

# Housing Options & Advice in Newham

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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. 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. 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 Newham (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.

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

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

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

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

The Money Advice Service – [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### 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 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 Newham (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 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.



**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.

**Address:** 71A Coolfin Road, Newham  
London, E16 4SR

**Region:** [Newham](#)

**Nearest Station:** [Canning Town](#)

**Telephone:** 0844 826 9700

#### **Opening Hours**

**Mon:** Open: 09:00 Close: 17:30

**Tue:** Open: 09:00 Close: 17:30

**Wed:** Open: 09:00 Close: 17:30

**Thu:** Open: 09:00 Close: 17:30

**Fri:** Open: 09:00 Close: 17:30

**Sat:** Open: 09:00 Close: 17:30

**Sun:** -

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**Newham Citizens Advice Bureau Ltd** - [www.newhamcab.org.uk](http://www.newhamcab.org.uk)

*Registered charity 1013229*

Registration Date: July 1992

**Phone:** 020 8536-1620

Ensures that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively, and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally

#### **Contact:**

Newham Citizens Advice Bureau Ltd  
Stratford Advice Arcade  
107-109 The Grove  
Stratford, London  
E15 1HP

## **Other agencies that give advice**

If you have not already done so you should contact Newham's Homeless Persons Unit to see if they have a responsibility to provide you with housing or any other support. The Housing Options Centre should also be able to give you information on your housing rights and advice on how to best deal with your situation.

### **Newham Local Authority Advice service**

Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing provided for people considered in priority need of housing.

Address: 3 Prugel Street, London, E13 9HB

Phone: 0208 430 2000

Fax: 0203 373 3408

Email: [hsghoc@newham.gov.uk](mailto:hsghoc@newham.gov.uk)

Website: [www.newham.gov.uk](http://www.newham.gov.uk)

Opening times Monday 9am - 3.30pm

Tuesday 9am - 3.30pm

Wednesday 1pm - 3.30pm

Thursday 9am - 3.30pm

Friday 9am - 3.30pm

#### Service offered

Advice on a range of housing issues, including landlord and tenant, security of tenure, disrepair, homelessness, harassment and illegal eviction, welfare benefits, debt and mortgage arrears. Operate a rent deposit scheme.

### **LB Newham - Homeless Persons Unit**

Address: 3 Prugel Street, London, E13 9HB

Phone: 0208 430 2000

Fax: 0203 373 3408

Email: [hsghoc@newham.gov.uk](mailto:hsghoc@newham.gov.uk)

Website: [www.newham.gov.uk](http://www.newham.gov.uk)

#### Service offered

An assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing provided for people considered in priority need of housing.

Temporary accommodation may be available while enquiries are made. Tenancy relations service, general housing advice and advice and assistance for single and non-priority homeless people. Out of hours emergencies phone 020 8552 9587.

For people who homeless or threatened with homelessness.

#### How to contact

By referral from Newham Housing Advice Centre or other local agencies.

There are several other advice services that can provide advice and support to homeless people in Newham. 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. 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.

### **Community Links**

Address: Canning Town Public Hall  
105 Barking Road, London, E16 4HQ  
Phone: 0207 473 2270  
Fax: 0207 473 6671  
Website: [www.community-links.org](http://www.community-links.org)

Service offered:-

Advice and information on a range of issues. Specialist help in debt, housing and welfare benefits. Evening legal advice sessions on employment and consumer problems. Fuel debt advice.

This is available to the local community in Newham

### **Family Links Project**

Address: Community Links  
2 Central Park Road, London, E6 3DY  
Phone: 020 8548 2333  
Fax: 020 8470 6845  
Website: [www.community-links.org](http://www.community-links.org)

Service offered

Advice and support for homeless parents aged 20+ to help them gain employment or to progress on to further job search or training. Individual needs assessment, one-to-one support, CV assessment, help with job search and application forms, mock interviews. Courses include ESOL, Introduction to Food Hygiene, Introduction to Childcare and Introduction to Customer Service.

Target group

Homeless parents aged 20+ who are not in any training or education.

Area served:-

London Boroughs of Newham, Tower Hamlets and Barking and Dagenham.

How to contact

Drop-in, phone, contact for an appointment or write.

### **London Gypsy and Traveller Unit**

Address: 6 Westgate Street, Hackney, London, E8 3RN

Phone: 020 8533 2002

Fax: 020 8533 7110

Email: info@lgtu.org.uk

Website: www.lgtu.org.uk

#### Service offered

Offers direct services to Travellers in the London Boroughs of Hackney, Haringey and adjacent boroughs. Advocacy and strategic influence across London and nationally.

#### Target group

The Gypsy and Traveller communities.

#### Area served

Hackney, Haringey, Camden, Newham, Tower Hamlets and surrounding boroughs

### **Newham Asian Women's Project**

Address:- 661 Barking Road, Plaistow, London, E13 9EX

Phone: 0208 472 0528

Fax: 0208 503 5673

Email: info@nawp.org

Website: www.nawp.org

#### Service offered

Resource centre offering advice on domestic violence and related issues for Asian women. Drop-in advice on Mondays, Wednesdays and Thursdays. Counselling and self-help support groups. Careers and legal advice. Range of ESOL courses. Groups for girls and young women. Emergency accommodation for Asian women and children escaping domestic violence.

#### Target group

Asian women and children.

#### Area served

London Borough of Newham.

### **Refugee and Migrant Forum of East London**

Address:

Suite 22, Ground Floor, Cardinal Heenan Centre, 326 High Road, Ilford, Essex  
IG1 1QP

Phone: 020 8478 4513

Fax: 020 8514 0540

Email: info@ramfel.org.uk

Website: www.ramfel.org.uk

#### Service offered

Advice and support for refugees, asylum seekers and migrants. Advice, information and casework on a range of issues, including immigration, benefits, housing, children and young people, education. Health advocacy by appointment. ESOL classes. Food parcels for people with no access to benefits or support. Support for refugee community groups. Advice for women affected by domestic violence.

Target group - Refugees, asylum seekers and migrants.



Area served

London Boroughs of Redbridge, Waltham Forest, Barking & Dagenham, Havering, Newham, Tower Hamlets.

**U-Turn - Women's Centre**

Phone

020 7739 2950

Fax

020 7739 2950

Website

[www.urnproject.co.uk](http://www.urnproject.co.uk)

Service offered

Support services for women sex workers and vulnerable women. Key work and advocacy, accompany women to HPUs, court, police and help women re-establish links with family. IT classes, range of training courses. Housing advice and sexual health advice sessions Wednesdays. Counselling Mondays. Showers, laundry, clothing store. Hot drinks, kitchen. Outreach work in Tower Hamlets and Newham.

**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://ccqi.stjamestheless.plus.com>

**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.



### **Stonewall Housing Supported Project**

Tel 020 7359 6242

Area(s): Hackney, Haringey, Islington, Newham                      Medium support

Stonewall Housing

Referral address

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

Phone: 020 7359 6242

Fax: 020 7359 9419

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

Website: [www.stonewallhousing.org](http://www.stonewallhousing.org)

Who the project is for :

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

Will not accept

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

Age Minimum 16 - 25

How to get in

Referral agencies - Accept self or referrals from any agency.

**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

# 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.

**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.

### **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.

### **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.

**St Mungo's**

Tel: 0208 762 5500

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

**The Marylebone Project - Bradbury House**

Tel: 020 7262 3818

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

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

Tel: 020 7423 6805

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

**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 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.

## **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: 020 7382 5360

Information: For those between the ages of 11 – 29 years old.

**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

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

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

Tel: 0118 957 5746

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

Tel: 01708 766211

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

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

Tel: 01753 810 684

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

Tel: 020 8509 4600

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

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

Tel: 01923 353600

**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

**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.

### **There is no day center specifically for homeless people in Newham.**

**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

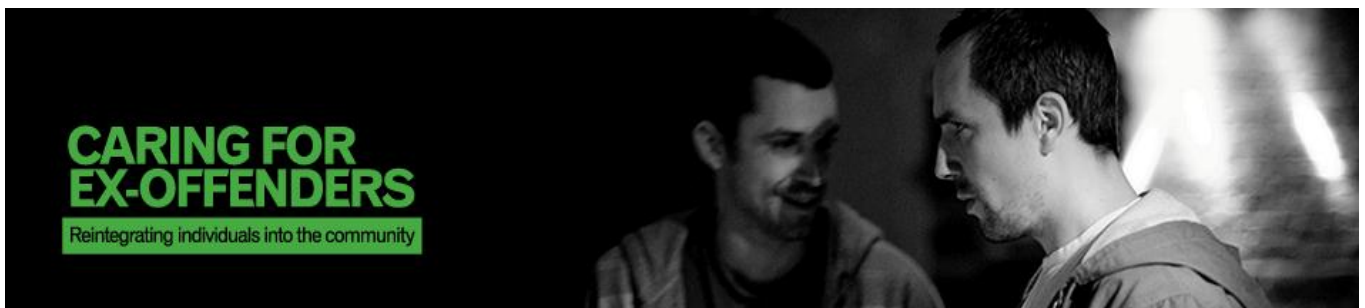
**Address** Camden  
London

**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**



## **Getting into a hostel or housing project in Newham**

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.

### **1 Cumberland Road – Medium Support**

Single homeless men who are moving on from first stage hostel accommodation, mainly from the East London area. Must be willing to pursue employment and/or training opportunities. Priority given to those with a local connection.

Will not accept: Men with active alcohol or drug dependency problems

Tel 020 7473 5286

Area(s): Newham

### **Anchor House – Low Support**

Area(s): Newham

#### Referral address

81 Barking Road, London, E16 4HB

Phone: 020 7476 6062

Fax: 020 7055 6821

Email: [reception@anchorhouseuk.org](mailto:reception@anchorhouseuk.org)

Website: [www.anchorhouseuk.org](http://www.anchorhouseuk.org)

#### Who the project is for:

Single homeless people with low to medium support needs. Will accept people with low drug or alcohol problems who have support already in place. 75% of applicants must have a connection to LB Newham. Will not accept People with a history of violence, arsonists and sex offenders.

Age Minimum 20 - 60

#### How to get in

Referral agencies: Accept referrals from specified agencies only: LB Newham Local Service Centres, LB Newham Housing Options Team, Probation/Prison Services, Community Links, CJIT and St Giles Trust.

#### Referral procedure

Phone Mon-Fri 9am-3.30pm. Interview. Require proof of identity. Short waiting list. Vacancies weekly.

Length of stay Minimum 1 month

Maximum 18 months

Average 15 months

## **Anchor House (continued)**

### Staffing and support

Support services

6 staff in Personal Development team, 24 hour waking cover.

Health services

On-site surgery provided by nurses from Primary Care Trust, provide TB screening, mobile dental service. On-site homeopathy service. Links with specialist drugs, alcohol and mental health services.

### Access to move-on

Staff provide advice on move-on accommodation. Have access to private rented accommodation and a yearly quota of nominations from LB Newham. Access to Home Store. Assistance with loan/grant applications. Promote former residents as mentors.

Accommodation: total spaces 118 single rooms

£15pw required from residents in receipt of benefits.

Facilities Furnishings Rooms fully furnished, most with ensuite shower and toilet.

Other facilities 2 lounges, internet cafe, games room, patio.

Food Restaurant. Breakfast provided. Lunch available (£2 per day or £10 per week).

Disabled facilities Disabled access to toilet on ground floor.

### Rules and policies

House rules and tenure

No alcohol or smoking allowed on premises. Expectation of shared responsibility. Licence agreement.

### Resident access

24 hour access, no restrictions.

Visitors: Not allowed in bedrooms. No overnight guests.

### User participation

Bi-monthly residents' meetings, fortnightly residents' representatives meeting. Residents encouraged to volunteer in Anchor House, in areas such as restaurant maintenance and other initiatives.

Anchor House is a Roman Catholic organisation. Referral agencies must have some knowledge of the people they refer and must have visited the hostel before making any referrals. Agencies wishing to become accepted as a source of referrals should contact the Director to discuss this.

Public transport

Canning Town tube, train and DLR - 5 minutes walk. Buses 5, 69, 115, 300, 330.

### [Centrepont - Housing Support and Development Team](#)

Tel 0845 466 3400

Area(s): Hackney, Newham, Southwark, Waltham Forest, Wandsworth, Westminster

Housing  
scheme

## **Focus E15**

Tel 020 8522 2400

Area(s): Newham

Focus E15

Referral address

Brimstone House, 10 Victoria Street, London, E15 4NX

Phone: 020 8522 2400

Fax: 020 8522 2401

Website: [www.east-potential.org.uk](http://www.east-potential.org.uk)

### Who the project is for:

Young single people aged 16-24 needing low support and a structured programme to help them to pursue training and employment. Must have a connection to LB Newham. 16 spaces for young parents referred by LB Newham.

Applications considered on a case by case basis.

Age Minimum 16 - 24

Only accept referrals from specific Newham based agencies, particularly ones that will agree to rehouse people after programme, include HOC, East London Connexions, Newham College, Social Services, Newham Action Against Domestic Violence, women's refuge.

### Referral procedure

Contact in writing. Application form completed by referral agency. Interview with support worker to identify needs.

Foyer

Waiting list of approximately 6-8 weeks.

Vacancies - Varies.

Length of stay Minimum 6 months

Maximum 15 months

Average 12 months

### Staffing and support

Support services

17.5 ft staff, 24 hour waking cover. Keyworking sessions. Personal development plan covers employment, training and independent living skills, reviewed every 4 months. Basic skills programmes. Regular sessions held by Time For Youth mentoring scheme.

### Health services

Substance misuse, mental health and alcohol workers within organisation. Counsellor. Young parents worker.

### Access to move-on

"After the minimum 9 months in the foyer those who make a success of their stay are invited to stay on in their flats for a further 9-12 months. At the end of their stay, those who have had a successful stay will be supported to find a permanent home."

## **Focus E15** (continued)

### Accommodation - 210 Self-contained flats and studios

Rooms

Flat: 210

£1.55pw required from residents in receipt of benefits

Facilities Furnishings Flats fully furnished, with washbasins.

Other facilities IT suite, media center, patio garden.

Food Self catering.

Disabled facilities 4 flats are fully accessible for wheelchair users.

### Rules and policies

House rules and tenure

Residents must commit to the life skills programme and agree a careers action plan. Smoking allowed in own room. Assured shorthold tenancy.

### Resident access

Own key and 24 hour entryphone, no access restrictions.

### Visitors

Guests must be signed in. Overnight guests with staff permission.

### User participation

Monthly residents' meetings to discuss resident issues and plan social activities, facilitated by staff.

### Public transport

Stratford train station and tube - 5 minutes walk.

## **Just Homes**

Tel 020 7473 5286

Area(s): Newham

Just Homes

Referral address

5 Cooper Street, London, E16 1QU

Phone: 020 7473 5286

Fax: 020 7473 6006

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

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

Medium  
support

### Who the project is for:

Single homeless men who are ready for employment. Also have 3 rooms for families who are homeless or at risk of homelessness, women with children and women escaping domestic violence. Priority to applicants with a local connection to LB Newham.

## **Refugee Support**

Tel 020 7501 2244

Area(s): Kensington & Chelsea, Lambeth, Newham, Southwark, Tower Hamlets, Wandsworth

**Renewal Programme**

Area(s): Newham, Waltham Forest  
Renewal Programme - Supported Housing  
Referral address  
Durning Hall Hostel, Earlham Grove, London, E7 9AB  
Phone: 020 8221 3880  
Fax: 020 8536 1322  
Website: [www.renewalprogramme.org.uk](http://www.renewalprogramme.org.uk)

Who the project is for:

Young single homeless people aged 16-25 with low to medium support needs. Applicants must have a local connection to either Newham or Waltham Forest.

Will not accept

Anyone with a history of violence or arson. People who will not abide by the project's equal opportunities policy. Those who cannot cope without 24 hour support or constant supervision.

How to get in:

Referral agencies  
Named referral agencies only. Please contact for further information to check whether agency on list for Newham projects. Only accept referrals from LB Waltham Forest Housing Advice Unit for Waltham Forest project.

Referral procedure

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

Waiting list

Operate a waiting list (5 male, 5 female).

Vacancies

Monthly.

Staffing and support

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

Access to move-on

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

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

Rooms

Single: 84

£7-£10pw required from residents receiving benefits.

Facilities Furnishings All rooms fully furnished. Other facilities Some have lounge, garden. Food Self catering.

Disabled facilities Some properties can be accessed by wheelchair users.

## **Renewal Programme** (continued)

### Rules and policies

House rules and tenure

Compulsory keywork and house meetings. No smoking allowed on the premises. Assured shorthold tenancy and (for assessment centre) excluded licence agreement.

Resident access

Own key, no access restrictions.

Visitors

Overnight guests with staff permission.

### User participation

Bi-monthly house meetings. Annual satisfaction surveys. Tenants' AGM with opportunity for feedback to panel of senior managers. Tenants' newsletter. Written tenant participation policy.

### Public transport

Office - Forest Gate train station. Buses 25, 86.



## **Newham ASB and Offender Floating Support**

Newham ASB and Offender Floating Support provides floating support for offenders with substance misuse issues in Newham. The service works with people living in their own accommodation, whether a council or housing association tenancy or a privately rented home. It is also for people placed in temporary accommodation by Islington Council, including those placed out of the borough.

Each client is allocated a support worker., who completes an initial assessment to determine the client's needs and assess risk and suitability for the service. This will form the basis of a support plan to address substance use and tenancy issues.

The service is available seven days a week, with visits available between 9am and 8pm. Frequency of visits will be according to the level of need, with a minimum of two visits per month.

Each case is reviewed regularly and may involve visits with two floating support workers. SHP aims to work with other agencies in the borough to provide coordinated and effective support.

## **Prolific and Priority Offenders (PPO) Floating Support Service**

PPO Floating Support service provides support to for clients to comply with criminal justice orders such as DRRs, ASBOs, and probation licenses.

We also help clients and sustain statutory and voluntary substance treatment and resettlement support.

Enquiries relating to referrals should be directed to the service manager on 0208478 8532  
Referrals can be made using the following paperwork:

- NOMs Offenders Assessment System (OASys Two)
- NTA assessment or triage forms
- SHP referral form
- SHP risk assessment

Church Lane, E11 – SHP 18 units in 2 shared houses; one 12 bed house for men and one 6 bed house for women. Low to medium support.



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 referrals from Probation offices. Applicants must have links with either Waltham Forest, Newham, Barking and Dagenham, Havering or Redbridge.

**Referral procedure:**

All referrals must have significant links with the five North East London boroughs served by the North East Area Board, and be on some form of statutory order at time of referral.

Waiting list of several months.

Length of stay

**Minimum** 9 months

**Maximum** 18 months

**Average** 2 years

**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.

**Sanctuary Carr Gomm**

75 Cleves Road, East Ham, London, E6 1QF – tel 0208471 1468

13 self contained flats and a shared house for 3 people.