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Squatting Law

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

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

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

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

It's not squatting if you had a tenancy which has come to an end but you haven't yet moved out, or if you've fallen behind with your rent. In these 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 in 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 lettings agents in Richmond & Kingston see pages 15 to 21

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 Richmond & Kingston (or the area you would like to live in).

How can I pay the rent?

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

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

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

Why was Local Housing Allowance brought in?

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

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

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

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

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

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

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

Can I have my benefit paid direct to my landlord?

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

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

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

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

Changes of circumstance

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

What happens if I return to custody?

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

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

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

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

If you are a prisoner on remand

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

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

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

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

If you are on home detention curfew (HDC)

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

If you are sentenced to prison

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

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

How long will you spend in prison?

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

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

If your sentence is for up to 12 months in prison, and you qualify for home detention curfew (HDC), you may be released within 13 weeks, although you will spend some of your sentence on curfew at home monitored by an electronic tag. Make sure you claim

housing benefit even if you don't yet know if

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

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

If you are on temporary release

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

If you have been released

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

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

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

Other Advice and help with your finances

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

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

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

The Money Advice Service – www.moneyadviceservice.org.uk – tel 0300 500 5000

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

The CCC

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

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

National Debtline

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

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

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.houseladder.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

- ◁ From April 2011 if you are disabled and have an extra room for a non-resident carer who stays overnight regularly to provide care you may be entitled to an additional bedroom allowance. Housing Benefit may help with the cost of an extra bedroom if:
 - ◁ you or your partner are disabled and are receiving Attendance Allowance or Disability Living Allowance at the middle or higher rate.
 - ◁ you rent from a private landlord; and
 - ◁ either or both of you need and receive regular overnight care from a carer who doesn't live with you, but who has sole use of a bedroom in your home.
 - ◁ The care can be provided by an individual or a team of carers. Housing Benefit will need evidence that regular overnight care is needed and is provided.
 - ◁ Always check your entitlement with the local Housing Benefit office before accepting a tenancy.

Tips on privately renting in Richmond and Kingston (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 eligible for the 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 should check 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. For example, if a property is advertised as 'near a college', it is likely the property would not be suitable for you.

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

**Contact Information for 60 and older
Seaside & Country Homes**
www.housingmoves.org

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

Letting Agents in Richmond and Kingston E (google estate agents in Richmond and Kingston for sales).



1.

[Lettings](#) – Kew **Tel:** 020 8940 9402
[Lettings](#) – Richmond **Tel:** 020 8940 9403



2.

[Lettings](#) – Barnes **Tel:** 020 8865 3300



3.

[Lettings](#) – Richmond **Tel:** 020 8940 6006



4.

[Lettings](#) Barnes/Mortlake **Tel:** 020 8878 1115



5.

[Lettings](#) – Richmond **Tel:** 020 8940 2255



6.

[Lettings](#) – St Margarets **Tel:** 020 8744 2434
[Lettings](#) – Hampton Hill **Tel:** 020 8941 7576
[Lettings](#) – Twickenham **Tel:** 020 8744 2111



7.

[Lettings](#) – Barnes **Tel:** 020 8748 8833
[Lettings](#) - Kew **Tel:** 020 8104 0340
[Lettings](#) – Sheen **Tel:** 020 8104 0580



8.

[Lettings](#) – St Margarets **Tel:** 020 8891 3209



139 High Street
Hampton Hill
TW20 8SJ
020 8979 5000

9.

[Lettings](#) – Hampton Hill **Tel:** 020 8979 5000



10.

[Lettings](#) – Hampton **Tel:** 020 8255 7777

[Lettings](#) – Richmond **Tel:** 020 8288 9988

[Lettings](#) – ST Margarets **Tel:** 020 8744 9700

[Lettings](#) – Teddington **Tel:** 020 8288 8288

[Lettings](#) - Twickenham **Tel:** 020 8744 0074

[Lettings](#) – Barnes **Tel:** 020 8878 4942



11.

[Lettings](#) - East Sheen **Tel:** 020 8878 9558

[Lettings](#) – Kew Gardens **Tel:** 020 8940 7676

[Lettings](#) – Richmond **Tel:** 020 8940 2332

[Lettings](#) – Teddington **Tel:** 020 8977 8949

[Lettings](#) – Twickenham & St Margarets **Tel:** 020 8744 0755



12.

[Lettings](#) – Richmond **Tel:** 020 8940 9920

[Lettings](#) - Twickenham **Tel:** 020 8892 8921



13.

[Lettings](#) – Twickenham **Tel:** 07760 880280



14.

[Lettings](#) – Richmond **Tel:** 020 8973 2700



15.

[Lettings](#) **Tel:** 020 8392 6684



16.

[Lettings](#) – Richmond **Tel:** 020 8940 4234

[Lettings](#) - Teddington **Tel:** 020 8977 8065

[Lettings](#) - Twickenham **Tel:** 020 8892 7236



17.

[Lettings](#) – Barnes **Tel:** 020 8618 2012

[Lettings](#) - Richmond **Tel:** 020 8940 1199

[Lettings](#) - Teddington **Tel:** 020 8977 1226



18.

[Lettings](#) – Richmond **Tel:** 020 8940 6789

[Lettings](#) - Teddington **Tel:** 020 8943 9955

19.

[Lettings](#) – Barnes **Tel:** 020 8878 8688

[Lettings](#) – East Sheen **Tel:** 020 8876 6611

20.



[Lettings](#) - Twickenham **Tel:** 020 8891 0941

21.



[Lettings](#) – Richmond **Tel:** 020 8940 6611

22.



[Lettings](#) – Kingston – Upon Thames **Tel:** 020 8977 6885

23.



[Lettings](#) – Barnes **Tel:** 020 8563 8333

24.



[Lettings](#) – Twickenham **Tel:** 020 8898 3330

25.



[Lettings](#) – Twickenham **Tel:** 020 8744 9383

26.



[Lettings](#) – Teddington **Tel:** 020 8977 1166

27.



[Lettings](#) – Richmond **Tel:** 020 8940 3300

28.



[Lettings](#) – Parkgate Richmond **Tel:** 020 8940 2991

29.



[Lettings](#) – Barnes **Tel:** 020 8487 1943

30.



[Lettings](#) – Twickenham **Tel:** 03331 234650

31.



[Lettings](#) – Richmond **Tel:** 020 8940 4555

32.



[Lettings](#) – East Twickenham **Tel:** 020 8892 2244



33. **savills**

[Lettings](#) – Barnes **Tel:** 020 8939 6900
[Lettings](#) – Richmond **Tel:** 020 8614 9100
[Lettings](#) - Teddington **Tel:** 020 8408 8040



34. **SNELLERS**

[Lettings](#) – Twickenham **Tel:** 020 8892 5555



35.

[Lettings](#) – St Margarets Twickenham **Tel:** 020 8891 2929



36.

[Lettings](#) – Hampton Hill **Tel:** 020 8979 9111



37. **Townends**

[Lettings](#) – Twickenham **Tel:** 020 8843 7159
[Lettings](#) – Whitton **Tel:** 020 8898 5500



38.

[Lettings](#)
Tel: 020 8392 3996



39.

[Lettings](#) – Twickenham **Tel:** 020 8892 3343



40.

[Lettings](#) – Barnes **Tel:** 020 8255 0088



41.

[Lettings](#) – Hampton Hill **Tel:** 020 8943 4466
[Lettings](#) – Twickenham **Tel:** 020 8744 0200
[Lettings](#) – Whitton **Tel:** 020 8898 6055



42.

[Lettings](#) - Kingston
Tel: 020 8541 5241



43. **barnard marcus**

[Lettings](#) – New Malden **Tel:** 020 8942 9211
[Lettings](#) - Surbiton **Tel:** 020 8390 8181



44.

[Lettings](#) – Worcester Park **Tel:** 020 8330 7557



45.

[Lettings](#) – Kingston Hill **Tel:** 020 8549 3366



46.

[Lettings](#) – Surbiton **Tel:** 020 8390 7033



47.

[Lettings](#) – Surbiton **Tel:** 020 8390 7745



48.

[Lettings](#) – Kingston –Upon-Thames **Tel:** 020 8546 3555

[Lettings](#) - Surbiton **Tel:** 020 8390 3939



49.

[Lettings](#) – Kingston **Tel:** 020 8549 9449



50.

[Lettings](#) - Kingston **Tel:** 020 8879 2121



51.

[Lettings](#) – Kingson-Upon-Thames **Tel:** 020 8546 4909

[Lettings](#) - Surbiton **Tel:** 020 8399 4374



52.

[Lettings](#) – Kingston-Upon-Thames **Tel:** 020 8546 5444



53.

[Lettings](#) – New Malden **Tel:** 020 8942 8979



54.

[Lettings](#) – Surbiton **Tel:** 020 8390 6569



55.

[Lettings](#) –Kingston **Tel:** 020 8547 1066

[Lettings](#) - Surbiton **Tel:** 020 8399 7070



56.

[Lettings](#) – New Malden **Tel:** 020 8949 0094



57. [Lettings](#) – Kingston **Tel:** 020 8546 3322



58. [Lettings](#) - Surbiton **Tel:** 020 8390 6379



59. [Lettings](#) – Surbiton **Tel:** 020 8399 5522



60. [Lettings](#) - Surbiton **Tel:** 020 8390 0404



61. [Lettings](#) – New Malden
Tel: 020 8949 6633



62. [Lettings](#) – Surbiton **Tel:** 020 8399 1888



63. [Lettings](#) **Tel:** 0845 834 0168



64. [Lettings](#) – Kingston-Upon-Thames **Tel:** 020 8296 9800



65. [Lettings](#) **Tel:** 020 8949 2482



66. [Lettings](#) – Kingston-Upon-Thames **Tel:** 020 8939 8181



67. [Lettings](#) Kingston-Upon-Thames **Tel:** 020 8546 1900



68. [Lettings](#) Kingston-Upon-Thames **Tel:** 020 8546 6300
[Lettings](#) - Surbiton **Tel:** 020 8296 9111




69. [Lettings](#) - Surrey **Tel:** 020 8942 9578

70.  **MANN** Countrywide Lettings
[Lettings](#) – Chessington **Tel:** 020 8914 8935

71.  **Matthew James**
[Lettings](#) – Surbiton **Tel:** 020 8390 2266

72.  **MERVYN SMITH**
[Lettings](#) – Ham **Tel:** 020 8549 5099


73.  **Miller & COMPANY**
[Lettings](#) Chyessington **Tel:** 020 8397 5388

74.  **NR NICHOLLS RESIDENTIAL**
[Lettings](#) – Chessington **Tel:** 020 8391 1110

75.  **Parry & Drewett**
[Lettings](#) – Chessington **Tel:** 020 8391 3969

76.  **PENNEY & CO**
[Lettings](#) Kingston-Upon-Thames **Tel:** 020 8546 8715

77.  **SAXON KINGS**
[Lettings](#) Kingston-Upon-Thames **Tel:** 0845 070 0274

78.  **SeOUL** Residential
[Lettings](#) – New Malden **Tel:** 020 8942 3579
SeOUL Residential has been one of the fast growing agents in the area since its

79.  **wallakers**
[Lettings](#) Surbiton **Tel:** 020 8390 5300

80.  **YOUR MOVE**
[Lettings](#) - Chessington **Tel:** 020 8391 1689
[Lettings](#) - Kingston **Tel:** 020 8974 5850
[Lettings](#) - New Malden **Tel:** 020 8949 5187
[Lettings](#) - Surbiton **Tel:** 020 8390 6525



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. For a full list of CAB offices visit :-

http://www.citizensadvice.org.uk/index/getadvice/bureau_detail.htm?serialnumber=100122#locations

Ham Clinic Citizens Advice Bureau

The Health Centre - Ashburnham Road, Ham, RICHMOND, Surrey, TW10 7NS
Telephone: 0844 826 9700 (Centralised Advice Line Service) Mon - Thur 10am to 3pm
To request an appointment call the Sheen message line 020 8939 6950 and leave a message.

Web site: www.rcabs.org.uk

We are only able to advise clients who live, work or study in the London Borough of Richmond upon Thames

Advice line provides automated information on a 24/7 basis. 0844 826 9700

Telephone assessment Interviews are offered by Advice line - Monday to Thursday 10am to 3pm : 0844 826 9700

E-mail advice is available only via the RCABS website

Advice times/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.

Tue: 10.00 - 12.00 Drop in advice sessions. No appointment needed

Wed: 10.00 - 12.00 Drop in advice sessions. No appointment needed

Kingston Citizens Advice Bureau

Neville House - 55 Eden Street, Kingston, Surrey., KT1 1BW

Telephone: 0844 826 9701

Web site: www.kcabs.org.uk

Notes

Reception & Information room open Monday - Friday 10.00 - 3.30.

Advice times/sessions

Mon: We don't offer drop in advice - all first time callers should telephone us on 0844 826 9701

Tue: see our website www.kcabs.org.uk for details of how to access our service

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.

Monday – Friday – 10am until 1pm

Sat:Sun Recorded info phone

Other agencies that give advice and support

If you have not already done so you should contact Richmond or Kingstons 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.richmond.gov.uk or www.kingston.gov.uk



Housing advice - homelessness prevention

The Housing Options Team provide advice to residents of the London Borough of Richmond upon Thames who:

Are threatened with eviction, are unable to pay their rent or mortgage, have problems with a landlord, have problems with a member of their household or are fleeing domestic violence.

They offer you confidential advice and can mediate between disagreeing parties to try and address problems. They will do their best to prevent you from becoming homeless.

Contact the Housing Options Team

Opening hours: For visits by appointment or to see the duty officer Monday to Friday 10am - 4pm, except Wednesdays 1pm - 4pm otherwise Monday to Thursday 9am-5.15pm Friday 9am-5pm

Telephone: 020 8891 7409

Fax: 020 8891 7403

Email: housingadvice@richmond.gov.uk

Address: Civic Centre 44 York Street Twickenham, Middlesex TW1 3BZ



If you are homeless threatened with homelessness in Kingston or are unable to remain in your current home you can seek advice from the Housing Advice and Options Service.

We can provide you with advice on your rights to occupy your home, your options for re-housing and offer practical assistance in preventing your homelessness.

When you make a homelessness application you will have an interview with an assessment officer from the Homelessness Assessments Team. Your interview will take place in a private interview room. The assessment officer will fill in an application form with you and they will be the person who makes the enquiries into your application - they will be your caseworker. If you prefer to speak to an assessment officer of the same sex as you, please mention this when you make your appointment and we will try to arrange this. Homelessness Assessments Team- Guildhall Two, Kingston, KT1 1EU

Office Hours

Monday-Thursday: 08.45am-5.00pm; Friday: 08.45am-4.45pm

To arrange an appointment with the Homelessness Assessments Team please phone:

020 8547 5003 FREE 020 8547 5003 and ask to speak to a member of the Homelessness Assessments Team

There are several other advice services around London that can provide advice and support to homeless people. It is always best to get advice and support from a local service but if you are not able to get any advice locally you might find it useful to contact Shelter's Free Housing Helpline on 0800 800 4444. This is a national helpline that can explain your housing rights and give advice on homelessness and any housing problem. Providing homeless people/rough sleepers and those with support needs with advice/information and shelter during the days.

Deptford Churches Centre

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

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

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

Crisis Smartmove – 0870 011 3335 OR 020 7713 7655.

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

Open Door Meal

Name of Project Open Door Meal

Region London

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

Client Age Group All ages

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

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

Telephone 020 7630 6282

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

The Vineyard Church – Richmond

Monday - Thursday 8am – 11am – drop in for the homeless. Food, drink, clothing
Showers and washing facilities.

At The Vineyard – off Hill Rise, Richmond.

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

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

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

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

Opening Times – Monday – Friday 12 noon – 4pm

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

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

SOS Project

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

Peer Advice Project

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

Meet at the Gates

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

Emergency housing support and private rented accommodation

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

Private Rented Sector Project

Housing support services

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

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

For more information and leaflets on all the above, please visit www.stgilestrust.org.uk



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

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

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

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

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

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

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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 'Local Authority Priority Need', this does not mean that the Local Authority will not assist you if 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 centres 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 Ę North London

Via local Authorities – call to see

Community Housing Ę 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 Ę 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 Ę; U m Ę A Y b Ę g Ę < c i g] b [

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 – 112-1 1 6 St G ead, rSĘ 1e6EŁ 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 30-60 with 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 between 9.30am 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 Ę Amadeus House

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

Servite Housing Ę 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 Ę 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 Ë Robertson Street

1a Daley Thompson Way - Tel : 0207 720 9505

Over 55's with chaotic, challenging behaviour and

The Arbour

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

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

Thurston House

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

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

Trinity Homeless Projects

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

Trinity Homeless Projects

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

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

The Marylebone Project - Bradbury House

Tel: 020 7262 3818

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

Western Lodge

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

Single homeless men with local connection to Wandsworth

YMCA Accommodation

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

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

Any age – working or studying around City of London

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

Tel: 020 8595 8672

Information: Hostel for men and women 18 - 25

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

Tel: 020 8342 5114

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

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

Kingston & Wimbledon YMCA

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

Working people and students age 18 – 45

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

Tel: 0118 957 5746

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

Tel: 01708 766211

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

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

Tel: 01753 810 684

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

Tel: 020 8509 4600

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

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

Tel: 01923 353600

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

Tel: 01892 542209

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

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 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 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 directory opened 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 help line providing 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. 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 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

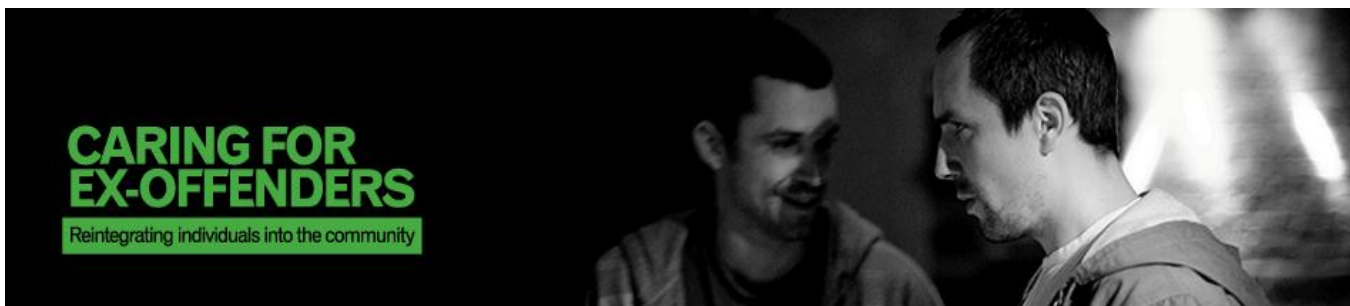
Address Camden
London

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 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 our communities run employability schemes, debt advice centres, addiction recovery programs or supported housing facilities for ex-offenders), or for those 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 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; in 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
5. If the individual is still in prison then 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 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 Richmond and Kingston (see also list of emergency accommodation on page 28)

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



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.



Stonham - Richmond Projects

11 bed spaces for offenders with low – medium support needs.
8 bed space project with 24 hour cover (will take MAPP).

Referrals direct from London Probation Housing Advice Worker.

KINGSTON UPON THAMES

Grenfell Housing Association

The Grenfell foyer is a dispersed foyer for young single homeless people aged 16-24. Accommodation is in shared houses of two to four people. Each person has their own room and shares communal facilities. The scheme is located in the three boroughs of Merton, Wandsworth and Kingston and applicants must have a connection with one of these boroughs. Applicants must also be prepared to engage in education or training opportunities. Tenants stay for up to two years and follow a planned programme of resettlement. At the end of their stay the aim is to support the tenant into further accommodation, this is usually in the privately rented sector. Grenfell run their own training courses from their central office which is based in South Wimbledon.

Grenfell housing association also runs two housing projects for young single homeless people. One seven-bed three-storey house accommodates young people aged 18-25, often living independently for the first time. Tenants have their own bedroom and share a kitchen and bathroom. They are offered low support for up to two years and are then supported into move-on accommodation. The other project comprises 16 bedsits and shared bathroom facilities for young people aged 18-30. A "responsible tenant" lives in this scheme. Length of stay is up to one year. Referrals to Grenfell can be made directly or through the Housing Options Team.

Contact us:- Grenfell Housing Association - 16 - 20 Kingston Road, South
Wimbledon, SW19 1JZ

Telephone: 020 8545 2588 Fax: 020 8545 2599

Website: www.grenfell-housing.co.uk

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.

Kingston Council Resettlement and Support Service

The Resettlement and Support Service is part of the Housing Options and Advice by the Team in private accommodation. The Service works with accepted homeless applicants and people, with a variety of vulnerabilities, who have moved into their new homes (temporary or permanent) and to help them maintain their tenancy. The Service helps them when they move in to their new homes (temporary or permanent) and to help them maintain their tenancy. The Service provides advice and practical support based on an individual assessment and support plan to enable people to successfully settle into and maintain their own home.

Who can get help from the Resettlement and Support Service?

We can offer eligible tenants help, guidance and advice if they are aged 16 or over and have one of the following vulnerabilities:

- ⟨ Mental health problems.
- ⟨ Drug and alcohol problems or are recovering.
- ⟨ Have been in, or are fleeing, a domestic abuse situation.
- ⟨ Have a learning disability.
- ⟨ Are vulnerable due to poor physical health/disability.
- ⟨ People who are vulnerable due to age, with complex needs.

You have to be:

Moving in to temporary housing provided by the Council or private accommodation provided by the Council's Housing Options and Advice by the Team in private accommodation.

- ⟨ Moving in to permanent housing provided by the Council (including housing association tenancies for up to three months short term support).
- ⟨ Or be at risk of losing your council accommodation, or the accommodation you are renting through the Tenant Finder Service, due to rent arrears, neighbour disputes or other issues, and have a vulnerability as listed above.

How can I get this help?

All applicants have to be "referred" to the Resettlement and Support Team. We do not accept people who apply directly. Referrals generally come through:

- ⟨ Homelessness Assessments Team
- ⟨ Allocations Team
- ⟨ Estate Management
- ⟨ Housing Advice and Options Service
- ⟨ Tenant Finder Service
- ⟨ Social Services Teams/GPs
- ⟨ Citizens Advice Bureau (CAB) or other advisory teams
- ⟨ Women's Refuges
- ⟨ Other support agencies (statutory or voluntary).

Examples of what we can help you with:

- ⟨ Help with setting up gas/electricity accounts and arranging the installation of gas/electric meters where appropriate.
- ⟨ Help in applying for Housing Benefit or Local Housing Allowance (LHA) and Council Tax Benefit and monitoring the progress of these claims.

- ◁ Help in applying for benefits, grants and loans from the Department of Work and Pensions (DWP) and applications to charities where applicable.
- ◁ Help in finding second hand furniture.
- ◁ General advice in budgeting.
- ◁ Help in finding and accessing other support services including referrals to social services where requested and applicable.
- ◁ Help in registering with GPs/dentists etc.
- ◁ Help with accessing college training and return to work schemes.
- ◁ Support and advice with managing security, health, and safety risks.
- ◁ Advice and support to improve quality of life and wellbeing.

The Resettlement and Support Service is a **free** service available to those detailed above. All accepted clients are allocated a Resettlement and Support Worker. A support plan is agreed with you and your allocated worker to look at your support needs. This plan is reviewed every six months or when requested, to make sure your support needs are being met.

If you feel you could benefit from our help, please ask one of the housing teams, social services departments or support agencies listed on the previous page, to refer you.

Alternatively, if you want further information on the work of the Service, please phone 020

8547 5003 FREE 020 8547 5003 and ask to speak to a member of the Resettlement and Support Service.

SPEAR Hostel

24 Kew Road – tel 0208 948 5564

Single homeless women