

# Housing Options & Advice for Women in London

# Contents

Page	
2	Contents
3	Disclaimer
4	Squatting Law – Advice about renting in Private sector
5	Getting a Deposit
6 - 9	Paying the rent – Housing Benefit and Local Housing Allowance information
10	Advice and help with your finances
11	Steps you need to take to secure accommodation (Flow Chart)
12	List of Web sites
13	Local Housing Allowance Rates
13	Tips on private renting for those with children
14	Tips on private renting for those 60 years and older
14 - 15	Links and some Lettings Agents in London
15	CAB contact info
16 - 41	Other agencies that give advice and support
41 - 42	Emergency accommodation hostels
42	Advice, day, charities and housing centres
43	Street Homeless – London Street Rescue
44	Street Homeless – No Second Night Out
45	Caring for Ex-offenders
46	Information for those with no recourse to public funds
47 – 48	Support for Foreign National Offenders

### **Notice of Disclaimer**

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

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

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

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

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

## **Squatting Law**

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

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

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

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

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

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

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

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

- There are a number of private letting agents operating across London who will be able to help you with finding somewhere to live.  
For a list of some lettings agents in London that accept those on benefits, see page 15

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 12). 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 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.

### **What happens if I return to custody?**

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

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

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

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

### **If you are a prisoner on remand**

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

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

If you were claiming housing benefit before you were remanded to prison, you must let the housing benefit department know you are in prison. Make sure your prison completes the notification of remand in custody form for prisoners on remand, and that you send it to your local council's housing benefit department within 14 days.

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

### **If you are on home detention curfew (HDC)**

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

### **If you are sentenced to prison**

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

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

### **How long will you spend in prison?**

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

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

If your sentence is for up to 12 months in prison, and you qualify for home detention curfew (HDC), you may be released within 13 weeks, although you will spend some of your sentence on curfew at home monitored by an electronic tag. Make sure you claim housing benefit even if you don't yet know if you will get HDC.

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

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

### **If you are on temporary release**

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

### **If you have been released**

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

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

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



### **Will housing benefit pay all my rent if I am in prison?**

Housing benefit will only cover rent up to a certain amount – if you are a private tenant and your rent is high, housing benefit is unlikely to cover all of it. This means there will be a shortfall. If you can't afford to pay the remaining rent, you risk rent arrears and possible eviction.

### **If you are the partner or former partner of a prisoner**

If you are the tenant or joint tenant of your home, you can claim housing benefit yourself as you are responsible for the rent. If your partner has been sent to prison and isn't paying the rent on the home you shared, you may be able to claim housing benefit even if you are not the tenant. Housing benefit can be paid to another person if it is reasonable to treat them as responsible for the rent. If your relationship has broken down, housing benefit may be paid to enable you to continue to live in the home if your former partner was responsible for the rent and is not paying it. In all these situations, you will have to make a claim for Housing Benefit.

### **If you didn't claim housing benefit in time**

It is much easier to sort out your benefits entitlement if you claim in time. If, however, there are strong reasons which would enable you to argue you had 'good cause for a late claim', you may be able to get your Housing Benefit back dated. If you have rent arrears because you have been in prison, you could ask for a discretionary payment of housing benefit.

### **Recent Changes to Local Housing Allowance**

#### **Single and under 35**

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

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

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

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

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

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

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

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

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

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

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

### **The CCC**

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

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

### **National Debtline**

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

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

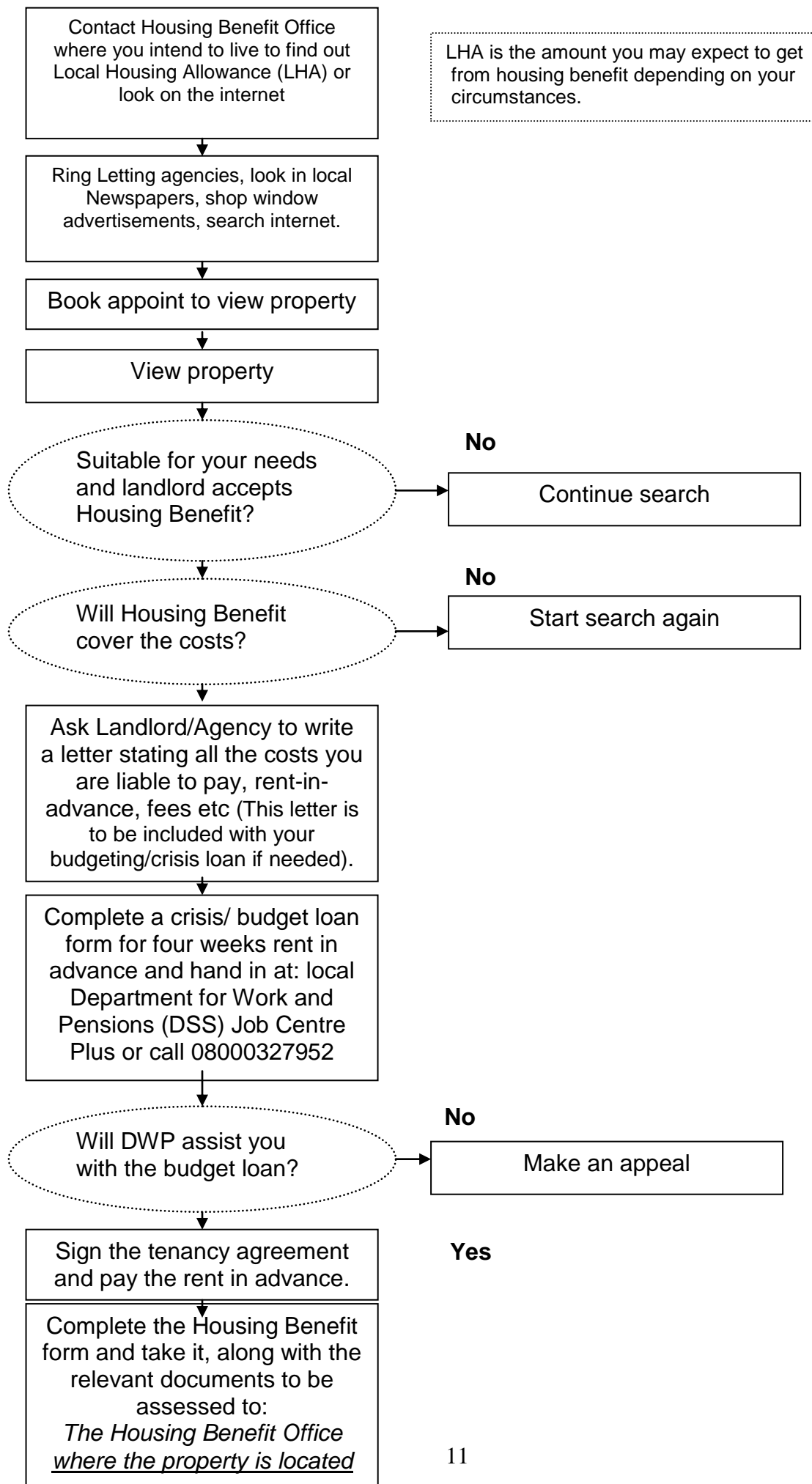


Stop Loan Sharks help victims and agencies deal with the problem of loan sharks. Loan sharks are unlicensed money lenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan. Loan sharks work illegally and can be prosecuted.

**T:** 0300 555 2222 (Monday–Sunday 24 hours a day) **E:**

[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk) - **W:** [www.direct.gov.uk/stoploansharks](http://www.direct.gov.uk/stoploansharks)

## Steps you Need To Take To Secure Accommodation



## 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.a roomtolet.co.uk](http://www.a roomtolet.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.a roomtolet.co.uk](http://www.a roomtolet.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

### **Contact information for shared private accommodation:**

If you are under the age of 35 and you do not have any dependent 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 12) that lists numerous sites where you can find private listings. These are a great resource for finding accommodation quickly.

### **Contact Information for 60 and older - Seaside & Country Homes - [www.housingmoves.org](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.

### **Some letting agents in and around London**

For telephone numbers of estate agents in London, copy and paste the link below into your web browser and enter the location you wish to live in, radius of search and type of property eg lettings

<http://www.rightmove.co.uk/estate-agents/>

#### **Some other estate agents in London that have landlords who take housing benefit.**

1 <sup>st</sup> Choice	0207 737 4151	96 Coldharbour Lane Camberwell
Amity Estates	0208 314 1411	13 George Lane
Adam Kennedy	0208 804 1874	207 Hertford Road Edmonton
Alpha Property Services	0203 376 1849	307 East Street SE17
Bexletts	0208 301 3445	137 Broadway Bexleyheath
Blue Solutions	0208 690 0004	282 Lewisham High Street
Discount Letting Services	0208 697 0984	Unit 7 Meridian Court
DSS London	0208 697 3100	195a Bromley Road
Dexters	0203 597 5890	28 Abbeville Road Clapham
Dawson Property Services	0208 291 9198	21 Perry Vale
Dream Moves	0208 889 0899	82 Middleton Road N22
Eden Estates	0208 316 0001	62 Plumstead High Street
Ellis & Co	0208 804 1874	Edmonton N9 7EP
Eden Estate Agents	0208 694 0001	225 Lewisham Way
Foss James	0208 984 0066	761 Becontree Avenue Dagenham
Goodwin Ellis	0208 855 5588	124 Plumstead Common
Gordon & Kings	0208 689 8888	63 High Street Thornton Heath
Home 2 U	0208 690 5000	83 Ladywell Road
Kilostate Estate Agents	0208 656 8888	South Norwood, SE25 4PF
Kilostate Estate Agents	0208 679 6015	Norbury, SW16 4EU
Knight Young & Co.	0208 991 1780	Hanger Lane W5 1ET
Lets Let London	0203 597 3966	148 Mitcham Road Tooting
Lee's Lettings	0207 263 4459	467 Hornsey Road, N19 4DR
Leaf Letting	0208 698 1110	1A Honley Road
La Casa	0208 297 4877	62 Springbank Road

Lewisham Lettings	0208 852 5589	64 Springbank Road
Maritime Properties	0208 858 0990	145 Trafalgar Road Greenwich
On The House	0208 676 0854	170 Sydenham Road
On The House	0208 771 1177	21 Church Road SE19
Olivet Estates	0208 331 3709	Charlton, SE7 8UD
Raj Properties	0208 472 6869	12 Green Street E7 8BZ
Sathy Estates	0208 961 9613	220 High Street Harlsden
Secure lettings	0208 471 5100	136 Greengate Street, E13 0AS
Team East Barnet	0208 440 6449	10 Church Hill Road East Barnet
Union Lettings	0208 764 6444	15/26 London Road SW16
Wollens Estate	0208 592 1038	Dagenham RM9 5AQ
Zeta Homes	0208 514 2232	889 Romford Road E12

NB: Though the above landlords and lettings accept tenants on housing benefit there is no guarantee they will have properties available.



**Citizens Advice**  
the charity for your community

Citizens Advice Bureaux offer free, confidential, impartial and independent advice from over 3,500 locations. These include high streets, community centres, doctors' surgeries, courts and prisons.

Our advice helps people resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. It is available to everyone.

Advice may be given face-to-face or by phone. Most bureaux can arrange home visits and some also provide email advice. A growing number are piloting the use of text, online chat and webcams.

### Online

Our Citizens Advice self-help website [adviceguide.org.uk](http://adviceguide.org.uk) has practical, reliable information to help you solve your problems.

Adviceguide also includes frequently asked questions in other languages.

The information is continually reviewed by our team of advisers and covers the law in England, Northern Ireland, Scotland and Wales.

Under 25 and need information on debt, benefits, employment or housing? New [windowadvice4me.org.uk](http://windowadvice4me.org.uk) will direct you to information most relevant to you.

### By phone

Advice by phone is available from all Citizens Advice Bureaux (CAB). In addition, we are in the process of developing a national phone service. It will become available in different parts of the UK over the next two years.

It is now fully operational in Wales, but only for people who live or work there. In England the service is currently being rolled out area by area. If it is not yet available in your area, you will hear options for recorded information:

for Wales call 08444 77 20 20

for England call 08444 111 444 or check your local bureau's contact details

Calls to our national phone service (0844 numbers) will be charged at five pence per minute from a BT landline and may cost considerably more from mobile and other phones.

### Other agencies that give advice and support

If you have not already done so you can contact your Local Authority Housing Office to see if they have a responsibility to provide you with housing or any other support.

Women who are pregnant or have children are likely to be found to be in priority need for housing. Women with no dependants have limited options unless they are considered vulnerable by the local authority by virtue of age, health or physical needs. Women can be more at risk from certain causes of homelessness, such as domestic violence and abuse, and may also require different services due to the specific needs they have.

There are several advice services around London that can provide advice and support to homeless women. 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.

*The agencies listed below are specifically for women. For a full list of mixed emergency accommodation, day and help centres, please ask your offender manager for the generic housing options booklet for your area.*

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### **ASHA Projects**

Address: 13 Shrubbery Road,,SW16 2AS – Phone 020 8696 0023 Fax 020 8677 9920

**Email** [admin@asha.org.uk](mailto:admin@asha.org.uk)

Services Offered: Information, advice and support for Asian women. Advice on housing and welfare benefits. Temporary accommodation for women experiencing domestic violence.

Who the Project is For :Asian women.

Area Served: London Borough of Lambeth and surrounding areas.

How to Contact: Phone or write.

Opening Times

Monday: 10am - 5pm

Tuesday: 10am - 5pm

Wednesday: 10am - 5pm

Thursday: 10am - 5pm

Friday: 10am - 5pm

### **Aaina Women's Group – Advice Services**

Address : 1st Floor, Bellenden Old School, Bellenden Road, London, SE15 4DG

Phone 020 7358 0697 - Fax 020 7358 0697

Services Offered : Support, information and signposting for South Asian, Muslim and refugee women and their children. Advice includes welfare rights, housing, immigration, domestic violence, health, educational opportunities and training. There is an interpreting service, CV preparation and help with gaining employment. Parenting support. Health and fitness class, with crèche. Sewing class Friday 10am-12 noon. Summer play schemes.

Target group: South Asian, Muslim, African and refugee women and their children.

Area Served London Borough of Southwark.

How to Contact - Drop-in, phone or email.

Opening Times:-

Tuesday: 10am - 2pm

Wednesday: 10am - 2pm

Thursday: 10am - 2pm

Friday: 10am - 1pm



### **Ackee Housing Project**

Address :103 Stoke Newington Road, London, N16 8BX

Phone 020 7254 5159 - Fax 020 7249 4325 - Email [ackeehousing@btconnect.com](mailto:ackeehousing@btconnect.com)

Target Group: Young single homeless black women aged 17-21 with low support needs. Must have a local connection to LB Haringey. Priority is given to those who have been in local authority care. Will not accept: Women with a drug or alcohol problem or those with a history of serious violence.

Referral Agencies: Accept self-referrals and referrals from agencies on approved referral agencies list. Agencies can write to request to be added to list.

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.

### **African Women's Welfare Group**

Address: Rear of 594 Tottenham High Road, Tottenham, London, N17 9TA

Phone 020 8885 5822 - Email [awwgghsaid@aol.com](mailto:awwgghsaid@aol.com) - Website [www.awwg.org.uk](http://www.awwg.org.uk)

Services Offered: Services for African women, including refugees and asylum seekers. Advice on benefits, health, housing, racial harassment, domestic violence. Language support. HIV support for families. Workshops and advocacy to raise awareness on reproductive health, female genital mutilation (FGM), HIV/AIDS support and prevention. ESOL classes. Mental health drop-in service, counselling and group work.

Target Group: African women, including refugees and asylum seekers. Area Served: **All London.**

How to Contact: Drop-in, phone, email or write. Youth discussion group Thursdays 5.30-8pm.

Opening Times:

Monday: 10am - 5pm

Tuesday: 10am-5pm, 10am-3pm elderly drop-in

Wednesday: 10am-5pm, 6-8pm youth fitness group

Thursday: 10am-5pm, 10am-3pm elderly drop-in

Friday: 10am - 5pm

Weekend: Sat 10am-5pm, activities 11am-3pm

### **Al-Hasaniya Moroccan Women's Centre**

Address: Bays 4 and 5, Trellick Tower, Golborne Road, London, W10 5PL

Phone :020 8969 2292 - Fax 020 8964 8843

Email [contact@al-hasaniya.org.uk](mailto:contact@al-hasaniya.org.uk) Website [www.al-hasaniya.org.uk](http://www.al-hasaniya.org.uk)

Services Offered :Advice and assistance for Moroccan and Arabic speaking women and their families. Provide advocacy and access to mainstream services such as benefits, housing, homelessness, domestic violence, health and mental health. Counselling. Health sessions. Youth club. Weekly older women's lunch club and outings (Fridays). Cultural and social activities. ESOL, IT classes.

Target Group: Moroccan and Arabic speaking women and their families, including refugees and asylum seekers.

Area Served: Priority given to Kensington & Chelsea residents, but cover all London where possible. How to Contact :Phone, email or write.

Opening Times

Monday: 9.30am - 5pm appts only

Tuesday: 9.30am - 5pm appts only

Wednesday: 9.30am - 5pm, 2pm - 4pm drop-in

Thursday: 9.30am - 5pm appts only

Friday: 9.30am - 5pm, 10am-12 noon drop-in

### **Chapter 1 - Dashwood House**

Address: c/o RB K&C Housing Options Team Room G29, The Town Hall Hornton Street London W8 7NX

Phone: 020 7361 3008 - Fax 020 7361 3473 Email [housing@rbkc.gov.uk](mailto:housing@rbkc.gov.uk)

Website [www.ch1.org.uk](http://www.ch1.org.uk)

Target Group: Young single homeless women aged 16-30 with medium support needs, including young women coming out of local authority care and refugees. Must have a 6 month connection to RB Kensington & Chelsea.

Referral Agencies: Only accept referrals via RB Kensington & Chelsea's Housing Options Team.

### **Central and Cecil - Albert Street**

Telephone : 020 7482 4720 - Website [www.ccht.org.uk](http://www.ccht.org.uk)

Target Group: Young single homeless women aged 16-19. Priority given to 16 and 17 year olds. Must have a local connection to LB Camden.

Referral Agencies: All referrals from Social Services via LB Camden Young People's Pathway.

Referral Procedure: Phone Camden Young People's Pathway Mon-Fri 9am-5pm for information.

Referral agency and applicant complete application form. Interview. Require proof of ID and eligibility for benefits.

Support Services: 5 hostel support workers and 2 night staff provide 24 hour waking cover.

Keyword system with weekly meetings. Support plans drawn up with outside agencies and with agreed outcomes reviewed as necessary. Life skills programme provides education and independent living skills and support on resettlement options. Weekly in-house classes in computing. Counsellor available.

### **Central & Cecil - Northcott House**

Telephone: 020 7593 0570 FREE - 259-263 Waterloo Road, London, SE1 8JU

Our 46-bed Northcott House hostel in Southwark provides temporary accommodation for homeless women aged 16 and above. Residents may be accompanied by a child under the age of nine. We take referrals to the scheme from Southwark Council, as well as direct referrals from other agencies. Residents remain with us while officers from the council make homelessness assessments. We also provide emergency accommodation. Northcott House was purpose built in 2001 and is set over four floors. Referrals to Northcott House are made through the Temporary Homeless Person's Unit, Southwark

### **City and Hackney Mind - Alexandra House**

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

Phone: 020 8985 4239 – Fax: 020 8985 5871

Target Group: Women age 16 – 65 who have mental health problems and require a low level of support. Can accept women with children. Must have a local connection to LB Hackney or City of London. Will not accept those with current alcohol or drug problems.

Referral Agencies: Accept referrals from any agency via City & Hackney Mind Head Office.

Referral Procedure: Phone Mon-Fri 9am-5pm. Referral form completed by prospective resident and agency. Interview. Require risk assessment. Referral discussed at allocations panel.

### **East Living - Liberty House**

Address: 197 Balaam Street, London, E13 8AA

Phone: 020 8471 3036 or 020 8522 2363

Email [info@east-thames.co.uk](mailto:info@east-thames.co.uk) Website [www.east-living.co.uk](http://www.east-living.co.uk)

Target Group: Women age 18 – 35 with enduring mental health problems. Must have low support needs and a local connection to LB Newham. Will not accept women with a recent history of arson, self-harm or violent behaviour. Those whose support needs cannot be met by the project. Women whose primary support need is not mental health. Those with active substance misuse issues.

Referral Agencies: only accept referrals from Newham CMHTs and Newham Rehab and Recovery Team. Do not accept self-referrals.

Referral Procedure: Phone Mon-Fri 9am-5pm or write. Application form completed by prospective resident and referring agency. Interview. Require proof of ID, eg passport. Require psychiatric reports, OT assessments, risk assessment, CPA minutes.

### **Epic Trust - Lansdowne Road**

Address: 1-7 Corsica Street London N1 1JG

Phone 020 7704 5448 Fax 020 7359 4379

Email [lansdowneroad@circle.org.uk](mailto:lansdowneroad@circle.org.uk) Website [www.circle.org.uk](http://www.circle.org.uk)

Target Group: 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 can 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).

Referral Procedure: Phone Mon-Fri 9am-5pm. Application form completed by referral agency.

Require proof of ID eg NI number, passport, birth certificate. Additional information may be sought at initial support plan meeting.

### **Equinox - ESHAWS (Knollys Road)**

Address c/o LB Lambeth SNAP Team:

2-7 Town Hall Parade, Brixton Hill, London, SW2 1RP

Phone 020 7926 4407 Fax 020 7926 4401

Email [infosnap@lambeth.gov.uk](mailto:infosnap@lambeth.gov.uk) Website [www.equinoxcare.org.uk](http://www.equinoxcare.org.uk)

Target Group: Women age 18 – 25 who are homeless and can live independently but have some support needs, eg mild/moderate mental health problems, alcohol problems or eating disorders. Those fleeing domestic violence. Must have been living in LB Lambeth for 6 months. Will not accept women who are currently abusing alcohol or drugs.

Referral Agencies: Only accept agency referrals via Lambeth SNAP Team.

Referral Procedure: Phone Mon-Fri 9.30am-5pm. Application form completed by prospective resident. If vacancy, aim to interview within one week. Require risk assessment and background information. May require psychiatric or court reports.

### **Equinox - ESHAWS (Hendre Road)**

Address : c/o LB Southwark Housing Options Centre:

25 Bournemouth Road, London, SE15 4UJ

Phone: 020 7525 5950

Email [housing.options@southwark.gov.uk](mailto:housing.options@southwark.gov.uk) Website [www.equinoxcare.org.uk](http://www.equinoxcare.org.uk)

Target Group: Single homeless women from 18 years of age, with low-medium support needs and a Southwark connection. Can accept women with minor mental health problems, those escaping domestic violence, ex-offenders and those who have completed rehab for drug/alcohol problems. Will not accept women with children. 'People currently on drugs or dealing.'

Referral Agencies: Accept referrals from any agency via LB Southwark Housing Options Centre.

Referral Procedure: Agency referrals only. Phone Mon-Fri 9.30am-5pm. Application form completed by applicant and agency. Interview. Require NI number. Require background information from agency if applicant has a history of mental health problems or criminal activities.

### **Ekaya - Floating Support Service (Wandsworth)**

Address 40-42 Ansell Road Tooting London SW17 7LS Phone 020 8682 4401

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

Target Group: Women aged 16-25 who are pregnant or with babies up to 2 years old, to whom LB Wandsworth has a duty of care and who require support to help maintain their tenancy.

Referral Agencies: Only accept referrals from LB Wandsworth Homeless Person's Unit, Wandsworth Teenage Pregnancy Department and Wandsworth Connexions.

Referral Procedure: Write for an application form. Assessment. Risk assessment.

### **Ekaya - Floating Support Service (Greenwich)**

Address: First Base Housing Options, The Point, Riverside House East, Woolwich High Street, London, SE18 6EU

Phone: 020 8921 5225 Website [www.ekaya.co.uk](http://www.ekaya.co.uk)

Target Group: Women aged 16-25 with babies/children aged up to 2 years old to whom LB Greenwich has a duty of care and who require support to help maintain their tenancy.

Referral Agencies: Only accept referrals via LB Greenwich Housing Options and Support.

## **Southside Partnership Fanon Care - Women's Hostel**

Address c/o LB Lambeth SNAP Team:

2-7 Town Hall Parade, Brixton Hill, London, SW2 1RP

Phone 020 7926 4407 - Fax 020 7926 4401

Email: [infosnap@lambeth.gov.uk](mailto:infosnap@lambeth.gov.uk) Website [www.southsidepartnership.org.uk](http://www.southsidepartnership.org.uk)

Target Group: Young single homeless African and Caribbean women, age 18 – 25 with low support needs, including low mental health support needs (if self-medicating), women escaping domestic violence and women on probation. Must have a local connection to LB Lambeth. Will not accept women with drug or alcohol problems.

Referral Agencies: Accept referrals from Lambeth based agencies via Lambeth Support Needs and Placement (SNAP) Team.

Referral Procedure: Phone Mon-Fri 10am-4.30pm or write. Application form. Interview.

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## **Eaves Scarlet Centre**

The Scarlet Centre provides drop-in advice and support to women across London who are affected by violence. This may include any of these issues: Rape or sexual abuse, prostitution, Domestic violence, Homelessness, Mental health and/or substance misuse problems as a result of violence. If you meet any of these criteria and would like help or advice call :- 020 7840 7142 - Tuesdays-Saturdays 10am-5pm

### **Eaves Resettlement Service**

The Resettlement Service offers support and advice to women from 22 London boroughs around housing options, accessing benefits and other services such as health, education, training and employment. We can offer you telephone advice, one-to-one appointments and a drop-in service at the Scarlet Centre.

We also offer interactive and relaxed group workshops which can help you gain a wide range of independent living skills around issues such as:

Budgeting; Health and safety; Benefits; Housing; CV writing; Training and education and Healthy eating

Contact the resettlement team on 020 7793 9521 or e-mail on [resettlement@eavesforwomen.org.uk](mailto:resettlement@eavesforwomen.org.uk) to book one of the following workshops for your women service users at your agency.

### **Eaves Resettlement Workshops**

#### **Viewing an Offer & Moving in**

Learn about different types of accommodation offers. What to expect and what NOT to put up with. Handy hints and tips about moving and settling into your property.

#### **I'm in Debt, what can I do?**

We will look at how to avoid debt, tackle debt problems and positive solutions to managing money issues.

#### **Bills and Utilities**

Gain knowledge, skills and money saving tips regarding bills and utilities once managing a tenancy.

#### **CV writing**

Gain knowledge and skills around effective CV writing with time in the workshop to draft and receive feedback on YOUR CV.

#### **Interview skills**

The opportunity to learn, practise and develop effective interview skills that will lead to you feeling cool and confident during that important interview.

### **Dealing with Rent and Managing Rent Arrears**

Have you got rent arrears? Learn how to manage your rent and what to do if you have rent arrears.

### **Healthy Eating & Nutrition**

Advice and information on healthy eating and nutrition that can be implemented into everyday life.

### **Communicating with Confidence**

Got something you want to say? Not sure if you can make people listen? Then come along to this confidence building session.

### **Communicating with MORE Confidence!**

Analyse the cause of why we do not always feel confident. Understand the difference between being Passive, Assertive and Aggressive. And work as a group to look at ways we can say what we mean!

### **How to get into Private Renting**

Thinking about Renting from a Private landlord? This workshop will show you what you need and how to go about it and where to go for help!

### **Managing on a low Income**

Hints and tips of how to budget on a low income.

### **Bills and Utilities**

To provide learners with the knowledge and skills of how to deal with bills once managing a tenancy.

### **Maintaining a successful tenancy!**

Learners gain an understanding of the complex reasons behind tenancy breakdown, using real life examples and experiences. They also have a raised awareness of the importance of timely intervention.

### **Positive relationships.....**

In a safe and confidential setting this workshop will allow women to explore the difference between positive and negative friendships and relationships. We will be focusing on boundaries, what behaviours to be wary of and what YOU will need to bring to the table to ensure a healthy and lasting friendship or relationship.

### **How to say 'NO'**

Ever struggled to use this simple two letter word? This workshop will look at why we find it so difficult to say no and the outcomes of not saying it enough! Come and learn polite and effective ways to say no in different scenarios.

### **Promoting self esteem and emotional wellbeing!**

Negative memories and thoughts can often be a barrier preventing us from achieving what we want. Attend this workshop and learn ways to let go of these feelings and start to feel positive again.

### **Unlock your potential!!!**

Want to achieve something? But don't know how or even WHAT..... During this workshop we will be focusing on your next twelve months. Come to receive help to figure out your priorities, set some goals and find out where you can get further help.

### **Credit Crunch? Crunch the Credit?**

A workshop designed to highlight the positive aspect of credit cards and the downfall of credit cards if not managed properly. It gives advice on what to do if there is unmanageable debt and where to seek help. It is useful to clients whether they have a credit card or not.

### **Power of the pen!**

Ever bought an item that you were unhappy with or received a service that did not live up to the expectations. This workshop is designed to inform women of their consumer rights and how to write letters of complaint.

### **Volunteering!**

A workshop that looks at the benefit of volunteering. It explores the different opportunities out there in the UK and Abroad. Workshop aims to help women identify their skills that can be offered as a volunteer and where to go if they desire to take the first step into becoming a volunteer.

### **Taking Care of Yourself – healthy eating/Pampering!**

Looks at food and what is a healthy diet. The importance of exercise and different ways to pamper yourself

### **Moving on and how to bid!**

Workshops looks at the choice based lettings bidding system and informs women how to bid.

### **The power of Music**

Workshop looks at individual's relationship with music and how music is an integral part of our lives – looks at ways music can be used to help relax etc.

## **Eaves Advice and Support Service**

The Advice and Support Service is available to women aged 18+ from all London boroughs who have experienced violence. We can provide advice, help and support if you have substance misuse or mental health issues as a result of violence.

We can offer you telephone advice, one-to-one appointments and a drop-in service at the Scarlet Centre. We also offer:-

Weekly workshops on various subjects - if you have been affected by domestic violence, rape or sexual abuse; Weekly support groups and holistic services such as yoga classes; and a resource area with computers, internet, telephone and up-to-date information about violence against women, substance misuse, mental health issues, benefits, housing, legal rights, education and training opportunities.

Contacts:

You can contact us yourself, or you can be referred to us by an agency.

Advice and Support: 020 7840 7142 - Email: [advice\\_centre@eaveshousing.co.uk](mailto:advice_centre@eaveshousing.co.uk)

## **Eaves Amina Scheme**

Amina supports women living with experiences of rape, sexual assault, childhood sexual abuse or other sexual violence such as:

Being made to have sex with someone or sell sex against your will;

Someone 'flashing' or masturbating in front of you; or

Being made to touch yourself or someone else in a sexual way.

You will be paired with a trained woman volunteer who has had similar experiences. She will meet you once a week to: Help you talk about how you feel; Help you to work towards personal goals which you will set yourself with her help; Help you to access support services; Support you during a court case; or accompany you to appointments.

Contacts: You can contact us yourself, or you can be referred to us by an agency.

Amina worker: 020 7840 7959 - Email: [amina@eaveshousing.co.uk](mailto:amina@eaveshousing.co.uk)

## **Eaves Counselling Service**

The Counselling Service is open to women living in all London boroughs.

The service is run in partnership with an independent counselling team who promote personal development through therapeutic support.

This service can offer you 16 one-to-one support sessions and weekly counsellor-led support groups for six weeks if you are or have been affected by: Domestic violence; Prostitution; Rape; Sexual abuse; Trafficking; Female genital mutilation; honour violence; Post trauma; or any other form of violence.

Contacts: You can contact us yourself, or you can be referred to us by an agency.

Scarlet Centre: 020 7840 7142 - Email: [counselling@eaveshousing.co.uk](mailto:counselling@eaveshousing.co.uk)

### **Eaves ISVA (Independent Sexual Violence Advocate)**

Eaves' ISVA is available to help any woman or girl aged 13+ in Lambeth who has been raped, sexually assaulted or sexually abused at any time in her life.

The ISVA is available to support you in the following ways: -

Talking to the police, courts, witness services on your behalf; accompanying you to appointments; Helping you develop coping strategies to deal with your experiences; Offering you support in court and throughout court cases; and helping you to access other services ranging from benefits & housing, to training, education and access to skill building workshops.

Contacts: You can contact us yourself, or you can be referred to us by an agency. Scarlet Centre: 020 7840 7142 or drop in to our weekly specialist surgery every Thursday between 1-5pm.

Email: [advice\\_centre@eaveshousing.co.uk](mailto:advice_centre@eaveshousing.co.uk)

### **Eaves LEA Project (London Exiting Action Project)**

The LEA Project provides advice and assistance to women in London who are involved in prostitution. Services include:

Training to provide you with the skills, knowledge and confidence you need to exit prostitution successfully; Access to specialist counselling; Access to the Freedom Programme which will help you to understand violence and abuse and empower you to improve the quality of your life; Access to a range of opportunities, including education, volunteering, training and employment, and skill-building workshops; Advice regarding welfare, legal and housing rights; and Information, guidance and sign-posting around other services which may be able to help you.

Contacts: You can contact us yourself, or you can be referred to us by an agency.

LEA Project: 020 7840 7135/ 020 7840 7954 Email: [advice\\_centre@eaveshousing.co.uk](mailto:advice_centre@eaveshousing.co.uk)

Eaves is supported by London Councils

The Scarlet Centre is run by Eaves Housing Unit 3.12 Canterbury Court  
Kennington Business Park, 1-3 Brixton Road, London SW9 6DE

Tel +44 (0) 20 7840 7142 - Fax +44 (0) 7820 8907 - [www.eaves4women.co.uk](http://www.eaves4women.co.uk)

Charity number 275048 Company number 1322750

**Follow Eaves online:** [facebook.com/EavesCharity](https://facebook.com/EavesCharity) - [twitter.com/EavesCharity](https://twitter.com/EavesCharity)

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### **Hexagon - Southwark Women's House**

Address : Hexagon HA (Southwark Hostels), 5 Highshore Road, London, SE15 5AA Phone 020 7252 8603 - Fax 020 7732 9306

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

Target Group: Young single homeless women aged 16-21. Must have a LB Southwark connection. Will not accept women with current drug or alcohol problems or a history of violence.

Referral Agencies: Referrals from Southwark Resettlement and Referrals Service (RARS), tel 020 7525 4121, and Social Services before offering to other agencies. Referral Procedure:

Housing/tenancy support officer will contact agencies as vacancy arises. Applicant and agency complete referral form. If suitable, interview.

### **Irish Centre Housing - Bethany House**

Address: c/o LB Islington Referrals Co-ordinator, 38 Devonian Road, London, N1 8UY Phone : 020 7527 4169 or 4656 or 8282 - Fax 020 7527 4188

Email [referrals.co-ordinator@islington.gov.uk](mailto:referrals.co-ordinator@islington.gov.uk) Website [www.irishcentrehousing.org](http://www.irishcentrehousing.org)

Target Group: Single homeless women age 16 - 65 with support needs, including care leavers, and those with substance abuse problems who are on a support programme. Must have a local connection to LB Islington. Will not accept women with a history of violence or arson. Those whose support needs cannot be met by the project.

Referral Agencies: Only accept agency referrals via LB Islington Supporting People Referrals Co-ordinator.

### **Irish Centre Housing - St Louis Hostel**

130 beds in single and shared rooms. For women aged between 16 - 25

Address: 33 Medway Street, Westminster, SW1P 2BE

Tel: 020 7222 207

## APPLICATION FORM and RISK ASSESSMENT



1. Name: \_\_\_\_\_

2. Date of birth: \_\_\_\_\_

3. Where was your last settled address?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Why did you leave?

\_\_\_\_\_

\_\_\_\_\_

5 Your Contact No.

\_\_\_\_\_

6. What identification do you have? (please circle)

Passport	Birth certificate	Immigration Papers (ELR, ILR)
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7. Do you have a national insurance number?

Yes	No
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If yes, what is it? \_\_\_\_\_

8. Are you in receipt of benefits?

Yes	No
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If yes, which one/s? \_\_\_\_\_

9. Do you have issues with any of the following? (please circle)

Physical health	Mental health	Substance misuse	Immigration	Other
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If "Other" please specify \_\_\_\_\_

***If referred by an agency:***

Name of agency: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Name of worker: \_\_\_\_\_

Signature of worker: \_\_\_\_\_

Signature of applicant: \_\_\_\_\_

Date: \_\_\_\_\_

***If any false information is given on this form it may put your accommodation at risk***



# RISK ASSESSMENT

CLIENT SURNAME	
CLIENT FORENAME	
DATE OF BIRTH	

<b>1. Has the applicant any history of mental illness?</b>	yes		No	
<i>If yes, please provide details (e.g. symptoms exhibited)</i>				

<b>2. Does the applicant have any alcohol or drug misuse problems?</b>	yes		No	
<i>If yes, please provide details (e.g. behaviours/signs exhibited)</i>				

<b>3. Has the applicant any convictions for violence or arson?</b>	yes		No	
<i>If yes, please provide details (e.g. dates and circumstances)</i>				

<b>4. Has the applicant exhibit any signs of aggression or violence?</b>	yes		No	
<i>If yes, please provide details</i>				

<b>5. Does the applicant show any signs of self-neglect?</b>	yes		No	
<i>If yes, please provide details</i>				

<b>6. Any other relevant information</b>

**Assessor's signature** \_\_\_\_\_ **date** \_\_\_\_\_

**Name in print** \_\_\_\_\_

**Referral Agency** \_\_\_\_\_ **Tel no** \_\_\_\_\_

### **Look Ahead - Breakspears Road**

Address: c/o Lewisham SHIP Team, 38 Winslade Way, Londo, SE6 4JU

Phone: 020 8314 3020 Email [ship@lewisham.gov.uk](mailto:ship@lewisham.gov.uk)

Target Group: Young women aged 16-25 who are homeless or potentially homeless, who have low-medium support needs and are pregnant or have one child aged under 5. Must have agreement to be rehoused by originating borough. Local connection preferred. Will not accept women with a current alcohol/drug dependency or where there are child protection issues.

Referral Agencies: All referrals must go via LB Lewisham's SHIP Team.

Phone Mon-Fri 9am-5pm. Application form. Needs assessment and risk assessment by SHIP Team.

### **Look Ahead - Manor Place**

Address c/o LB Southwark Housing Options Centre, 25 Bournemouth Road, London, SE15 4UJ

Phone 020 7525 5950

Email [housing.options@southwark.gov.uk](mailto:housing.options@southwark.gov.uk) Website [www.lookahead.org.uk](http://www.lookahead.org.uk)

Target Group: Single homeless women age 16 – 59 with medium to high level support needs including those with mental health issues, alcohol and/or drug use and women escaping domestic violence. Must have a local connection to Southwark and some basic life skills. Will not accept women with no or low support needs. 'Those assessed as being of risk to others.'

Referral Agencies: All referrals via Southwark Housing Options team. Priority to Southwark based agencies with women having local connections to the borough.

Referral Procedure: Vacancies first offered to LB Southwark Housing Options - phone Mon-Fri 9am-5pm - and then to other agencies only if it is unable to fill vacancy. Referral form, interview and assessment. Require proof of ID and income/eligibility for benefits.

### **Missionaries of Charity - Home of Peace**

Address: 179 Bravington Road, London, W9 3AR

Phone: 020 8969 2631, 020 8960 2644 - Fax: 020 8960 2644

Target Group: Single homeless women 18+ with no support needs who do not have access to any other means of support. Will not accept women unable to care for themselves nor women with high support needs that cannot be met by the project. Referral Agencies: Accept self referrals and referrals from any agency.

Referral Procedure: Phone 3pm-5.30pm to check vacancies. No referrals on Thursdays. Usually require proof of ID. No alcohol or smoking allowed in the building. House rules. Licence agreement. Residents are expected to be out between 10am and 4pm and must be in by 9pm.

### **Nia Project/East London Rape Crisis**

Address: PO Box 58203, London, N1 3XP

Phone 020 7683 1210 advice line - Fax 020 7288 1751

Email [info@niaendingviolence.org.uk](mailto:info@niaendingviolence.org.uk) Website [www.niaproject.info](http://www.niaproject.info)

Services Offered: Advice & refuge accommodation for women and their children fleeing domestic violence. Covering housing options, legal remedies, benefit entitlements, child contact, safety planning, finding safe emergency accommodation. Turkish speaking line for Turkish speaking women only, Weds 1pm-4pm, line for Eastern European women, Thurs 10am-1pm. Support for women involved in/exiting prostitution.

Target Group: Women and their children who are experiencing domestic and gender violence.

Area Served: Greater London. Phone or email.

Opening Times:

Monday: 10am - 1pm

Tuesday: 1pm - 4pm

Wednesday: 10am - 1pm, 1pm-4pm Turkish adviser

Thursday: 10am-1pm East Euro adviser, 1pm-4pm

Friday: 10am - 1pm

## **NACRO Services in London Wandsworth Black women Offenders**

Supported housing - 76 Falcon Road, Battersea, London, SW11 2LR

*The following information is taken from the NACRO handbook for the supported housing schemes run by NACRO Services in Wandsworth and Battersea. It covers referral details for the supported housing schemes run by NACRO Services in Wandsworth and Battersea. For further information and a copy of the full document please contact NACRO at:*

*76 Falcon Road, Battersea, London, SW11 2LR - Tel: 0207 924 1899, Fax: 0207 228 7338*

### Application details

NACRO Black women offender Project provides supported housing for ex-offenders and those at risk of offending. Applications from single homeless will also be accepted wherever possible. NACRO welcomes applications from people of all backgrounds; however, the NACRO Black Women Offender Project is specifically contracted to work with the groups mentioned above.

All applications will be considered objectively using the scheme's eligibility criteria. The eligibility criteria must be met in full for an application to be accepted. Anyone who wishes to apply and is unsure whether they meet the eligibility criteria should contact us for advice.

Applications should be made in writing using the scheme's application/referral form. Copies of these can be obtained from the scheme's office. Agencies wishing to make referrals to The NACRO Black women Offender Project can obtain multiple copies of our application/referral form from the same office. NACRO staff will assist in completing an application form if required.

All applicants will need to be interviewed before a decision can be made. An interview will be arranged when the application/referral form has been received and any additional information has been gathered. Further information about making an application or referral can be found on page 10 along with the procedure used for processing applications.

### Service details

The NACRO Black women Offenders Project is a supported housing scheme, providing accommodation with housing-related support. We have 4 units of accommodation, of which are all in 1 shared property

The need for support and a willingness to accept it are both conditions that must be fulfilled by all applicants and service users.

## **APPLICATION AND REFERRAL PROCEDURE**

Applications can be made directly to NACRO by the individual seeking to access the service. However, referrals from other agencies are preferred as this allows for a more thorough assessment of the applicant's suitability for the scheme. It also allows applicants with higher-support needs to be considered.

### Stage 1: Completion of application/referral form

All applications must be made in writing, using the standard NACRO application/referral form (Form AA4). The form should be completed by the applicant or by a referring agency or worker (e.g., a social worker, probation officer, CARAT worker, etc.). Where the application/referral form is completed by a referring agency, the applicant must also sign the form to show that they are happy for the referral to be made. Agencies making a referral should make sure that the section on risk is completed in full.

Application/referral forms are available on request from Nacro's offices – Some agencies may hold stocks of forms (e.g., social services, probation, some voluntary agencies), but otherwise please contact us directly. NB: an interview will not normally be arranged until we have received a fully completed application/referral form. Completed application can be faxed, posted or e-mailed to NACRO at: 76 Falcon Road, Battersea, London SW11 2LR - Tel: 0207 924 1899 - Fax: 0207 228 7338

When we receive the form we will contact the applicant within seven (7) days to acknowledge its receipt and make arrangements for an interview. We attempt, wherever possible, to interview applicants within 10 days of receiving the application/referral form and any additional information that is required. (See note below about serving prisoners.)

If the applicant clearly does not fit the eligibility criteria, the application may be refused at this stage without an interview being conducted. If this is the case the applicant will be written to with an explanation for the decision not to interview. If the applicant has a referring worker then they will also be notified of the reasons not to interview their client. Any decision not to interview an applicant can be appealed against (see the section on appeals).

#### Stage 2: The interview.

The interview will normally take place at 76 Falcon Road. The applicant and any referring worker will normally be notified by post of the time when the interview is scheduled. The referring worker, if any, is encouraged to attend with the applicant. All applicants have the right to be accompanied by a friend or representative if they wish.

#### Serving prisoners

We are not normally able to visit serving prisoners to conduct an interview whilst they are in custody. In order to speed up the process and to promote equal access we endeavour, wherever possible, to find alternative ways of interviewing serving prisoners before they are released, such as telephone interviews or interviews by a probation officer. It is suggested that serving prisoners apply to us about two months prior to release, which will give sufficient time to arrange a telephone interview before their release date. Efforts will be made to interview all serving prisoners prior to release, however this cannot be guaranteed as these arrangements are entirely dependent on the policies of individual prisons and YOIs.

#### Failure to attend the interview

We will endeavour to arrange interview times that are mutually convenient. Where an applicant is offered a time that is inconvenient we will rearrange it if contacted in advance. Where an applicant fails to attend an interview without first informing us, we will take reasonable steps to contact the applicant with a view to rearranging the interview. If an applicant fails to attend more than one interview then we are unlikely to make further arrangements unless the applicant or their worker contacts us directly.

#### Stage 3: Making a decision

Once the interview has taken place, an assessment will be made of the applicant's suitability. The assessment will be made by the NACRO staff member conducting the interview, with assistance from the Team Manager if required, and will involve looking point-by-point at the referral criteria. This is complemented by a risk assessment done by the NACRO staff member. From this a decision is made whether to accept or refuse the application.

The majority of applicants are accepted, but unfortunately there are occasions where we cannot accept an application. This might be because the applicant's circumstances are such that they are ineligible for the scheme (e.g., if they have dependent children), or because an individual poses too great a risk. All applicants must have clear and identifiable support needs or we cannot accept their application. Applicants who have rent arrears from previous tenancies with NACRO will not be accepted until they have made and kept to an agreement to reduce or clear the debt. Applicants who have very high rent arrears, or who have been previously evicted from NACRO accommodation, will not normally be considered for housing again. Applicants with arrears from tenancies with other landlords may be refused unless they have shown commitment to reduce arrears owed. All refused applicants have the right to appeal against the decision.

#### Stage 4: Notification

The applicant will be informed in writing by NACRO of the decision. Where the applicant has given their permission, a copy of this will be sent to the referring agency. The decision will normally be made within one week of the interview, providing all the relevant information has been collected.

In most cases, an accepted application will be placed on a waiting list. We are occasionally able to house people immediately but this is rare, due to the consistently high demand for our service. Those on our waiting list need to keep us informed of any change of address, or of any other change in circumstances. Applicants on the waiting list will be written to at regular intervals to check that they still wish to be considered for supported housing. If an applicant fails to respond within a specified timescale then their application will lapse.

NACRO reserves the right to re-interview applicants on our waiting list if there is a change of circumstances that might affect their application (eg, if convicted of a criminal offence), or if they

have been on the waiting list for an extended period. This could affect the decision to accept if new information or circumstances means the applicant no longer meets our referral criteria.

#### Stage 5: Offer of accommodation

We will normally contact an applicant by post when we are able to offer them accommodation, although there may be times when quicker notification is necessary. An applicant will be asked to contact us so that arrangements can be made for them to view the property. In most cases, if an applicant accepts an offer of accommodation the move in paperwork will be completed as soon as they have viewed the property. We are not normally able to keep a property available for someone if they are not able to take up the tenancy with immediate effect.

If we do not receive a reply within one week of an offer letter being sent, or a viewing of a property, then the offer will lapse and the property offered to someone else.

#### **Oasis Housing @ No 3 Peckham**

Address 3 Cerise Road London, SE15 5HQ

Phone 020 7639 5505 Fax 020 7771 9884

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

Target Group: Young single homeless women aged 16-21 with medium-high support needs, who are 'in need of life skills and preparation for independence training'. Priority to applicants with a local connection to Southwark. Will not accept those with ongoing high alcohol or drug related support needs. Women who 'pose a significant risk of harm to people or others'.

Referral Agencies: Priority to LB Southwark RARS. Other nominated referral agencies include Refugee Advice and Support Centre, Kids Company, Eaves, All Saints Church Peckham.

Individuals can arrange referrals via Alone In London.

Referral Procedure: Agencies notified when a vacancy arises. Referral and Needs and Risk Assessment forms completed by applicant and agency. Informal interview. If appropriate, formal interview is arranged.

#### **Riverside ECHG - Queen Mary Mental Health Service**

Address: 28 Greencoat Place, London, SW1P 1DX

Phone: 020 7976 6338 - Fax: 020 7630 7831

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

Target Group: Single homeless women age 18 – 50 with mental health issues requiring medium to high support. Priority given to referrals made by identified Westminster mental health agencies and building-based services. 5 emergency beds for single homeless women. Will not accept women with a history of violence or arson. Women with unaddressed alcohol or drug dependency issues.

Referral Agencies: Named agency referrals for mental health beds, including Westminster CMHTs, Westminster HOS, Westminster BBS, JHT, The Passage and Crisis Resolution Team and bed manager at the Gordon Hospital. Accept self or agency referrals for 5 emergency beds.

Referral Procedure: Referrals for mental health beds must come via named agencies who are notified of vacancies. Accept self or agency referrals for 5 emergency beds by phone after 5pm. Interview. Agencies fill in referral form and risk assessment. Prefer proof of ID.

#### **St Mungo's - 225 Bravington Road**

Address :The Basement,17 Shirland Road,London,W9 2JD

Phone : 020 7266 6130 - Fax 020 7266 6139 - Website [www.mungos.org](http://www.mungos.org)

Target Group: Young single homeless women aged between 16-20 who are pregnant or who have a child under 3 years old and who have been assessed as statutory homeless by Westminster Housing Services. Must have low to medium support needs. Referral Agencies: Only accept referrals from Westminster Housing Options Team and Westminster Social Services. Do not take self-referrals or referrals from any other agency.

### **St Mungo's - Hackney Women's Project**

Address: confidential address

Phone 020 7249 5294 - Fax 020 7254 8095

Email [info@mungos.org](mailto:info@mungos.org) Website [www.mungos.org](http://www.mungos.org)

Target Group: Vulnerable single homeless women age 17 – 65 with support needs, including physical or mental health problems, drug or alcohol issues or domestic violence. Priority given to women with a Hackney connection. Can accept up to 3 women with pets. Referral Agencies :Accept referrals from any agency, including GPs, police, hospitals and domestic violence units. Priority given to Hackney agencies and referrals with a local connection.

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

Support Services:10 staff, 24 hour waking cover. Residents complete assessment forms with staff and draw up individual action plans, including agreed outcomes. Keywork system (approx 5 residents per keyworker) with monthly meetings. Keywork sessions cover training and employment options, future accommodation and any other issues of concern. Access to female counsellor and a range of external support agencies.

Access to Move-on: Resettlement worker 3 days per week, project staff also offer advice and help with resettlement. Have some local authority nominations and access to St Mungo's own 2nd stage accommodation.

### **Salvation Army - Hoptown Lifehouse**

Address c/o LB Tower Hamlets HOST:

Albert Jacob House 62 Roman Road London E2 0PG

Phone: 020 7364 7151 – Fax: 020 7364 3396

Email: [homeless@towerhamlets.gov.uk](mailto:homeless@towerhamlets.gov.uk) Website: [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)

Target Group: Single homeless women age 18 – 65 with low to medium support needs. Can accept those with mental health, drug or alcohol issues. 5 beds for people wanting to maintain or reduce methadone intake. Can accept women sex workers. Referrals via HOST must have a LB Tower Hamlets connection. Will not accept women with a history of arson and convictions for serious violence or murder.

Referral Agencies: Priority to Tower Hamlets HOST, Tower Hamlets SORT.

Referral Procedure: Agency referrals only. Referrals via HOST, placed on CDP. Require proof of ID to enable completion of assessment.

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

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

Phone: 020 7262 3818 - Fax: 020 7402 8752

Email: [daycentre@chrucharmy.org.uk](mailto:daycentre@chrucharmy.org.uk) Website: [www.maryleboneproject.org.uk](http://www.maryleboneproject.org.uk)

Target Group: Single homeless women age 18 – 59 with mental health, drug, alcohol, or life skills issues or multiple needs. 4 low support emergency spaces, maximum stay 10 nights. 14-bed medium support mental health unit. Must have local connection to Westminster.

Will not accept those with a recent history of violence or arson. Women with high support needs which cannot be met by the project. Those who have used substances in the last 3 months who are not linked in with services.

Referral Agencies: Accept referrals from any agency before 5pm. Care manager/coordinator referrals only for mental health unit. Only accept referrals from drug workers for those with substance misuse issues.

Referral Procedure: Agency referrals only until 5pm. Phone 24 hours. Require proof of ID - birth certificate, passport, NI number, Home Office papers if relevant.

Women with substance misuse issues must have been clean for at least 3 months at the point of referral and can only be referred by a drugs worker. Four emergency beds are available on a 3-10 night basis. A specialist 14-bed unit (The Valentia Suite) is for women with diagnosed mental health support needs.

## **The Marylebone Project - Elgood/Portman House**

Address: 10 Daventry Street, London, NW1 5NX

Phone: 020 7402 4971 – Fax: 020 7723 0573

Email: [elgoodhouse@churcharmy.org.uk](mailto:elgoodhouse@churcharmy.org.uk) Website: [www.maryleboneproject.org.uk](http://www.maryleboneproject.org.uk) Target

Group: Single homeless women age 16 – 59 who are in need of resettlement support only - no additional support needs. No local connection required. Will not accept women with support needs or a history of arson.

Referral Procedure: Phone Mon-Fri 9am-5pm. Referral agency informed if client is suitable and an assessment is usually arranged when a vacancy becomes available. Applicants need proof of ID and eligibility for benefits.

## **The Chrysalis Project**

### **South London women only project**



[The Chrysalis Project](#) - a partnership between London Borough of Lambeth, St Mungo's and Commonweal Housing - provides housing and support for women who are homeless and have experienced trauma, abuse and sexual exploitation.

The service offers 31 beds for women referred into the Project through the [SNAP/Lambeth Housing](#) team. Once safely housed, staff support women to identify and work towards achieving their long-term aspirations and making positive changes in their lives.

While the focus is on encouraging a person to be open and ready for change, the Project asks that each woman actively works with staff towards her own long term recovery ambitions. Each woman has a personal assessment and then a 'pathway' of support as she builds up her own self-esteem, resilience, optimism and freedom from any substance dependency.

As part of the Chrysalis Project, St Mungo's has entered into an innovative partnership with [Commonweal Housing](#). Commonweal is a housing charity that uses its resources to find new and role model housing based solutions to different forms of social injustice; testing and evaluating these solutions and promoting successes to achieve wider replication.. Commonweal Housing has provided a mix of self-contained flats so that women can progress and move on during their time within the Project.

### **Referral criteria:**

- Women over the age of 18
- Women who have recent or current experience of trauma, abuse and sexual exploitation
- Women with a strong connection with Lambeth who are homeless

**Referral pathway** - SNAP team/Lambeth Housing



**women@thewell** - We are a women-only drop-in centre in Kings Cross dedicated to supporting women with a complex range of needs relating to:

- street based prostitution
- offending & anti-social behaviour
- problematic drug and alcohol abuse
- rough sleeping
- trafficking

Services @ w@w

### **Basic Needs**

We offer daily hot nutritious food, showers, laundry facilities, toiletries and a clothing room.

Support & Advocacy

Our workers will offer individual support in areas you need help with. They will advocate for you and liaise with services you may be having difficulty in accessing. Areas they can help with include:

- Access to physical, mental and sexual health services
- Support with finding accommodation
- Help with getting the right benefits, & debt management
- Links to legal advisors
- Help to access domestic violence services
- Advice for safer working on the streets
- Links to drug & alcohol services

### **Life Skills**

We run a broad programme of different daily activities, so whether you are looking for a new hobby, a way to pass the time and make new friends, or want to learn a skill such as cookery or gardening, we have something to take your interest. Our activities include:

- Arts & crafts
- Gardening
- Sewing
- Cookery
- Bingo
- Choir
- Creative writing

We also offer one-to-one support if you would like some help with reading & writing, numeracy or computer skills, plus help with writing CVs and looking for work.

### **Health & Wellbeing**

w@w offers a range of treatments to help you feel as well and as good about yourself as possible, including:

- Counselling
- Traditional Chinese Medicine (acupuncture)
- Massage
- Reflexology
- Tai Chi
- Manicures
- Haircuts

Opening Hours - The drop-in is open Monday to Friday 12-4pm for women who have support needs in the following areas:

- street based prostitution
- offending & street antisocial behaviour
- problematic drug and alcohol abuse
- rough sleeping
- trafficking

Wednesday afternoons we are open to all vulnerable women for activities and a meal. Our referral form is below.



## women@thewell

### CLIENT REFERRAL FORM

This form should be used to make referrals to women@thewell. It confirms that the referral has been made & provides essential information to assist our service to support our clients. Once completed, this form can be faxed to women@thewell on 020 7278 4538 or returned by e-mail to the staff member concerned.

<b>Clients Name</b>	<b>D.O.B.</b>	<b>Age</b>
<b>Contact address (Including London borough):</b>		
Flat <input type="checkbox"/> Hostel <input type="checkbox"/> Friend <input type="checkbox"/> NFA <input type="checkbox"/> Other <input type="checkbox"/> Please specify _____		
<b>Contact phone number</b>		
<b>Impending Release Date</b> (If applicable)		
<b>Nationality</b>	<b>Immigration status</b>	
<b>Recourse to public funds</b>		
<b>Mobility/hearing/visual needs</b> (Please specify)		
<b>Benefits</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Please specify type:		<b>NI Number:</b>
<b>Ethnicity:</b>		

Details of other agencies/professionals involved			
<b>Name</b>		<b>Name</b>	
<b>Address</b>		<b>Address</b>	
<b>Contact No.</b>		<b>Contact No.</b>	
<b>Fax/E-Mail</b>		<b>Fax/E-Mail</b>	
<b>Comments</b>		<b>Comments</b>	
<b>Please use this space for any other services information</b>			
Support, advice &/or plan offered by your agency			
<b>Please describe briefly what support your agency has offered, or what support plan has been put in place?</b>			

Reason for referral
<b>Please outline briefly why you are referring your client to our services:</b>

### Help sought by the client

What support would your client like from our service?

### Medical Details

Are there any medical issues we should be aware of?

### GP Details

<b>Registered</b>		<b>Not registered</b>	
<b>GP Name</b>			
<b>GP Address</b>			
	<b>Tel.No.</b>		

### Risk Factors

Please provide details of substance abuse, mental health, criminal history or any other relevant information women@thewell should be aware of?

### Legal Details

Are there currently any legal issues to consider? Yes  No

If yes, please give details:

### Referrers Details

Data Protection requirements demand that the client's permission is sought before sharing personal information with another agency. As it is not always possible for the client to sign the form, ticking the 'yes' box on behalf of the client confirms that their permission has been given.

<b>Date of Referral</b>		<b>Consent obtained from client?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Name</b>			
<b>Agency</b>			
<b>Address</b>			
<b>Tel. No.</b>		<b>Fax No.</b>	
<b>E-Mail</b>			

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

### **WHO WE ARE:**

Wire is a project developed by the St Giles Trust to provide resettlement support to women who are ex-offenders. The idea for this project came from the recommendations highlighted in Baroness Corston's report on women with particular vulnerabilities in the Criminal Justice System.

### **AIMS:**

We aim to provide information, practical support and advocacy to vulnerable women who are in custody and on their release into the community. Our ultimate aim is to support female prisoners to break the cycle of re offending, both for themselves and their families

### **WHAT WE DO**

- Meet at the Gate service on the day of their release.
- Providing appropriate housing and support for vulnerable women leaving prison and serving community sentences
- Support women into accommodation which enables them to be reunited with children
- Improving family connections and access to children where appropriate.
- Supporting women into ETE opportunities.

### **CRITERIA**

- Women in custody or Community Orders
- Women with children.
- Women with complex needs.
- Women who are vulnerable
- Women who are street workers.

### **CONTACT:**

Manager: **Bernie Kastner 07875 169784**

[bernie.kastner@stgilestrust.org.uk](mailto:bernie.kastner@stgilestrust.org.uk)

Case Worker: **Wendy Rowley 07717 818485**

[wendy.akoue-rowley@stgilestrust.org.uk](mailto:wendy.akoue-rowley@stgilestrust.org.uk)

Case Worker: **Antonia Ejoh-Steer 07816 220185**

[emuobo.ejoh-steer@stgilestrust.org.uk](mailto:emuobo.ejoh-steer@stgilestrust.org.uk)

### **West London Refugee Women's Forum**

Address: Suite 105, Empire House, Empire Way, Wembley, HA9 0EW

Phone: 020 8970 2145 – Email: [wlrwf@yahoo.co.uk](mailto:wlrwf@yahoo.co.uk)

Support offered: Capacity building, support and policy work for refugee organisations. Women only training activities, help with CV preparation, lifeskills classes. Volunteering opportunities.

Target Group: Refugee women in London Boroughs of Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow.

How to Contact: Phone, email or write.

Opening Times:

Monday: 10am - 4pm

Tuesday: 10am - 4pm

Wednesday: 10am - 4pm

Thursday: 10am - 4pm

Friday: 10am - 4pm

### WIRE Project – Client Compact

The WIRE project works with and advocates on behalf of clients to meet their resettlement needs and this work is always carried out with the best interest of the client in mind. However, there is no guarantee that all outcomes identified in support plans will be achieved and, as a charity with limited resources, the work we carry out is by mutual agreement and can only continue with the cooperation and satisfactory engagement of the client. The best possible service will always be offered but there is no statutory obligation to offer this service and all advice work is undertaken through goodwill. If for any reason client needs are unable to be met an immediate referral will be made to an appropriate agency.

#### What clients can expect from case workers

- 1) A commitment to support and advice clients so that they are able to resettle back into the community.
- 2) Caseworkers will keep appointments and turn up promptly for appointments
- 3) If for any reason a caseworker is unable to attend your appointment they will inform you at the first opportunity. The appointment will either be changed or another caseworker will attend the appointment.
- 4) Caseworkers will show respect and dignity to all clients.
- 5) Caseworkers will make clients aware of complaints procedure at the initial assessment.
- 6) Caseworkers will comply with policies and procedures of the organisations at all times.
- 7) At no time will information be falsified to gain a positive result. So please do not ask any caseworker to do so.
- 8) Luncheon Vouchers can only be issued on a limited basis if the client is not in receipt of benefits and will be decided on a case by case basis.
- 9) Client complaints should be directed to Bernie Kastner, Community Services Manager on 07875 169784.
- 10) Referrals to the service will be assessed on a case by case basis and may only be offered a sign posting service.

#### What is expected from clients

- 1) A commitment to your engagement with the service and rehabilitation.
- 2) To inform caseworkers as soon as they become aware of any change in circumstances. This includes contact details, living arrangements etc.
- 3) To keep appointments with other agencies and WIRE caseworkers and if unable to attend, informing your caseworker as soon as possible.
- 4) No aggression what-so-ever (verbal or physical) towards WIRE project staff or St Giles Staff. If any staff experience inappropriate behaviour an incident report will be filled out and an investigation will be carried out. If the investigation finds a client has acted inappropriately, depending on the severity, a verbal warning will be given, on the next occasion a written warning given and any further problems they will be exited from the project and referred to another agency.
- 5) The above will also apply to consistently missed appointments.
- 6) Once suitable housing has been resourced and unless there is good cause for the offer to be refused, the WIRE project will not be able to find any alternative. The definition of an acceptable offer will be decided by the case worker.

If you require any further information please do not hesitate to contact me on 0207 703 7000 or 07717818485

Yours sincerely,  
Wendy Rowley  
Senior caseworker  
**WIRE project.**

I have read and understood the WIRE client compact. I agree to abide by the compact while engaging with WIRE case workers.

**Signed:**.....

**Print name:**.....

**Allocated caseworker:**.....

**Signed:**.....

**Print name:**.....

<b>CLIENT INFORMATION:</b>		
<b>Full Name:</b>		<b>Current location:</b>
<b>DOB:</b>	<b>Contact no:</b>	<b>Prisoner No &amp; status:</b>
<b>Ethnicity:</b>	<b>NI No:</b>	<b>Details of Crime/Sentence:</b>
<b>Anticipated release date/time:</b>		<b>Accommodation on release:</b> Type: ( B&B, Hostel, one night only?)
<b>Alternative meeting place? Client appearance</b> (description enabling working to identify client):		<b>What is client's local connection (London borough)?</b>  <b>Willing/wants to live in (name borough if relevant):</b>
<b>Support needs: (give brief details)</b>  <b>Drug (type/amount/frequency/length of use/route):</b>  <b>Alcohol (type/amount/frequency):</b>  <b>Mental/Physical health/Disability</b> (diagnosis/medication/care):  <b>Budgeting/Homemaking:</b>  <b>Language issues?</b>  <b>Attending appointments (list agencies in next section):</b>  <b>Other (e.g. Care leaver? Which local auth/when):</b>		<b>CLIENT NEEDS ON DAY OF RELEASE</b> (brief description of each issue)  <b>ID:</b>  <b>Housing:</b>  <b>Probation:</b>  <b>Benefits:</b>  <b>Other:</b>
		<b>Other agencies (Probation details are essential)</b>  <ul style="list-style-type: none"> <li>• Name, organisation, tel. no.</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>REFERRER'S DETAILS:</b>	<b>Date:</b>	<b>Office/Mobile:</b>

## St Giles Trust Risk Assessment & Risk Management Plan

**Client Name:**

**Assessment Date:**    /    /

<b>Risk Area</b>	<b>Risk?</b>	<b>History</b>	<b>Action to be taken to reduce risk</b>
<b>Physical Health</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Mental Health</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Substance Use</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Domestic Violence/ Vulnerability to Abuse</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Offending History</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		

**To be reviewed:**    /    /

## St Giles Trust Risk Assessment & Risk Management Plan

<b>Risk Area</b>	<b>Risk?</b>	<b>History</b>	<b>Action to be taken to reduce risk</b>
<b>Social Network/ Isolation</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Behaviour (e.g. aggressive/ inappropriate)</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Suicide Attempts/ Self Harm</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Medication</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		
<b>Other factors</b>	<b>Yes</b>		
	<b>No</b>		
	<b>Don't know</b>		

Completed by \_\_\_\_\_ (Caseworker)



# WIRE

## Permission to exchange Information Agreement

**To be read or verbally summarised by worker before signing:**

To provide a service, agencies need to exchange information. This can include advice agencies, housing providers, health services, job centre plus, Social services and so on.

- 1) Time is saved if you give **general permission** to exchange information. We will try not to bother you about it again, but you can change the agreement at any time. Alternatively:
- 2) You may want to **exclude some agencies** or prefer us to **ask each time** we contact people.

Even with permission we will not pass on information unnecessarily, and **will not disclose personal information to family, friends or other private individuals** without asking first. In some limited situations - if there is an order from a court or if there is an urgent matter of public safety - information may be passed on without asking. At St Giles we are continually trying to improve services for our clients, therefore we request you agree exchange your personal information to be used in future evaluations.

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### AGREEMENT

Please sign below if you agree we can exchange information about you. You may alter parts you disagree with.

**1. Agencies providing services**

I agree that agencies providing welfare services may exchange information about me. I understand that this may include London probation, housing, social services, advice agencies, job centre plus and others.

**2. Doctors and other health workers**

I agree that my doctor(s) and other health workers may give information about myself to agencies helping with my housing and other problems.

**3. For the purposes of future evaluations of the WIRE services**

I agree that St Giles can access my criminal history and offence information on my behalf and my information may be used in any future evaluations of the WIRE services.

**4. I would like to give the following instructions**

- I understand that personal information will only be passed to agencies able to keep that information secure.
- I understand that, with certain limitations, I have a right under Section 7 of the Data Protection Act 1998 to see records kept about me

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_



## **YTW Supported Housing Scheme**

Address: Inquilab HA, Grove House, 77 North Road, Southall, UB1 2JL

Phone: 020 8843 1263 - Fax: 020 8574 6515

Email: [enquiries@inquilabha.org](mailto:enquiries@inquilabha.org) Website: [www.inquilabha.org](http://www.inquilabha.org)

Target Group: Single women from a BME background who are homeless or threatened with homelessness and who have low support needs. Must have a local connection to LB Hounslow. Will not accept women with criminal convictions or a history of violent and/or abusive behaviour. Women with drug and/or alcohol dependency.

Referral Agencies: Only accept referrals from LB Hounslow.

Referral Procedure: LB Hounslow contacted when a vacancy arises. Application form and interview.

Support Services: Housing officer based at off-site office Mon-Fri 9am-5pm. Visits residents once a week. Regular sessions with individual residents to monitor general welfare. Offers advice on benefits, training, education and employment. Also assists residents with identifying and securing move-on accommodation. Residents are encouraged to do as much as possible for themselves.

## **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.

**ECHG Queen Mary MH Service** - 28 Greencoat place 0207976 6338 - Homeless women with mental health needs Priority given to local connection with Westminster

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

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

**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.

## **Religious of Mary Immaculate**

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

## **Servite Housing – Kemplay Road**

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

## **Servite Houses – Park House**

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

### **SPEAR Hostel**

24 Kew Road – tel 0208 948 5564  
Single homeless women

### **Trinity Homeless Projects**

1 Norwood Gardens, Hayes, Middlesex – tel 0208 797 9504 for homeless women with a connection to Hillingdon

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

Information: Women only 18-59 years old. Not essential to have local connection although preferable. Tel: 020 7262 3818

### **YMCA Accommodation**

**Goldsmith House - (Servite Houses)** Park Village, East London, NW1 3SX - 0207 387 4501  
Single women aged 18 – 35 including students do not accept benefits.

**Park House (Servite Houses)** 227 Earl's Court Road, London, SW5 9BL - 020 7373 2851  
Single women aged 18 – 30 who are students or jobseekers.

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

**Church Army Women's Day Centre** - Women only 1-5 Cosway Street, London, NW1 5NR  
Telephone: 020 7262 3818 Monday to Thursday: 9:30am – 12 noon for rough sleepers and by Appointment only Monday to Thursday: 12 noon – 3:30pm Drop-in Housing, benefits, immigration advice. Showers, laundry, clothes store. Nurse calls monthly. Free lunch Mon-Thurs. ESOL, literacy, numeracy, computer classes. Activities, including exercise, arts and bingo. Internet access.

**MST - Supported Housing** - Address 227A Garratt Lane, Wandsworth, London, SW18 4DT -  
Phone : 020 3535 4500 Website : [www.mst-online.org.uk](http://www.mst-online.org.uk)

For single homeless women age 18 – 65 with identified low support needs including those escaping violence, those with a history of drug, alcohol or mental health issues, and ex-offenders. Priority to those with a local connection to LB Wandsworth. Will not accept those who are unable to live independently nor women with children.

Referral Agencies : Accept referrals from any agency. Do not accept self-referrals.

Referral Procedure : Phone Mon-Fri 9.30am-5.30pm before making a referral to give brief details. Application form completed by referral agency and prospective resident.

**Spectrum Day Centre** - 6 Greenland Street, Camden, London, NW1 0ND, 020 7267 4937  
Monday 9:30-11:30 Tues- 1:30-3:30pm (women's session) Advice centre, doctor, nurse, (chiropractor Fri. afternoon 1:30-3:30pm), drug worker and (counsellor appointment only). Advice on issues ranging from housing and welfare benefits to domestic violence. Alcohol workers also available.

### **Wayside Hostel**

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



## **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/>



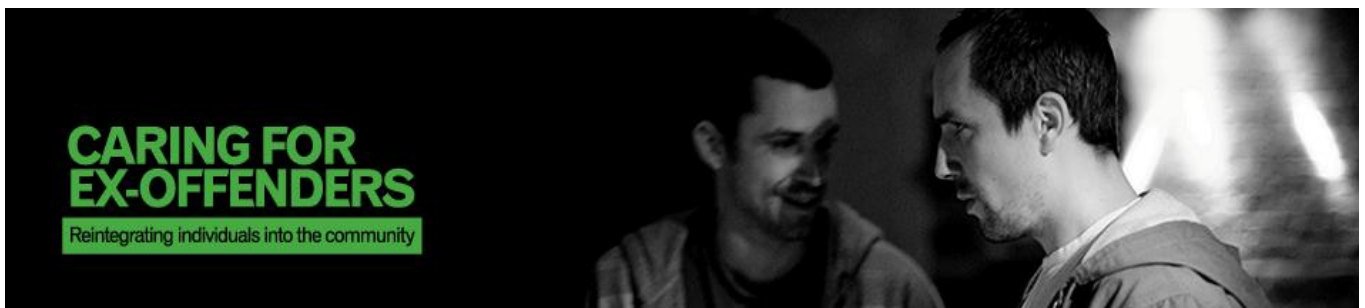
**0870 383 3333**

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



## 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.

## **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**

UKLGIG <http://www.uklgig.org.uk/> provide advice to LGBT people with no recourse or immigration issues.

## **What Support Is There For Foreign National Offenders?**

### **Migrant Probation Advice Service**

For; all groups of foreign nationals

Migrant Probation Advice Service has been working in partnership with LP since 2001 (previously called the Refugee Probation Advice Service). A unique, innovative advice, information and referral service for LPT staff. Has proved invaluable to ensure that staff have the best information available on; implications of nationality & immigration status on entitlement to state benefits, housing & eligibility for work etc.

Address; MPASS c/o PRAXIS, 2 Pott Street, Bethnal Green, London E2 0EF. Telephone helpline; 020 7749 7608 Monday to Fridays 10am-1pm & 2pm-4pm. Out of hours answer phone

### **Vamos Juntos**

For; Spanish & Portuguese speaking prisoners

Vamos Juntos, a volunteer group, are based within the PRAXIS offices where the Migrant Probation Advice Service are also based. They provide befriending and support services for Spanish & Portuguese speaking prisoners.

Vamos Juntos, c/o PRAXIS, 2 Pott Street, Bethnal Green, London E2 0EF. 020 7749 7608. claraelena00@hotmail.com.

### **East European Advice Centre**

For; Eastern Europeans

East European Advice Centre offers information and advice to people from Eastern Europe living and working in Greater London. They provide free, high quality and impartial information, advice and practical help to refugees and migrants of East European origin in the areas of Welfare Benefits, Housing, Immigration Law, Debt, Education, Employment Law and Health.

Telephone Advice for LPT staff and offenders (English, Russian & Polish spoken): 020 8741 1288 Mon to Fri between 2.00pm – 15.30 pm

Appointments/ Drop - In: POSK, 238-246 King Street, London W6 ORS Mon and Fri 10.00 am – 15.00 pm

### **Irish Travellers Movement**

For; Traveller, Gypsy & Roma communities

Irish Travellers Movement in Britain offer guidance and advice to Irish and English Gypsy and Roma communities. Advice and support. ITMB have an excellent website [www.irishtraveller.org.uk](http://www.irishtraveller.org.uk)

Telephone advice, 020 7607 2002, Address; The Irish Travellers Movement, The Resource Centre, 356 Holloway Road, London N76PA Contact; [info@irishtraveller.org.uk](mailto:info@irishtraveller.org.uk)

## **Chinese Information & Advice Centre**

For; people of Chinese heritage

Chinese Information & Advice Centre provides free legal advice and representation on immigration and nationality law, as well as domestic violence support. They also provide advice and support to refugees and asylum seekers. Their staff work in English, Mandarin, Cantonese, Hakka, Shanghaiese, Malay, and Fujian.

Telephone Helpline; 08453 131 868 Mon to Fri: 10.00am to 6.00pm. Closed on Saturdays, Sundays and Bank holidays. Advice drop-in centre at; Lower Ground Floor, London Chinatown Market, 71-73 Charing Cross Road, London WC2H 0NE

## **FPWP/Hibiscus**

For; women with Caribbean & West African backgrounds

FPWP/Hibiscus provides advocacy, information, advice and practical and emotional support in prison and in the community focusing on the needs of black and minority ethnic and foreign national women.

Telephone advice 020 7278 7116

Provide through care contact for prisoners. FPWP/Hibiscus, 12 Angel Gate City Road, London EC1 2PT Fpwphibiscus@aol.com

## **Detention Advice Service**

For; prisoners with immigration issues

Detention Advice Service provides independent advice for those in prison or in the community who have immigration problems which may lead or have lead to their detention.

Telephone, postal & email advice; 020 7254 6888 Mon to Fri 10.00 to 5.00, Address; DAS, Unit B3, 62 Beechwood Road, London E8 3DY, enquiries@detentionadvice.org.uk

## **BARKA (UK)**

For; Eastern Europeans considering returning home BARKA assists Eastern European immigrants, particularly Polish nationals, in certain London Boroughs, who want to consider returning home. BARKA have a network of communities in Poland for returning Polish nationals to stay in, who would otherwise be destitute on their return.

Telephone; 0207 275 77 68



