

# Housing Options & Advice in Hounslow

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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 kind of situations, your landlord will still need to go to court if they want to evict you or get their money back.

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

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

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

- There are a number of private letting agents operating across London who will be able to help you with finding somewhere to live. For a list of agents in Hounslow go to :- <http://www.rightmove.co.uk/estate-agents/Hounslow.html> for in depth information or turn to page 13 and 14

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

- adverts in shop windows and supermarkets,
- Loot
- local papers such as Hounslow Guardian, Hounslow Chronicle, Hounslow Feltham and Hanworth Times
- 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 Hounslow(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.

**To find out more or apply for Housing Benefit contact:** Hounslow Revenue Services on **020 8583 4242** or call into one of the council offices.

Hounslow Revenue Services will look at: Your personal and financial circumstances.

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

### **Thamesbank Credit Union**

Thamesbank is a financial co-operative that, unlike banks, is owned and operated by its members for the benefit of its members. Our key aims are to:

- Provide our members with a variety of savings accounts where they can save without the risk of the savings being lost.
- Provide our members with a source of affordable credit.
- Offer our members the best customer service that we can afford to provide.

Thamesbank is a hugely successful credit union that serves anyone that either lives or works in the London Boroughs of **Hounslow**, or Richmond. It is authorised and regulated by the Financial Services Authority **Reg. No. 416486**

#### **Credit Union Loans**

As a rule of thumb we will lend you three times what you have saved in your basic savings account.

**Telephone:** 020 8756 3865

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

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

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

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

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

### **The CCC**

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

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

### **National Debtline**

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

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

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

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

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

**Book appoint to view property**

**View property**

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

No

**Continue search**

**Will Housing Benefit cover the costs?**

No

**Start search again**

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

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

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

No

**Make an appeal**

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

Yes

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

## Other places you could look for properties

- Loot newspaper – which is published on Monday, Wednesday and Friday.
- Loot website – [www.loot.com/property](http://www.loot.com/property)
- Other websites - [www.gumtree.com/london\\_houses\\_to\\_rent\\_offered](http://www.gumtree.com/london_houses_to_rent_offered)  
[www.fish4.co.uk/lettings](http://www.fish4.co.uk/lettings)  
[www.houseladder.co.uk](http://www.houseladder.co.uk)  
[www.moveflat.com](http://www.moveflat.com)  
[www.froglet.com](http://www.froglet.com)  
[www.intolondon.com](http://www.intolondon.com)  
[www.findaproperty.co.uk](http://www.findaproperty.co.uk)  
[www.hbaccepted.co.uk](http://www.hbaccepted.co.uk)  
[www.primelocation.com](http://www.primelocation.com)  
[www.easyroommate.com](http://www.easyroommate.com)  
[www.net-lettings.co.uk](http://www.net-lettings.co.uk)  
[www.aroomtolet.co.uk](http://www.aroomtolet.co.uk)  
[www.reallymoving.com](http://www.reallymoving.com)  
[www.londonhomelet.com](http://www.londonhomelet.com)  
[www.spareroom.co.uk](http://www.spareroom.co.uk)  
[www.simple2rent.co.uk](http://www.simple2rent.co.uk)  
[www.thepropertycompany.co.uk](http://www.thepropertycompany.co.uk)  
[www.rent-let.vivastreet.co.uk](http://www.rent-let.vivastreet.co.uk)  
[www.dsslondon.co.uk](http://www.dsslondon.co.uk)  
[www.flatmateclick.co.uk](http://www.flatmateclick.co.uk)  
[www.roombuddies.com](http://www.roombuddies.com)  
[www.roomster.com](http://www.roomster.com)  
[www.flatsharedirect.com](http://www.flatsharedirect.com)  
[www.aroomtolet.co.uk](http://www.aroomtolet.co.uk)  
[www.zapmeta.com](http://www.zapmeta.com)  
[www.u-room.com](http://www.u-room.com)  
[www.housing-help.co.uk](http://www.housing-help.co.uk)  
[www.tenantstips.co.uk](http://www.tenantstips.co.uk)  
[www.housingbenefitlandlords.co.uk](http://www.housingbenefitlandlords.co.uk)  
[www.propertyfinder.com](http://www.propertyfinder.com)  
[www.vebra.com](http://www.vebra.com)  
[www.hotproperty.co.uk](http://www.hotproperty.co.uk)  
[www.rightmoves.co.uk](http://www.rightmoves.co.uk)  
[www.findaproperty.co.uk](http://www.findaproperty.co.uk)

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

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

**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 Hounslow** (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](http://www.housingmoves.org)

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

## Estate agents in Hounslow



1.

### [Arvin Estates, Heston](#)

**Tel:** 020 8577 5251

Our experienced team is knowledgeable about property's around the local area, we cover Hounslow, Heston, Cranford, Norwood Green, Hayes, Southall, Feltham, Isleworth as well as surrounding areas. We offer a wide range of different types of property, ranging from new homes to period properties. Our commitment is to provide the highest level of quality and customer satisfaction. As specialists, Our aim is to provide an excellent service to both vendors and buyers.



2.

### [Bassetts, Hounslow](#)

**Tel:** 020 8572 1066

At Bassetts we believe in relationship building and we aim to offer an outstanding professional service to all of our clients using our extensive combined experience and knowledge of the local area. We are here to help you plan your next move in the property market, whether you are looking to buy, sell, rent or let. We have a combined experience of over 20 years in the property industry giving you a professional opinion every time.



3.

### [Bridge Property Services, Hounslow](#)

**Tel:** 020 8577 4377

We are an independent estate agent with offices in Hounslow and Feltham. Combining an in-depth local knowledge with a mix of hi-tech and traditional marketing techniques, we have been providing a first class service in residential property for over 10 years. From studio flats and one bedroom apartments to large family homes, we have an extensive range of property in a wide choice of locations.



4.

[Lettings](#)

### [DBK Estate Agents , Hounslow](#)

**Tel:** 020 8570 4848

We are a young but well established company dealing in residential sales and lettings in Hounslow, Cranford, Heston, Norwood Green, Hayes, Southall, Feltham, Isleworth, Osterley and surrounding areas. Our office is conveniently located at Hounslow, Middlesex.

## Elmlodge

5.

### [Elmlodge, Hounslow](#)

**Tel:** 020 8577 8007

Moving is a busy and exciting time and we're here to make sure the experience goes as smoothly as possible by giving you all the help you need under one roof. The company has always used computer and internet technology, but the company's biggest strength is the genuinely warm, friendly and professional approach that we offer all of our clients.



6.

### [Lettings](#)

### [Empire Estates, Hounslow](#)

**Tel:** 020 8570 8855

Welcome to Empire Estates an independent estate agent offering both commercial and residential property services to cater for your every need. With Empire Estates you are guaranteed a personal service that is both friendly and professional. Whether you are interested in buying, selling or letting a property we are confident that you will find what you are looking for with us. Our services include: Sales Lettings Property Management Mortgages Legal Advice Property Investment.



7.

### [Rayat & Bal, Middlesex](#)

**Tel:** 020 8570 8585

Partners Mono Rayat and Ajeet Bal welcome you to Rayat & Bal Estate Agents. We have over 20 years experience in Sales, Lettings, Commercial Property, Residential Investments, Mortgages and Property Management across the West London Area. Our experience and company culture enables us to concentrate on achieving the best prices for our customers.



8.

### [Shaw & Co, Heston](#)

**Tel:** 020 8570 7258



9.

### [Stamfords, Hounslow](#)

**Tel:** 020 8572 2626

Stamfords were established in 2001 by the partners Jas Rathor and Nick Randhawa. We are an independent estate agent with a prominent office in the town centre, and specialise in residential sales and lettings in the



**Citizens Advice**  
the charity for your community

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.

**The following Bureaux can only provide a full service to people who live in the London Borough of Hounslow**

### **Hounslow Citizens Advice Bureau**

45 Treaty Centre, High Street, HOUNSLOW, Middlesex, TW3 1ES

Telephone: 020 8572 1082

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

#### **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	Gateway Assessments Drop-in session
Tue:	Pre-booked Appointments only
Wed: 10.00 - 13.00	Drop-in and Gateway Assessments
Thu: 10.00 - 13.00	Drop-in and Gateway Assessments
Fri:	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:	13.00 - 14.00
Wed:	13.00 - 14.00
Thu:	13.00 - 14.00

### **Feltham Citizens Advice Bureau**

2nd Floor, The Centre, High Street, FELTHAM, Middlesex, TW13 4GU

Telephone: 020 8572 1082

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

### **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	Pre-booked appointments only
Tue:	10.00 - 13.00	Drop-in and appointments
Wed:		Pre-booked Free Legal Sessions
Thu:	10.00 - 13.00	Drop-in and appointments
Fri:	10.00 - 13.00	Drop-in and appointments

### **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:	14.00 - 15.00
Tue:	14.00 - 15.00
Thu:	14.00 - 15.00
Fri:	14.00 - 15.00

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

If you have not already done so you should contact Hounslow'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.

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



Hounslow Local Authority Advice service - Monday to Friday, 9am - 4.15pm.

The Civic Centre

Lampton Road

Hounslow

TW3 4DN

Telephone: 020 8583 4422

We operate on a first-come first-served basis. Please note, you may have to wait to be seen at busier times. Our busiest times are Monday, Wednesday and Friday afternoons and if you come to the Civic Centre at these times you may be in for a long wait.

There are several other advice services around London that can provide advice and support to homeless people in Hounslow. 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. Alternatively there is advice available for people in Hounslow at :-



<http://www.myadvicegateway.org>

### **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

Main Contact Ms Amanda O'Garth

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 12 noon - 4pm

Tuesday 12 noon - 4pm

Wednesday 12 noon - 4pm

Thursday 12 noon - 4pm

Friday 12 noon - 4pm

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

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

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

**SOS Project**

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

**Peer Advice Project**

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

**Meet at the Gates**

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

**Emergency housing support and private rented accommodation**

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

**Private Rented Sector Project**

**Housing support services**

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

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

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



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

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

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

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

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

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

# Veterans' Support Service

## Do you need help with the following?

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



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

## VETERANS' SUPPORT SERVICE

### Do you need help with the following:

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

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

020 7385 2110

## **Emergency accommodation across London:**

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

### **Hostels across London**

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

#### **235 Project**

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

#### **Arbours Association**

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

#### **Causeway Irish Housing Association**

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

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

Tel: 020 7423 6805

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

#### **Carr-Gomm – North London**

Via local Authorities – call to see

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

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

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

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

#### **Equinox - Mitcham Park**

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

#### **Equinox Womens Service**

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

### **Harrow Churches HA**

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

### **Hylem – Arthur West House**

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

### **Hope House**

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

### **Local 33 Church Triumphant**

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

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

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

### **MIND in Haringey**

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

### **Moulin House**

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

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

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

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

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

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

### **Mount Carmel**

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

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

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

**Religious of Mary Immaculate**

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

**Richmond Fellowship – Amadeus House**

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

**Servite Housing – Kemplay Road**

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

**Salvation Army - Booth House**

Tel: 020 7392 9490 (Male)

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

**Salvation Army - Edward Alsop Court**

Tel: 020 7233 0296 (Male)

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

**Salvation Army - Hopetown**

Tel: 020 7364 7151

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

**Servite Houses – Park House**

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

**SPEAR Hostel**

Tel 020 8332 7382

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

**SPEAR Hostel**

24 Kew Road – tel 0208 948 5564  
Single homeless women

**St Mungo's**

Tel: 0208 762 5500

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

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

Tel: 020 8740 9182

Information: For young people and vulnerable adults.

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

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

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

Tel: 020 7222 2071

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

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

1a Daley Thompson Way - Tel : 0207 720 9505

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

### **The Arbour**

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

Men 18 – 45 with alcohol/substance misuse problems. Placement funding require 3d from relevant borough.

### **Thurston House**

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

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

### **Trinity Homeless Projects**

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

### **Trinity Homeless Projects**

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

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

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

Tel: 020 7262 3818

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

### **Western Lodge**

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

Single homeless men with local connection to Wandsworth

### **YMCA Accommodation**

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

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

Any age – working or studying around City of London

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

Tel: 020 8595 8672

Information: Hostel for men and women 18 - 25

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

Tel: 020 8342 5114

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

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

### **Kingston & Wimbledon YMCA**

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

Working people and students age 18 – 45

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

Tel: 0118 957 5746

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

Tel: 01708 766211

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

**Slough YMCA:** 30 Ladbroke Road, Slough, SL1 2SR

Tel: 01753 810 684

**Waltham Forest YMCA:** 642 Forest Road, Walthamstow, London, E17 3EF

Tel: 020 8509 4600

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

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

Tel: 01923 353600

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

Tel: 01892 542209

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

Tel: 0300 1111 525

**West London YMCA :Uxbridge** Hillingdon Road

Tel 01895 813863

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

Tel: 01322 220521

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

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

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

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

### **Church Army**

Day center for homeless women

Address: 1-5 Cosway Street, London, NW1 5NR

Tel: 020 7262 3818

Until 12noon open for rough sleepers only.

### **London Irish Centre**

Offer advice and assistance with various issues including benefits.

Address: 50-52 Camden Square, London, NW1 9XB

Tel: 020 7916 2222

### **Ace of Clubs**

Mainly homeless people, others in need in the local community aged 16+ and unemployed people

Address: St Alphonsus Road, Clapham, SW4 7AS

Tel: 020 7720 2811

### **Manna Day Centre**

Single homeless people and people in need.

Address: 6 Melior Street, London, SE1 3QP

Tel: 020 7403 1931

Can help with finding accommodation whilst attending centre.

### **The Spires Centre**

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

### **Deptford Reach**

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

### **West London Day Centre**

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

### **Broadway Day Centre**

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

### **Vineyard Project**

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

### **New Horizon Youth Centre**

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

### **St Louise Hostel**

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

### **Wayside Hostel**

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

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

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

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

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

An agency for homeless people in London.

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

The UK construction industry Charity for helping homeless people

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

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

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

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

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

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

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

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

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

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

Housing Services Agency (HAS) 020 7284 0293

140 Camden Street, London, NW1 9PF.

Promotes and carries out effective resettlement of single homeless people.

**NACRO - Resettlement Advice Service**

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

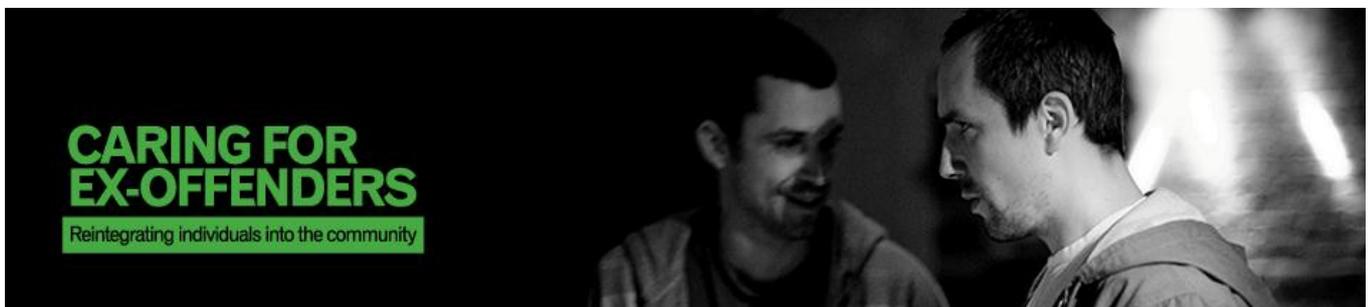
**Address** Camden  
London

**Telephone** 020 7837 0970

**Fax** 020 7713 8034

**Main Contact** Becky Green

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



## 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 Ex-Offenders please do get in touch:

**E-mail:**

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

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

**Phone: 020 7052 0332**

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

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

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

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

### **Getting help**

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

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

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

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

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

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

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

**Support, hostels and housing project in Hounslow**  
**( see also list of emergency accommodation on page 21 )**

Although there are several 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](http://www.stonham.org.uk)

**Who the project is for:**

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

**Referral agencies:**

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

**Referral procedure:**

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

**Staffing and support :**

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

**Access to move-on:**

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

**Accommodation:**

16 in 1-bed and 2-bed flats.

## **London Cyrenians Housing**

**Address** 1st Floor,181 Kensington High Street, London, W8 6SH

**Phone** 020 7938 2004 **Fax** 020 7938 4004 **Website** [www.cyrenians.org](http://www.cyrenians.org)

For : Single homeless people age 16 – 65 with support needs, eg people with mental health or substance misuse problems, mothers and babies, care leavers, rough sleepers, young people at risk, refugees. Some projects accept people with both mental health and alcohol/drug problems. Applicants must have a local connection to the London borough where their referral agency is based. Will not accept people unable to cope with the level of support provided by the project.

**Referral Agencies** Accept referrals from nominated agencies located in boroughs where accommodation is based eg CMHTs, Social Services, LB Ealing Gateway Services, LB Hammersmith & Fulham PATHS Team. Do not accept self referrals.

Accommodation is based in LBs Camden, Ealing, Hammersmith & Fulham, Hillingdon, Hounslow, Kensington & Chelsea and Westminster.

### **Referral Procedure**

Form completed by applicant and agency. Interview. Require proof of ID - birth certificate, passport. Require supporting letter from agency.

**Support Services** Levels of support vary between projects. Keywork system with regular weekly-fortnightly meetings. Support plans with quarterly reviews. Staff provide practical and emotional support to prepare residents for independent living, including help with life skills, budgeting, cooking, cleaning and employment.

**Access to Move-on** Resettlement package offered to residents based on individual needs. 259 places available in shared houses, flats and studio flats across 7 London boroughs.

## **Richmond Fellowship - Hounslow Supported Housing**

**Address** 31 Cross Lances Road, Hounslow,London, TW3 2AD

**Phone**020 8747 9992 **Fax** 020 8747 3334

**Email** [hounslowshs@richmondfellowship.org.uk](mailto:hounslowshs@richmondfellowship.org.uk)

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

**Who the Project is For** Single people age 18 – 65 with severe and enduring mental health problems. Must have a local connection to LB Hounslow.

**Will Not Accept** People with a recent history of violence or arson or current substance abuse problems. People whose behaviour presents a risk to others or themselves.

**Referral Agencies** Priority given to applications from LB Hounslow teams. Applications are assessed at mental health housing support panel.

**Referral Procedure** Phone Mon-Fri 9am-5pm. Applicants can visit informally. Form completed by agency and applicant. Require psychiatric/social history reports and proof of ID. Assessment interviews. Existing residents have a say in who is accepted.

**Support Services** 2 full time staff and a service manager based at one of the houses Mon-Fri 9am-5pm, emergency on-call system. Keyworker system with weekly meetings. Support plan devised with resident, 6 monthly reviews of goals. Staff provide housing

related practical support eg help with cooking, shopping, cleaning and budgeting and general advice and emotional support.

**Access to Move-on** If staff and resident identify that it is appropriate to move on, an application is made to Hounslow's Mental Health Accommodation and Support Panel for allocation via Locata and through LB Hounslow HPU. Provide follow-up support for three months.

11 places available in three houses - 1 men only, 1 women only and 1 mixed.

### **Shepherds Bush HA - Bath Road**

**Address** c/o Hounslow Supporting People Team, Civic Centre, Lampton Road, Hounslow, TW3 4DN

**Phone** 020 8583 3975 **Fax** 020 8583 4624

**Website** [www.sbha.co.uk](http://www.sbha.co.uk)

**Who the Project is for** Young people aged 16-21 with a LB Hounslow connection who are leaving care, homeless or otherwise at risk.

**Will Not Accept** People with a history of violence or arson. People with current substance abuse problems.

**Referral Agencies** Usually only accept agency referrals from LB Hounslow HPU, Leaving Care Team and Youth Offending Team via LB Hounslow's Housing and Support Panel for Young People.

**Referral Procedure** Application form. Monthly panel meeting considers application. If suitable, interview.

**Support Services** 1 full time project worker available Mon-Fri 9am-5pm and 1 part time worker available 4.30pm-7.30pm. Weekly support meetings. Offer practical support around independent living skills and resettlement. Advice and assistance with benefits, budgeting, life skills, education, training and employment.

### **Trinity Homeless Projects - Pownall Gardens**

**Address** 17-18 Pownall Gardens, Hounslow, TW3 1YW

**Phone** 020 8737 6611

**Fax** 020 8737 3507

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

**Who the Project is For** Single homeless men aged 16-55 with support needs, ex-offenders, substance misusers. Applicants must have a local connection.

**Will Not Accept** Those with a history of arson, serious violent crimes or sex offences.

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

**Referral Procedure** Phone Mon-Fri 8.30am-5pm or write. Application form. Application forms can be downloaded from website. Can be faxed or emailed. Interview. Require risk assessment for Probation referrals and may require social or psychiatric reports. Must have ID.

## **Novas Scarman Group**

Wellington Road South----Hounslow

Referrals as at Sept 2012 via local probation office shortly this will change to the local council.

This service is for adult men and women with a history of offending or those at risk of offending in the future. This includes people experiencing homelessness and drug and or alcohol dependency issues.

The scheme comprises six refurbished bed-sits. Accommodation has shared facilities, including a garden for recreational use. There is an on-site staff office, which can be used for private meetings. An out-of-hours support and advice service is also provided.

Low to medium-level support is offered, which includes helping customers to maintain their tenancies and integrate into the community after a period of confinement. Staff introduces customers to various community services such as GP surgeries, local shops, specialist organisations and other cultural and religious services

Our aim is to work in partnership with all service users for them to use their skill base to build upon their skills. They are to be encouraged and empowered to gain new ones. This is to help change their lives around and gain independent accommodation to be productive citizens by integrating back into the community.

We are proud of our commitment to the service users and offer a friendly and family like setting. We arrange with the service users to organise events where we invite our partners to attend---- one such event was our Caribbean treats event day. This was mainly organised by the service users from all three schemes who prepared and cooked the food and supplied the music. So this is definably a Can do.

One of our previous service users has done extremely well for himself and his Name is Audley Harrison the boxer which most people have heard of.

If that is not special news enough we have a member of staff who started from humble beginnings by living in one of our Hostels in Ealing and has worked hard to change their former life with the help and support of Novas. Now is a fully trained as a Support and Development worker achieved by the Can do attitude.

