

Housing Options & Advice in Haringey

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Notice of Disclaimer

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

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

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

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

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

Squatting Law

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

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

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

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

It's not squatting if you had a tenancy which has come to an end but you haven't yet moved out, or if you've fallen behind with your rent. In these kind of situations, your landlord will still need to go to court if they want to evict you or get their money back.

Advice about renting in the private sector

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

How do I find somewhere to live?

- There are a number of private letting agents operating across London who will be able to help you with finding somewhere to live. For a list of agents in Haringey go to :- <http://www.rightmove.co.uk/estate-agents/Haringey.html>

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

- adverts in shop windows and supermarkets,
- Loot
- local papers
- If you have access to the internet there are some good websites showing rooms and properties available for rent. (see page 10). If you do not have access to the internet you can also use the free internet service which is offered in most libraries. A good starting point is to use a search engine type into the search box the basic details of what you are looking for, for example, type 'properties to rent in Haringey (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



Haringey and Islington Credit Union can offer low cost loans to working people as well as those on benefits and you may be able to borrow the money for a deposit through them. They will ensure that you have enough income to be able to repay the loan. Contact on 020 7561 1786 or visit their website at:

<http://www.credit-union.coop>

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
- To see a list of estate agents in Haringey go to :-
<http://www.rightmove.co.uk/estate-agents/Haringey.html>

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 Haringey (35 and older or with dependant children).

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

Contact information for shared private accommodation:

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

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

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

Refer to the page of useful websites (page 10) that lists numerous sites where you can find private listings. These are a great resource for finding accommodation quickly.

Contact Information for 60 and older

Seaside & Country Homes

www.housingmoves.org

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



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.

Haringey Citizens Advice Bureaux are open for people who live, work, or study in Haringey. If you do not live, work, or study in Haringey the bureau will only assess your case, give you assisted information, and refer you to your local Citizens Advice Bureau

Note. Appointments cannot be booked. You must attend a gateway assessment to see an advisor, who may book you a further appointment should you require it.

Turnpike Lane Citizens Advice Bureau

14a Willoughby Road

LONDON

N8 0JJ

Telephone: 0844 826 9715 (Information Line)
020 8341 2400

Fax: 020 8347 3149

Web site: www.haringeycabx.org.uk

Advice sessions

Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment.

Mon:	09.30 - 16.00	10 minute gateway assessment
Tue:		Appointments only
Wed:	09.30 - 16.00	10 minute gateway assessment
Thu:	09.30 - 16.00	10 minute gateway assessment
Fri:		Appointments only

Telephone advice times

Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.

Mon:	0844 826 9715 24 hr pre-recorded advice line
Tue:	0844 826 9715 24 hr pre-recorded advice line
Wed:	0844 826 9715 24 hr pre-recorded advice line
Thu:	0844 826 9715 24 hr pre-recorded advice line
Fri:	0844 826 9715 24 hr pre-recorded advice line

Tottenham Citizens Advice Bureau

551B Tottenham High Road
(alleyway next to Barclays)
LONDON
N17 6SB

Telephone: 0844 826 9715 (Information Line)

Fax: 020 3234 2816

Web site: www.haringeycabx.org.uk

Mon:		Pre-booked appointments only
Tue:	09.30 - 16.00	10 minute gateway assessment
Wed:	09.30 - 16.00	10 minute gateway assessment
Thu:	09.30 - 16.00	10 minute gateway assessment
Fri:		Pre-booked appointments only

Other agencies that give advice

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

For more detailed information, visit www.haringey.gov.uk

Haringey Local Authority Advice service

Provides:-

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.

People who are homeless

If you are homeless you should visit one of our Customer Service Centres for advice (see below). You can also telephone the Housing Advice Line on 020 8489 1000. They will give you further advice over the telephone or, if necessary, make you an appointment to see an adviser.

Not everybody qualifies for housing assistance from the Council.

This will generally be people who

- are homeless or threatened with homelessness (including some severely overcrowded households)
- are eligible (defined by your immigration status, whether you are 'habitually resident' in the UK, in some cases your country of origin, and whether you are classed as a 'worker'.)
- are in priority need (have children or are pregnant, vulnerable due to age or medical conditions or other special reasons, or if you are homeless because of a fire or flood)
- have a local connection with Haringey
- have been made homeless through no fault of their own.

South Tottenham Customer Service Centre



Apex House,
820 Seven Sisters Road,
Tottenham,
N15 5PQ
Phone 020 8489 1000

Access

Open: Monday to Friday 8.45am to 5pm.

Please note – this Centre is busy on Mondays. Please try to make your visit on Tuesday – Friday if possible. If you do need to visit our Centre, you should aim to arrive before 4pm, as due to high numbers of customers, queues may be closed early for Health and Safety reasons. Arrival after 4pm will not guarantee you will be seen

- **Arriving by bus** - Bus routes 149, 243, 318, 341, 349, and 476 pass close by with stops in Tottenham High Road. Bus routes 259 and 279 pass the centre with stops in Seven Sisters Road.
- **Arriving by tube** - Seven Sisters Station on the Victoria Line has entrances in Seven Sisters Road opposite the centre and in the High Road.
- **Arriving by railway** - the entrance to Seven Sisters Station on the Liverpool Street/Enfield Line is opposite the entrance to the centre in Seven Sisters Road. South Tottenham London overground station is nearby in Tottenham High Road
- **Car parking** - the centre is located in a Controlled Parking Zone, pay bays are available but visitors by car are advised to park in the public car park close to the centre in Westerfield Road (charges payable).



Wood Green Customer Service Centre



Ground Floor
48 Station Road
Wood Green
N22 7TY

Phone 020 8489 1000

Open: Monday to Friday 8.45am to 5pm.

Please note – this Centre is busy on Mondays. Please try to make your visit on Tuesday – Friday if possible. If you do need to visit our Centre, you should aim to arrive before 4pm, as due to high numbers of customers, queues may be closed early for Health and Safety reasons. Arrival after 4pm will not guarantee you will be seen.

- **Access by bus** - bus numbers W3 and 184 pass the centre in Station Road with stops close by. Bus numbers 29, 67, 121, 123, 141, 144, 221, 230, 232, 329 and W4 pass along or stop in the Wood Green High Road, a short walk from the centre.
- **Access by underground** - Wood Green Underground Station on the Piccadilly Line is located in the High Road at the junction with Station Road/Lordship Lane - only a short walk away from the centre.
- **Access by railway** - the nearest National Rail station is Alexandra Palace Station on the Great Northern Line from Kings Cross or Moorgate. The station is about three quarters of a mile away from the centre.
- **Car parking** - Wood Green is within a Controlled Parking Zone. Some pay bays are available in the area but centre visitors are advised to use the public car parking in the Wood Green Shopping City.



Broadwater Farm Surgeries



Broadwater Farm Neighbourhood Office
108c Gloucester Road
Tottenham
N17 6GZ

Sessions - Tuesdays and Thursdays from 2pm to 4.45pm.

Sessions are by appointment only - call the Neighbourhood Office on 020 8489 8650 to arrange an appointment.

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

Deptford Churches Centre

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

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

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

Crisis Smartmove – 0870 011 3335 OR 020 7713 7655.

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

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.

Open Door Meal

Name of Project	Open Door Meal
Region	London
Description	The Open Door Meal takes place 7-9pm every other Thursday & provides a hot meal, clothing and toiletries to more than 100 homeless and vulnerably housed people. It is run almost entirely by volunteers from St James the Less and other London churches.
Client Age Group	All ages
Opening Hours	7:00pm to 9:00pm alternate Thursdays
Address	St James the Less Church Thorndike Street (off Moreton Street) Pimlico Westminster London SW1V 2PS
Telephone	020 7630 6282
Main Contact	Ms Amanda O'Garth
Website	http://ccgi.stjamestheless.plus.com

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

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

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

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

Opening Times

Monday 12 noon - 4pm

Tuesday 12 noon - 4pm

Wednesday 12 noon - 4pm

Thursday 12 noon - 4pm

Friday 12 noon - 4pm

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

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

SOS Project

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

Peer Advice Project

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

Meet at the Gates

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

Emergency housing support and private rented accommodation

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

Private Rented Sector Project

Housing support services

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

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

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



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

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

Website: www.stonewallhousing.org

Who the project is for :

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

Will not accept

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

Age Minimum 16 - 25

How to get in

Referral agencies - Accept self or referrals from any agency.

Veterans' Support Service

Do you need help with the following?

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



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

VETERANS' SUPPORT SERVICE

Do you need help with the following:

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

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

020 7385 2110

Emergency accommodation across London:

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

Hostels across London

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

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 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.

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

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.

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

Tel: 0118 957 5746

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

Tel: 01708 766211

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

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

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

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

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

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

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 links to 1000's of organisations, facts, services and info about their project.

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

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

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

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

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

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

Housing Services Agency (HAS) 020 7284 0293

140 Camden Street, London, NW1 9PF.

Promotes and carries out effective resettlement of single homeless people.

NACRO - Resettlement Advice Service

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

Enquirers who are unable to find the answer to their questions on our website, can now call us on 0207 840 7200 - dialing Option 2 followed by Option 1.

The new Resettlement Advice Service will provide a number of specialist services including:

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



What do I do if I become street homeless?

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

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

About London Street Rescue

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

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

We provide practical assistance, including:

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

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

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

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

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

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

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



0870 383 3333

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

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

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

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

No Second Night Out Assessment Hub

Name of Project No Second Night Out Assessment Hub

Project Type Housing Advice and Support

Region London

Description No Second Night Out is a pilot project focused on ensuring there is a rapid response to new rough sleepers, and will provide an offer that means they do not have to sleep out for a second night. Referrals by the public are welcome.

Client Age Group All ages

Opening Hours 24-hour reception

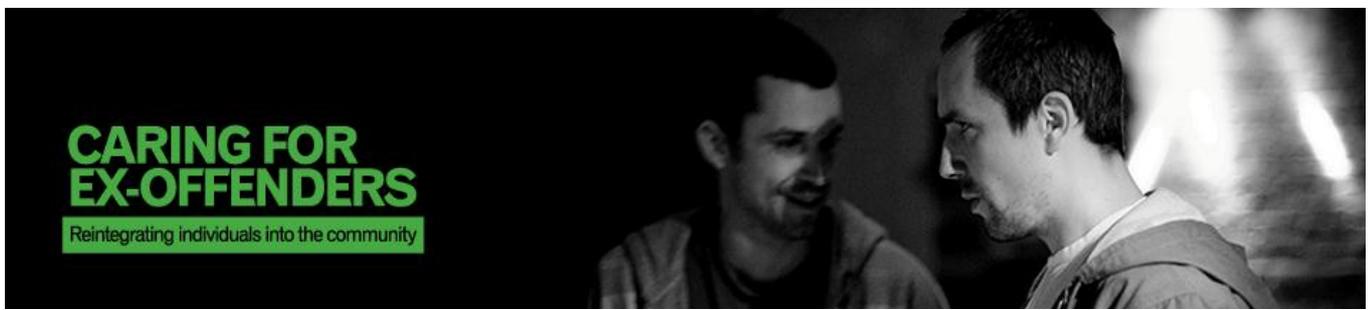
Address Camden
London

Telephone 020 7837 0970

Fax 020 7713 8034

Main Contact Becky Green

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



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

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

Phone: 020 7052 0332

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

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

Process details:

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

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

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

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

WHAT SUPPORT IS THERE FOR PEOPLE WITH NO RECOURSE TO PUBLIC FUNDS?

No recourse to public funds (NRPF) refers to people who are not entitled to access certain public services in this country. People with NRPF are those who are subject to immigration control and have no entitlement to welfare benefits, to Home Office asylum support for asylum seekers, or to public housing. NRPF includes:

Refused asylum seekers whose appeal rights are exhausted, people who have overstayed their visas, people on sponsorship visas, such as spousal visas.

Overseas visitors, people on student visas and other irregular migrants.

Some unemployed migrants from Central and Eastern Europe may also have NRPF.

Individuals with NRPF who become homeless have very few avenues for support that are accessible to them, and some may face destitution.

The Housing rights website at www.housing-rights.info/index.php gives information for recent arrivals in England for advisers about entitlements to housing, based on people's immigration status.

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

Getting help

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

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

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

Returning to country of origin

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

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

Taken from Homelesslondon.org website – accessed September 2012

Support, hostels and housing project in Haringey

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.

Moving On Scheme for vulnerable adults

The Moving On Scheme is for

- people who have been known to Rough Sleeper Outreach Services (verified rough sleepers) and have been assessed as being able to sustain a tenancy (usually after a period in supported or hostel accommodation)
- people who need a move from Haringey funded Supported People accommodation having been assessed as being able to sustain a tenancy
- socially excluded people including ex-offenders, people with secondary mental health issues and people with mild learning difficulties

The Moving On Scheme aims to assist people who are not eligible for social housing but are ready to move to more independent private sector accommodation.

The scheme matches tenants to landlords and provides support before and during the tenancy to help create long-term and sustainable homes for people.

To be eligible for the scheme you must

- be homeless or threatened with homelessness (or ready to move on from Haringey's Supporting People funded accommodation)
- not be considered to be in priority need
- be eligible to receive welfare and housing benefits, or be working
- have a local connection to Haringey
- not have a history of rent arrears
- not have a history of antisocial behaviour or have become homeless intentionally.

Nominations to the scheme can be made by

- Street Rescue (see page 27)
- Haringey's Supported People funded accommodation based services
- Partner agencies

For further information please contact the Vulnerable Adults Team on 020 8489 4759.

Ackee Housing Project

Hostels and Supported Accommodation

Address

103 Stoke Newington Road, London, N16 8BX

Phone 020 7254 5159

Fax 020 7249 4325

Email ackeehousing@btconnect.com

Who the Project is for

Young single homeless black women aged 17- 21 with low support needs.

Must have a local connection to LB Haringey. Priority to those who have been in local authority care.

Will Not Accept

Those with drug or alcohol problems. Those with a history of serious violence.

Ages; 17 - 21

Referral Agencies

Accept self referrals

Referral Procedure

Self referrals phone Mon-Fri 10am-4.30pm. Agencies are notified by fax each time there is a vacancy. Referral form completed by agency and applicant.

Interview.

Waiting List No waiting list.

Vacancies About every 6-8 months.



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 will be considered from any London borough.

Referral procedure:

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

Staffing and support :

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

Access to move-on:

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

Accommodation:

16 in 1-bed and 2-bed flats.

Broadway - Supported Housing Haringey**Address**

c/o LB Haringey Vulnerable Adults Team - e-mail vat@haringey.gov.uk

Phone 020 8489 4759 **Fax** 020 8489 4292 **Website** www.broadwaylondon.org

Who the Project is For Single homeless people with support needs. Must have a local connection to LB Haringey.

No automatic exclusions. Accepts ages 18 - 60

Referral Agencies

Only accept referrals from LB Haringey Vulnerable Adults Team (details above).

Referral Procedure

Phone Mon-Fri 9.30am-5.30pm. Application form. Interview. If there is a current vacancy, can move in straight away.

Support Services

Staff available Mon-Fri 9am-5.30pm, visit properties at least weekly, emergency on-call system. Staff provide support on a range of practical and emotional issues on a keywork basis with weekly meetings. Support plans with agreed outcomes, reviewed quarterly. Residents also have access to Broadway's specialist work and learning team, welfare rights worker, money advice and a befriending scheme.

Access to Move-on

Most move-on is to the private rented sector. Limited access to local authority and housing association nominations with pre and post resettlement support.

26 spaces In 7 schemes.

Causeway Irish Housing Association

Address Haringey Irish Centre, Pretoria Road, London, N17 8DX

Phone 020 8365 1751 **Email** info@irishcauseway.org.uk

Website www.irishcauseway.org.uk

For young people aged 18+ who have low support needs and are willing to live in shared housing. Can accept couples. Target 10% lesbians and gay men. No local connection required.

Will Not Accept

People with a history of violence and arson. Those unwilling to abide by the equal opportunities policy or willing to share.

Ages 18 – 30

Referral Agencies

Accept self referrals and referrals from any agency.

Referral Procedure

Phone Mon-Fri 10am-5pm to check if the waiting list is open. Application form on website. If criteria are met, invited to interview. If suitable, placed on waiting list until a suitable vacancy arises. References must be sent with application form.

Waiting List

Operate a waiting list, average 2-4 weeks to assessment. **Vacancies** Weekly.

Support Services

Staff available at off-site office Mon-Fri 10am-5pm. 2 housing managers visit the properties monthly. Staff carry out health and safety checks, offer help with claiming benefits, life skills, making repairs, mediate in house disputes, and provide some resettlement advice. Life skills coordinator provides advice around benefits and employment and training.

Access to Move-on

Staff provide basic resettlement advice. Move-on primarily to private sector.

Accommodation 239 In 60 properties, mainly shared accommodation.

Central and Cecil Incorporating Cara Irish HA

266 Waterloo Road, London, SE1 8RQ

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

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

Will Not Accept People unwilling or unable to accept support.

Referral Agencies

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

Centre for Better Health

1a Darnley Road, London, E9 6QH

Phone 020 8985 3570

Fax 020 8986 1334

Email admin@centreforbetterhealth.org.uk

Website www.centreforbetterhealth.org.uk

For :-People aged 20 - 65 with mental health problems.

Will Not Accept - People with a recent history of violence or arson.

Referral Agencies

Accept self-referrals and referrals from any agency. Agencies/applicants must seek local authority funding for residential placements prior to referral.

Referral Procedure

Phone Mon-Fri 9am-5pm or write. Agency completes referral form including risk assessment, psychiatric and social reports. Informal visit to meet staff, residents and view project followed by overnight and weekend stays. Current residents participate in allocation decision.

Christian Action Housing - YPF Accommodation

Benedict House - 61 Island Centre Way, Enfield, EN3 6GS

Phone 01992 765900 **Fax** 01992 765999

Email info@christianaction.org.uk

Website www.christianaction.org.uk

Who the Project is For Single people aged 18-49 with low to medium support needs who are homeless or at risk of homelessness. Accept referrals aged 18-30 from Enfield, and aged 18-49 from Haringey. Must have a local connection to Enfield or Haringey (at least 6 months).

Will Not Accept Those with ongoing alcohol or drug dependency.

Referral Agencies Accept referrals from named agencies, including Enfield Housing Advice Centre, Social Services, Enfield's Two-e Young People's Service, and **Haringey's Vulnerable Adult Team**. Also accept self referrals from those with an Enfield connection.

Enfield Foyer

279-281 Fore Street, London, N9 0PD

Phone 020 8807 1988 **Fax** 020 8807 6302

Website www.christianaction.org.uk

Who the Project is For Young single homeless people aged 16-25 who need support to develop their training, education or employment options and independent living skills. Must have a 6 month connection to LB Enfield or go via Haringey's YOS service.

Will Not Accept People with high support needs that cannot be met by the project. Those with unaddressed drug/alcohol problems.

Ages 16 – 25

Referral Agencies Referrals accepted from LB Enfield Homeless Persons Unit, Connexions, Two-e Advice Centre, Enfield College, LB Enfield Leaving Care, Alone in London, New Horizon and Conel College. **Applications for 16-17 year olds only via LB Haringey YOS service.**

Epic Trust - Lansdowne Road

1-7 Corsica Street, London, N1 1JG,
Phone 020 7704 5448 **Fax** 020 7359 4379
Email lansdowneroad@circle.org.uk
Website www.circle.org.uk

For vulnerable women aged 16-21 with low to medium support needs, who have been identified as statutory homeless by LB Haringey. 3 bedspaces for care leavers. Applicants must have a connection to LB Haringey.

Will Not Accept Women with a history of arson or violence. Women with current substance misuse issues. Those with higher support needs than cannot be met by the project.

Referral Agencies Only accept referrals from LB Haringey Vulnerable Adults Team, Children and Young People's Service and Leaving Care Team (care leavers).

One Support - Key Support

Floating Support Service

Third Floor, Room 304, Parma House, Clarendon Road, London N22 6UL

Phone 020 7428 8500 **Fax** 020 8889 6339 **Email** keysupport2@onehousinggroup.co.uk

Who the Project is For Vulnerable people age 18 – 64 living in LB Haringey or placed in temporary accommodation by LB Haringey in any London borough, who require support to maintain their tenancy. Can accept couples. Applications considered on a case by case basis.

Maximum Number of Users 459

Referral Agencies Accept self referrals and referrals from any agency. Phone, call in Mon-Fri 9.15am-8.30pm or write. Referral form. Assessment.

Support Offered

Staff available Mon-Fri 9am-9pm, meet with service users at least monthly. 17 service users per support worker. Staff provide advice and support around benefits, debt, setting up and maintaining a home, bidding through Home Connections and making referrals to external services eg drugs, alcohol and mental health.

St Mungo's - Haringey West

88 Milton Park, London, N6 5PZ

Phone 020 8341 1886 **Fax** 020 8348 5053

Who the Project is for We have 18 spaces in 2 buildings for people 18 – 64 with enduring mental health needs wanting to live independently in the community. Priority is given to those with a local connection to LB Haringey.

Will Not Accept People whose main support need is not a mental health issue. Those with a history of arson or physical violence.

Referral Agencies Only accept referrals via Haringey Vulnerable Adults Team.

Referral Procedure Common Needs Assessment Referral form completed by Care Coordinator. Assessment, interview and visit to project. Require medical, psychiatric and CPA reports, discharge summary, risk assessment, OT assessments where applicable.

Support Services Team of 10 full time project workers and one part time project worker cover projects. Support available 8am-11pm, sleep-in cover (Milton Park) and Mon-Sat 9am-8pm with emergency on-call system (Cromwell Lodge). All clients will have a recovery focused support plan and keywork sessions. Staff offer advice, assistance and monitor support around mental health needs, tenancy sustainment, links with local community. There is also a wide range of in house activities focusing on educational and employment needs and social inclusion. Staff work in partnership with other agencies.

Access to Move-on Staff work closely with the Vulnerable Adults Team and client's care co-ordinator to support client with appropriate move-on options. Keyworkers begin move-on planning within 3 months of placement to ensure they are equipped with skills and knowledge.

MAPPA Floating Support Service

Phone 020 7520 8660 **Fax** 020 7837 7498

Website www.shp.org.uk

The service aims to:

- Provide a floating support service for clients who have a problem sustaining or maintaining their tenure and require support to begin living independently.
- Address with clients issues in relation to their financial, health, substance use, work and social needs, with the aim of improving their quality of life and reducing the circumstances that lead to offending.
- Support clients to develop skills, access education, employment and training and other meaningful activities.
- Assist in accessing welfare benefits entitlements, including housing benefit.

MAPPA Floating Support Referral Criteria

The service is for:

- MAPPA clients living in any tenure with a need for housing-related support
- MAPPA clients residing in Enfield, Barnet, Haringey, Camden, Islington or Westminster
- Referrals are accepted from MAPPA Panel agencies.
- A comprehensive risk assessment is required in order to ensure that the project is able to meet the needs of clients and not exclude people unnecessarily.

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

Target Group People who have a Multi-Agency Public Protection Arrangement (MAPPA) who live in the LBs Barnet, Camden, Enfield, Haringey, Islington and Westminster or are residing in an Approved Premises but have a local connection to those boroughs.

Applications considered on a case by case basis from London Boroughs of Barnet, Camden, Enfield, Haringey, Islington and Westminster.

Referral Agencies Accept referrals from MAPPA Panel agencies only.

Referral Procedure Comprehensive risk assessment.

Support Services Support available 9am-6pm, out of hours telephone service. Sessions at the client's home or other suitable location. Service users visited as often as is required. Staff provide crisis resolution for immediate needs. Advice on education, training and employment, benefits and income maximization, support in managing tenancy and referral to specialist agencies as required.

Length of Support Average: 3-9 months

