamlets, the adjoining Boroughs and The City. The Credit Union provides a wide range of practical, affordable and straightforward financial services to everyone living or working in the two London Boroughs of **Hackney** and Tower Hamlets, and any London administrative area which borders on these two Boroughs.

Whatever your circumstances we try to find a financial solution to suit your needs.

Contact offices at:-

473 Bethnal Green Road, London, E2 9QH -Tel: 020 7729 9218

570 Roman Road, Bow, London, E3 5ES -Tel: 020 7729 9218

16 Vesey Path, Poplar, London, E14 6BT - Tel: 020 7729 9218

225 Mare Street, Hackney, London, E8 3QE -Tel: 020 7729 9218

The CCC

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

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

National Debtline

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

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

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

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

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

Book appoint to view property

View property

Suitable for your needs and landlord accepts Housing Benefit?

No

Continue search

Will Housing Benefit cover the costs?

No

Start search again

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

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

Will DWP assist you with the budget loan?

No

Make an appeal

Sign the tenancy agreement and pay the rent in advance.

Yes

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

Other places you could look for properties

- Loot newspaper – which is published on Monday, Wednesday and Friday.
- Loot website – www.loot.com/property
- Other websites - www.gumtree.com/london_houses_to_rent_offered

www.fish4.co.uk/lettings
www.houseadder.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.aroomtolet.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.aroomtolet.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

LOCAL HOUSING ALLOWANCE RATES
April 2014 – March 2015

Broad Rental Market Area (BRMA)	Room	1 Bed
Central London	£131.27	£258.06
Inner East London	£98.16	£254.80
Inner North London	£94.07	£258.06
Inner South East London	£91.52	£196.23
Inner South West London	£90.75	£244.06
Inner West London	£106.29	£233.83
Outer East London	£73.62	£180.00
Outer North East London	£72.26	£154.83
Outer North London	£87.15	£192.00
Outer South East London	£81.03	£154.83
Outer South London	£79.29	£160.79
Outer South West London	£81.64	£207.69
Outer West London	£79.24	£168.98

Tips on privately renting in Hackney (35 and older or with dependant children).

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

Contact information for shared private accommodation:

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

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

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

Refer to the page of useful websites (page 10) 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.

Estate Agents in Hackney that do lettings

For a full list go to <http://www.rightmove.co.uk/estate-agents/Hackney.html>

1.  Sales / Lettings [Bennett Walden, London](#) Tel: 020 7275 7177
2.  Sales/ Lettings [Big Move Estate Agents, Hackney](#) Tel: 020 8986 7373
3.  Sales /Lettings [Blake Stanley Estate Agents, London](#) Tel: 020 7254 7554
4.  Sales /Lettings [Courtneys Estate Agents, London](#) Tel: 020 7275 8000
5.  Lettings [Currell Hackney, Hackney](#) Tel: 020 7241111
6.  Lettings [Currell Victoria Park, Victoria Park](#) Tel: 020 3222 5555
7.  Sales / Lettings [Davey Stone , Broadway Market](#) Tel: 020 7275 7505
8.  Sales /Lettings [Dimension Estates, London](#) Tel: 020 8510 9290
9.  Lettings [Felicity J Lord, Hackney](#) Tel: 020 8127 5814
10.  Sales / Lettings [Findlay Property, London](#) Tel: 020 7254 9444
11.  Sales / Lettings [Homefinders, Hackney](#) Tel: 020 8533 6461
12.  Lettings [iQ, Hoxton](#) Tel: 020 7739 9199

13.



Sales / Lettings [Keatons, Hackney](#) Tel: 020 8525 7788

14.



Sales / Lettings [Knight Bishop, Hackney](#) Tel: 020 7923 2002

15



Lettings [Maxwells Estates, Victoria Park](#) Tel: 020 8985 8989

16



Sales / Lettings [Montels, Hackney](#) Tel: 020 8985 8888

17



Lettings [New Space, London](#) Tel: 020 7275 2040

18



Lettings [Sovereign House Estates, Hackney](#) Tel: 020 8533 9500

19.



Sales / Lettings [Stirling Ackroyd, Mare Street, E8](#) Tel: 020 7749 3807

20.



Sales / Lettings [Winkworth - Hackney, Hackney](#) Tel: 020 8986 4216

21.



Lettings [Woodfield Residential, Bethnal Green,](#) Tel: 020 7613 3588



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.

Hackney Citizens Advice Bureau

300 Mare Street, Hackney, LONDON, E8 1HE

Telephone: 0844 499 1195 (Advice line - limited hours)

Fax: 020 8985 0462

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.

- Mon: 08.30 - 17.00 Clients are seen on a first come first served basis for an initial 10 minute assessment of need.
- Tue: 08.30 - 17.00 Clients are seen on a first come first served basis for an initial 10 minute assessment of need.
- Wed: 08.30 - 17.00 Clients are seen on a first come first served basis for an initial 10 minute assessment of need.
- Thu: 08.30 - 17.00 Clients are seen on a first come first served basis for an initial 10 minute assessment of need.
- Fri: 09.30 - 17.00 Assisted Information service 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.

- Tue: 13.00 - 15.00 0844 499 1195
- Wed: 13.00 - 15.00 0844 499 1195

Dalston (East End) Citizens Advice Bureau

491-493 Kingsland Road, Hackney, LONDON, E8 4AU 020 7249 8027

Telephone:

Fax: 020 7249 7699

Web site: www.eastendcab.org.uk

Gateway Service & Advice Appointments only available to residents of N1 & E8 postcodes.

Due to limited resources we can only see up to 20 people per day and access is via a ticket system.

Doors open at 9.30 to issue tickets and gateway interviews start at 10.00.

Advice Sessions

Monday: 9.30 – 12.00 Gateway interviews am and pre booked only pm

Tuesday – Thursday - CLOSED

Friday: 9.30 – 12.00 Gateway interviews a.m. & pre booked appts in p.m

OTHER AGENCIES THAT GIVE ADVICE IN HACKNEY

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

If you are Homeless – www.hackney.gov.uk



The 1996 Housing Act, Part VII (as amended by the 2002 Homelessness Act) sets out the legal duties that all local authorities have towards people who are homeless or threatened with homelessness.

If you think you are going to become homeless or are homeless you should try to get help from the Council or any other advice agency as soon as possible. You may be entitled to direct help from the Council providing you meet all the requirements under the Homelessness Act. Otherwise, you will only be entitled to advice and assistance in finding accommodation. Arrange an appointment with the Options and Advice service.

To arrange an appointment, contact either by phone or in person by visiting the Hackney Service Centre at :- 1 Hillman Street.E8 1DY

Opening Times

Office Monday to Friday 9am - 5pm

Email: housingadvice@hackney.gov.uk

Tel: 020 8356 2929

If you need Housing Advice

The Housing Advice and Options Team is the first stop for Hackney residents with a housing problem. Because of the shortage of housing in Hackney, they cannot offer a house to everyone who has a housing problem but can work with you to see if they can find you an alternative solution. If you think you will become homeless they will try everything to help to stop this happening.

Everyone with a housing need will be offered a housing options interview where an officer will explore a range of housing solutions to assist you.

Can offer: Advice and assistance to people looking for somewhere to live. Realistic, up-to-date and in-depth advice on housing and how to pay for it plus a full housing option service covering:

- Private renting
- Low cost home ownership
- Mobility options
- Supported housing
- Assistance with keeping your home

At busy times they may only be able to give you brief initial advice when you first make contact.. If your problem is urgent please try and contact early in the morning.

The more information you give, the quicker they will be able to give you proper advice. Please take any useful documents as soon as you can. For example, the first tenancy agreement your landlord gave you, any letters from a landlord, friend or relative who wants you to leave, proof of your income, including any benefits you are getting, rent book or other record of rent paid, proof of your previous and present addresses etc. may all help process your application.

Housing Options and Advice - Hackney Service Centre,1 Hillman Street,E8 1DY – opening times as above.

Advice and counselling for people in Hackney with drug problems

Hackney Drug Action Team - Phone: 020 8356 2180

Email: admin@hackdat.org

Website: www.hackneydat.org.uk

Legal advice on housing in Hackney:

Hackney Community Law Centre - 8 Lower Clapton Road,London, E5 OPD

Phone: 020 8985 8364

(advice line, Mon - Fri 10am - 1pm)

Reception: 020 8985 5236 (mon - Fri 9.30am - 5.30pm)

Email: info@hclc.org.uk

Local voluntary and community organisations:

Hackney Council for Voluntary Service

Phone: 020 7923 1962

Email: info@hcv.org.uk

Website: www.hcv.org.uk

Sheltered housing schemes and other support services for older people

Hanover in Hackney - 18 London Lane,London,E8 3PR

Phone: 020 8525 5001

Website: www.hanoverinhackney.org.uk

Care and support to vulnerable adults and older people in Hackney to help them remain independent and in their own home:

Home Care - Phone: 020 8356 8880

Email: info@hackney.gov.uk

Website: www.hackney.gov.uk/homecare

Information about Housing Benefit regulations and how to apply:

Housing Benefits Service - Phone: 020 8356 3399

Email: benefits.callcentre@hackney.gov.uk

Website: www.hackney.gov.uk/benefits

Advice on jobs and training for the employed and financial assistance for the unemployed:

Jobcentre Plus

Jobcentre offices at Dalston, Hackney and Hoxton.

Phone: 020 8218 8166 or Freephone 0800 055 6688

Website: www.jobcentreplus.gov.uk

Gems

Mayville Community Centre, Woodville Road (off Mildmay Road),London,N16 8NA

Phone 020 7033 4011

Email housing@gemsoutreach.org

Website www.gemsoutreach.org

Services Offered :-Housing advice, tenancy support and advocacy for vulnerable homeless people on a range of issues. Education and employment training. Activities, include Gems FC (Football team), ICT / Computing with UK Online and Music workshops for homeless people. Young adults. Rough sleepers in Hackney, Islington and surrounding areas.Phone for an appointment.

Monday: Appointments - **Tuesday:** 7pm-9 pm (2pm-4pm Phillipp Street)

Wednesday: Appointments - **Thursday:** 7pm-9 pm (2pm-4pm Phillipp Street)

Friday: Appointments

Advice services across London

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

Deptford Churches Centre

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

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

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

Crisis Smartmove – 0870 011 3335 OR 020 7713 7655.

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

Open Door Meal

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.

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.

Open daily Monday – Friday 12 noon to 4pm



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 type in the UK and were awarded a legal service quality mark. The advice covers a range of issues such as homelessness, homophobic, biphobic and transphobic harassment, domestic abuse, forced marriage, immigration, landlord disputes, repossessions, evictions, successions, referrals and rent deposit schemes.

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

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

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

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

Stonewall Housing : -

Unit 2a, Leroy House, 436 Essex Road, London, N1 3QP

Phone 020 7359 6242

Fax 020 7359 9419

Email info@stonewallhousing.org

Website www.stonewallhousing.org

Who the Project is For :- Young lesbians, gay men, bi-sexual and transgender people aged 16-25 in housing need, with medium support needs. Priority to applicants with a local connection to LBs **Hackney**, Haringey, Islington or Newham.

Will Not Accept

People with a history of arson and/or violence. Those unable to cope without 24 hour staff support.

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

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

Centrepoin, 54 Dean Street, London, W1D 6AE

Tel: 020 7423 6805

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

Carr-Gomm – North London

Via local Authorities only

Community Housing – Lexham House

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

ECHG Queen Mary MH Service

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

Equinox - Mitcham Park

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

Equinox Womens Service

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

Harrow Churches HA

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

Hylem – Arthur West House

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

Hope House

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

Local 33 Church Triumphant

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

Metropolitan Support Trust –Gay Men’s Housing

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

MIND in Haringey

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

Moulin House

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

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

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

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

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

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

Mount Carmel

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

Oak Lodge, Sisters Avenue Project and Project 85

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

Religious of Mary Immaculate

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

Richmond Fellowship – Amadeus House

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

Servite Housing – Kemplay Road

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

Salvation Army - Booth House

Tel: 020 7392 9490 (Male)

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

Salvation Army - Edward Alsop Court

Tel: 020 7233 0296 (Male)

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

Salvation Army - Hopetown

Tel: 020 7364 7151

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

Servite Houses – Park House

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

SPEAR Hostel

Tel 020 8332 7382

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

SPEAR Hostel

24 Kew Road – tel 0208 948 5564
Single homeless women

St Mungo's

Tel: 0208 762 5500

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

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

Tel: 020 8740 9182

Information: For young people and vulnerable adults.

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

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

St Louise Hostel, 33 Medway Street London SW1P 2BE

Tel: 020 7222 2071

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

Thames reach – Robertson Street

1a Daley Thompson Way - Tel : 0207 720 9505

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

The Arbour

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

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

Thurston House

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

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

Trinity Homeless Projects

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

Trinity Homeless Projects

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

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

The Marylebone Project - Bradbury House

Tel: 020 7262 3818

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

Western Lodge

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

Single homeless men with local connection to Wandsworth

YMCA Accommodation

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

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

Any age – working or studying around City of London

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

Tel: 020 8595 8672

Information: Hostel for men and women 18 - 25

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

Tel: 020 8342 5114

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

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

Kingston & Wimbledon YMCA

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

Working people and students age 18 – 45

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

Tel: 0118 957 5746

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

Tel: 01708 766211

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

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

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

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

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

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

West London YMCA :Uxbridge Hillingdon Road
Tel 01895 813863

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

Day centres across London that can help

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

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

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

Church Army

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

London Irish Centre

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

Ace of Clubs

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

Manna Day Centre

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

The Spires Centre

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

Deptford Reach

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

West London Day Centre

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

Broadway Day Centre

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

Vineyard Project

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

New Horizon Youth Centre

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

St Louise Hostel

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

Wayside Hostel

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

Homelessness & Housing charities/organisations and agencies

Shelter – England.shelter.org.uk 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.

Federation of black housing organisations (FBHO) www.fbho.org.uk

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

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

Housing mobility and exchange services (HOMES) www.homes.org.uk

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 DirectGov website. Enquirers who are unable to find the answer to their questions on our website, can now call us on 0207 840 7200 - dialing Option 2 followed by Option 1. The new Resettlement Advice Service will provide a number of specialist services including:

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



What do I do if I become street homeless?

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

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

About London Street Rescue

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

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

We provide practical assistance, including:

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

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

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

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

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

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

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



0870 383 3333

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

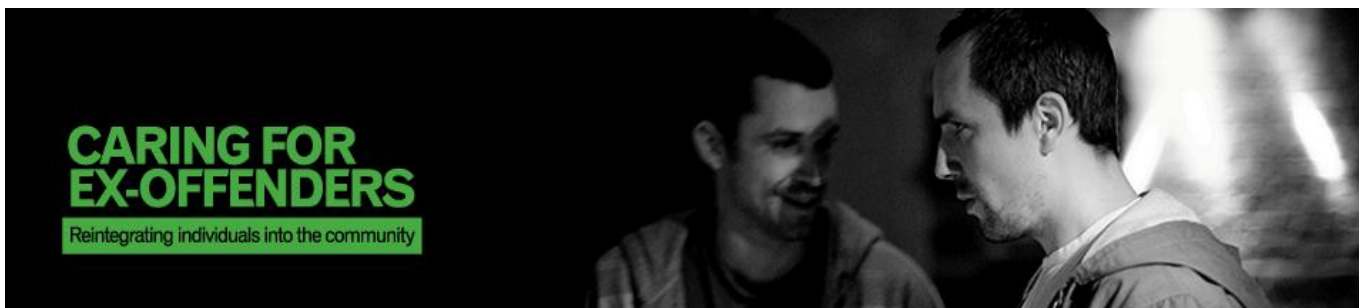
Each week about 50 people are seen rough sleeping for the first time in London. Many of them are new to the capital. Our aim is to ensure there is a rapid response to new rough sleepers, and that they are provided an offer that means they do not have to sleep out for a second night. Other projects exist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

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

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

No Second Night Out Assessment Hub

Name of Project	No Second Night Out Assessment Hub
Project Type	Housing Advice and Support
Region	London
Description	No Second Night Out is a pilot project focused on ensuring there is a rapid response to new rough sleepers, and will provide an offer that means they do not have to sleep out for a second night. Referrals by the public are welcome.
Client Age Group	All ages
Opening Hours	24-hour reception
Address	Camden London
Telephone	020 7837 0970
Fax	020 7713 8034
Main Contact	Becky Green
Website	http://www.nosecondnightout.org.uk



Information for Probation

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

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

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

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

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

Contact Us

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

E-mail:

info@caringforexoffenders.org

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

Phone: 020 7052 0332

Keep up to date with Caring for Ex-Offenders' 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 the website.

Process details:

The referral process begins with the initial contact between the individual wishing to be linked to a CFEO community and our central office, and then proceeds as follows:

1. An ex-offender who wishes to be linked to a CFEO community to get help with resettlement and societal reintegration completes one of our referral forms.
2. We obtain risk assessments relating to the individual concerned. For those still serving a prison sentence this will usually be from a Chaplain or Resettlement Officer and we will always obtain one from their Probation Officer.
3. We then contact a CFEO community on our network located in a suitable place for the ex-offender; preferably within a mile of where they are living or relocating to, and always within a reasonable travelling distance via public transport. We ask the community if they are in a position at that time to support the individual.
4. If they agree, we then pass on the ex-offender's details; including their risk assessments in order for the community to put in place any relevant safety precautions such as safe guards relating to interaction with children or vulnerable adults if necessary. If not, we try another community on our network until we find one that can offer appropriate support. We also inform the ex-offender that they have been linked to a community and provide them with their assigned mentor's name.
5. If the individual is still in prison then a member of the community's CFEO team contacts them whilst they are still in prison, visits if possible, and on release personally meets them at the gate; if the individual has already been released, or serving a community sentence, then the process jumps to point 6.
6. The mentor then meets with the ex-offender regularly and organises any help they may need from the wider CFEO team; such as help with job applications or benefit forms, help with addiction problems, or finding relevant help if none is available from within the community, etc. The Caring for Ex-Offenders staff are also available to answer queries and assist in any way possible.
7. CFEO contacts the mentor at intervals to assess the progress of the relationship and check if they need any further support. We can then update the prison staff and/or probation if they wish to hear how the individual is doing.

Community Training: CFEO communities often have experience of working with ex-offenders before joining our network but for those who don't, or who need additional equipping, we offer two forms of training in order to equip communities:

- 1 - CFEO training:
 - Setting up a CFEO Team
 - Relationship Building
 - Working with High Risk and Sex Offenders
 - Working with Statutory Organisations
 - Risk Management
 - Volunteer Supervision and Safeguarding
- 2 - Mentor training (Mentoring and Befriending Foundation accredited):
 - Communication Skills
 - Boundaries and Risk
 - Understanding Ex-offenders
 - If you have any further questions about CFEO, require additional details, or a copy of our referral forms then please do get in touch.

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 project in Hackney(see also list of emergency accommodation in this booklet)

Although there are some longer term hostels and housing projects for single homeless people 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.



Stonham – Home Group

Stonham - North East London

Referral address

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

Phone: 020 8521 6864 **Website:** www.stonham.org.uk

Who the project is for:

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

Referral agencies:

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

Referral procedure:

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

Staffing and support :

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

Access to move-on:

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

Accommodation:

16 in 1-bed and 2-bed flats.

Broadway - Supported Housing Hackney

c/o Clearing House

15 Half Moon Court, Bartholomew Close, London, EC1A 7HF

Phone: 020 7710 0596

Fax: 020 7710 0551

Email: reception@broadwaylondon.org

Website: www.broadwaylondon.org

Who the Project is for:- Single homeless people age 18 – 65 with substance misuse issues. Must have a local connection to LB Hackney.

Referrals managed by Hackney Referral Panel via Local Authority.

Central and Cecil Incorporating Cara Irish HA

266 Waterloo Road, London, SE1 8RQ

Phone 020 7922 5300 **Fax** 020 7922 5301 **Website** www.ccht.org.uk

For homeless people, primarily Irish, with medium support needs, eg emotional or mental health issues or a history of alcohol or drug problems which have been addressed. Must have a local connection to Barnet, Camden, **Hackney** or Haringey.

Will Not Accept People unwilling or unable to accept support.

Referral Agencies

Named agency referrals only. Contact Central and Cecil Incorporating Cara Irish Housing Association for a full list. Priority given to local authority referrals. Can accept referrals direct from prison.

City and Hackney Mind - Alexandra House

c/o City & Hackney Mind Head Office - 8-10 Tudor Road, London, E9 7SN

Phone 020 8985 4239

Fax 020 8985 5871

Website www.cityandhackneymind.org.uk

Who the Project is for :- Women age 16 – 65 who have mental health problems and require a low level of support. We can accept women with children. Applicants must have a local connection to LB Hackney or City of London.

Will Not Accept: Those with current alcohol or drug problems.

City and Hackney Mind - Whiston Road

c/o City & Hackney Mind Head Office - 8-10 Tudor Road, London, E9 7SN

Phone 020 8985 4239

Fax 020 8985 5871

Website www.cityandhackneymind.org.uk

Who the Project is for :- Men age 16 – 65 with mental health problems and a LB Hackney or City of London connection.

Will Not Accept:- Men with high support needs which cannot be met by the project.

St Mungo's - Hackney Women's Project

confidential address – Phone 020 7249 5294

Fax 020 7254 8095

Email info@mungos.org

Website www.mungos.org

Who the Project is For:- Vulnerable single homeless women age 17 – 65 with support needs, including physical or mental health problems, drug or alcohol issues or domestic violence. Priority given to women with a Hackney connection. Can accept up to 3 women with pets.

Referral Agencies

Accept referrals from any agency, including GPs, police, hospitals and domestic violence units. Priority given to Hackney agencies and referrals with a local connection.

Referral Procedure

Phone 24 hours to check vacancies. Agency and applicant complete form. If meets criteria, interview. Can move in immediately if accepted.

St Mungo's - Hackney Complex Needs Service

Address:- 178 Glyn Road,London,E5 0JE

Phone: 020 8533 8305

Fax 020 8533 8305

Email glynrd@mungos.org

Website www.mungos.org

Who is the project for ? - Single homeless male ex-offenders 18 – 30 with medium-high support needs, including those with mental health or substance use issues. Can accept those with dogs. Prioritises applicants with a local connection to LB Hackney.

Referral Agencies Only accept referrals from Hackney Probation Service, Hackney DIP and prison based services. Self-referrals and referrals from other agencies are not accepted.

Referral Procedure:- Contact Mon-Fri 9am-5pm. Application form completed by referring agency. Interview and risk assessment. Previous convictions must be fully listed. Require proof of ID, eg passport, birth certificate.

St Mungo's - Mare Street Hostel

Address - 146 Mare Street,London,E8 3SG

Phone 020 8525 7700

Fax 020 8525 7719

Email info@mungos.org

Website www.mungos.org

Who the Project is For - Single homeless people with medium-high support needs, including rough sleepers, those with substance use/mental health/complex needs and ex-offenders. Can accept people with dogs. At least 60% of residents must have a local connection to LB Hackney. At least 25% of residents must be women. At least 10% of residents must be working with Hackney DAT.

Telephone for further information.

St Mungo's – Glenworthy Road – tel 0207 688 6730 – via Gatekeeping Service at probation

Foundation66 - Foulde Road

Address - 50 Foulde Road,London,N16 7UR

Phone 020 7690 5944

Fax 020 7812 9039

Website www.foundation66.org.uk

Who the Project is For :- People age 18 – 70 with alcohol or drug misuse problems who have been through 3 months rehabilitation, have remained abstinent for 3 months and wish to participate in an abstinence based rehabilitation treatment programme.

Will Not Accept - People with a long history of violence. Convicted sex offenders. Those with severe mental health problems unable to cope with the level of support offered by the project.

Accept referrals from any agency.

Nacro – Hackney

Address - 16 Nevill Road,London,N16 8SR

Phone 020 7275 8310/12

Fax 020 7275 8348

Email housing.london@nacro.org.uk

Website www.nacro.org.uk

Who the Project is For - Ex-offenders age 18 – 64 and those at risk of offending. Must have complex support needs and be willing to address these. Must have a local connection to Hackney.

Referral Agencies - Accept referrals from Hackney referrals pathway (020 7241 9901). Direct referrals from prisons and probation services accepted with an agreement/consultation with referral pathways.

Referral Procedure

Phone Mon-Fri 9.30am-8pm to check vacancies. Application form. Require detailed information about housing and support needs eg MG16, risk assessment. Interview where housing and support needs are assessed.

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One Support - Ex-Offenders

Address - 100 Chalk Farm Road,London,NW1 8EH

Phone 020 7428 4190

Fax 020 7428 0453

Website www.onehousinggroup.co.uk

Who the Project is for - Ex-offenders age 18 – 65 or those at risk of offending. Must have a local connection to Hackney or Kingston upon Thames where the accommodation is based.

Referral Agencies - Only accept referrals from named agencies, including local authorities of Hackney and Kingston upon Thames where schemes are based. List is reviewed annually.

Penrose

Address - 356 Holloway Road, London, N7 6PA

Phone 020 7700 0100 ext 144

Website - www.penrose.org.uk

Who the Project is for :- Ex-offenders age 18 - 30. Priority given to long term prisoners and serious offenders on licence to London Probation Service. Local connection is usually required. Target 50% people from black and minority ethnic groups.

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

Referral Agencies:-Only accept referrals from London Probation Service and approved agencies using a London Probation Area housing referral form. Can accept referrals direct from prison if London Probation Area housing referral form used. Display vacancies on LPS website.

Referral Procedure - Phone Mon-Fri 9am-5pm or write. Referral form. Require list of previous convictions, pre-sentence report, supervision plan and risk assessment.

Interview.

Riverlink

Address 96 Bowes Road, London, N11 4NP

Phone 020 8826 0631

Website www.riverlink.org.uk

Who the Project is for: Single homeless people aged over 25 who are able to live independently in shared housing.

Will Not Accept: Those currently dependent on drugs or alcohol. Sex offenders and people known to have a history of violence or arson.

Referral Agencies Only accept referrals from agencies. Most referrals come from local authorities, Stonewall and community groups.

Referral Procedure - Potential resident completes application and monitoring form with referring agency. Referral agency completes a covering letter. Interview. Advised in writing of decision within 7 days. If accepted, placed on waiting list.

Providence Row HA - Services for offenders

Providence Row provides a range of services for offenders including those in prison and due for release, to ensure they are supported to find and maintain accommodation within the community. Without this support the likelihood of their reoffending increases significantly.

Our services include the Tower Hamlets & Hackney Linkworker services. These teams support people who have mental illness and have been arrested or imprisoned to address the underlying causes of their crises. We also provide a service for prisoners who are due for release. 'Looking Out' operates in Holloway Prison and prepares women for release by helping with housing & supporting them to resettle into the community.

Website www.prha.net

Providence Row HA - Hackney Road Hostel

Address:-c/o LB Tower Hamlets HOST, Albert Jacob House,62 Roman Road,
London,E2 0PG

Phone 020 7364 7151

Fax 020 7364 3396

Email homeless@towerhamlets.gov.uk

Website www.prha.net

Who the Project is for :-Single homeless people age 18 – 65 with a history of rough sleeping who have high support needs primarily around drug misuse. Can accept those with alcohol support needs and couples. Applicants referring via HOST must have local connection.

Will not accept:- May not accept people with a recent history of history of arson or violence, or people whose support needs cannot be met by the project.

Referral Agencies :- Only accept referrals from named agencies via HOST, eg substance misuse services, Probation. Also accept street outreach team referrals via Broadway (020 7710 0550).

Referral Procedure - Application form. Interview. Applications initially assessed by duty staff. If there are no vacancies, successful applicants are placed on waiting list.

Peter Bedford Housing Association

Address Stamford Works,Gillett Street,London,N16 8JH

Phone 020 7923 9255

Fax 020 7923 9156

Email admin@peterbedford.org.uk

Website www.peterbedford.org.uk

Who the Project is for :-Single people aged 23-65 who are homeless or living in inappropriate or insecure accommodation, and those with mental health issues or learning disabilities. Priority to those with a local connection to LBs Hackney or Islington.

Will Not Accept :-'People who pose an unacceptable risk to themselves or to others because of violence, fire raising, violent or coercive sexual behaviour or exploitative behaviour.'

Referral Agencies :Priority to LB Hackney and Islington based agencies. Islington referrals only via the Supporting People team. Do not accept self referrals.

Referral Procedure:Agency referrals only. Contact allocations worker or website to check for vacancies. Application form (also available from the website). Islington referrals direct to Supporting People. Hackney referrals accepted directly for those with mental health issues and learning disabilities. Homeless and rough sleeper referrals via Hackney Single Homeless & Rough Sleeper Housing Panel. Assessment and possible interview.

Spitalfields Crypt Trust - Acorn House

Address - 116-118 Shoreditch High Street,London,E1 6JN

Phone 020 7613 3055

Fax 020 7613 0025

Website www.sct.org.uk

Who the Project is for :- Single homeless men aged 25+ with alcohol or drug problems, including rough sleepers and those with low-medium mental health support needs. Must be prepared to address their addiction in an abstinence-based rehabilitation setting.

Will Not Accept Arsonists. Those who do not want to stop drinking or misusing drugs.

Referral Agencies:- Accept self-referrals and referrals from any agency. Can accept referrals direct from prison.

Referral Procedure:- Phone daily 9am-10pm or write, email or download form. Agencies must fill out a referral form. Self-referrals can fill out application form at interview. If no current vacancies, may be placed on a waiting list. Must be entitled to benefits.

People Can - Bridge Gardens



Address - 1 Bridge Gardens,off Green Lanes,London,N16 9GN

Phone 020 7923 4102 - Fax 020 7923 4102

Website www.peoplecan.org.uk

Who the Project is For :- Ex-rough sleepers age 18 – 60 with a Hackney and a street team connection who have been assessed by drug, alcohol and mental health teams and are subject to Care Programme Approach. Can accept those with both mental health and alcohol/drug problems.

Will not accept - Arsonists and those with a history of violence. Those unable to utilise the support offered or who require a more intensive level of support than is available at the project. People who lack independent living skills.

Referral Agencies - Only accept referrals from LB Hackney HPU and the Clearing House. Phone Mon-Fri 7.30am-6pm. Application form. Interview. Require proof of ID, risk assessment, psychiatric reports, CPA and PSR.

PeopleCan manage several other projects in Hackney – referrals are via the Hackney Gatekeeping service – Referrals can be made to them by your Offender Manager at Englefield Rd probation office or Reed House.

Amhurst Rd, E8. 8 bed male - Brodia rd, N16. 4 bed female - Glyn Rd, E5. 4 bed male
Moulins Rd, E9. 6 bed male - Pellerin Rd, N16. 4 bed female - Richmond Rd, E8. 5 bed
ale - Springdale Rd, N16. 5 bed mixed - 3 female 2 male & St Philips Rd, E8. 7 bed male



Floating Support Service in Hackney

CRITERIA

1. Ex-Offender/Offender or person at risk of offending who lives within the borough of Hackney
2. Already in accommodation but have a support need as determined by these criteria (Floating Support)
3. Aged 18 or over.
4. Motivated towards avoiding offending behaviour
5. Applicant might have previously or may be currently using drugs or alcohol.

In either circumstance referrals will be expected to provide evidence of having taken steps to stop drug or alcohol use. They must be sufficiently motivated to work closely with staff as part of their planned programme of support to stop illicit use and to minimise risk to themselves and others

6. Motivated to assess their skills and support needs and work on developing skills that will enable them to live independently.
7. Motivated to work in partnership with support staff and take an active part in meeting agreed targets. This would involve attending regular meetings with staff
8. Willing to comply with Partnership Equal Opportunities Statement and would not harass or in any way show prejudice towards staff.
9. All applicants will be assessed in regard to potential risk. Applicants who on assessment pose a significant risk of harm to people or property might not be able to receive the service.

Referrals available from the Hackney Housing Advice Worker/Gatekeeping Service – referral by your Offender Manager