HOMELESS TEAM
USEFUL SERVICES AND INFORMATION

King’s College Hospital NHS
Guy’s and St Thomas’ NHS Foundation Trust
South London and Maudsley NHS Foundation Trust

THE PASSAGE to ending homelessness
St Mungo’s Broadway
St Giles Trust
Pathway Healthcare for homeless people
Nationwide outreach services

Outreach services throughout London can be contacted through the StreetLink website.

www.streetlink.org.uk
0300 500 0914

StreetLink is a website that enables professionals and the public to alert local authorities in England about rough sleepers in their area. Please use this link to report a rough sleeper, and help local outreach services find them, and offer them support.

An app for iPhone or Android is available to download for free should you find yourself coming into regular contact with homeless people in your role.

www.shelter.org.uk/get_advice
0808 800 4444

Shelter’s helpline is open 8am–8pm on weekdays and 8am–5pm on weekends, 365 days a year.

Housing experts will offer advice no matter what your housing situation. Calls are free from mobile phones and UK landlines.

**Key advice from Shelter is:**
Your call may take 10 to 20 minutes, so set aside some time
Try to organise a quiet place where you can talk
The helplines do get busy, but keep trying.
Reconnection

If someone wants to return to their country of origin and they are a verified rough sleeper they can be referred to the following projects.

They will offered travel home, and support in their home country on arrival. What this support constitutes will depend on their level of need.

**EEA Nationals**
Thamesreach London Reconnection Project

[www.thamesreach.org.uk/what-we-do/london-reconnectionproject](http://www.thamesreach.org.uk/what-we-do/london-reconnectionproject)

0870 3833322

**Barka UK**

Barka provides severely excluded Eastern European migrants with the opportunity for reconnection and social reintegration.

[www.barkauk.org](http://www.barkauk.org)

0800 1712926

**Rest of the world**
Refugee Action Choices Program


0808 800 0007

**Choices Drop-In Service**

Victoria Charity Centre, 11 Belgrave Road, London, SW1V 1RB

Monday – Wednesday 10am – 12pm and 2pm – 4pm
Housing Options
Anyone can present at a Housing Options service. However in order to be housed by a Local Authority a person will normally need to be able to prove that:

1. They are homeless. For example, a Local Authority may require a letter to prove that a person has just been evicted from an address, even if e.g. they were previously ‘sofa surfing’.

2. They are eligible. This means that the person will need to prove that they are entitled to state support in the UK.

3. They are in priority need. This means the person will be required to provide evidence that they have physical or mental health needs that would make them a priority for housing. Families and children will be in priority need regardless of health issues.

4. They are not intentionally homeless. This is a complicated area, but for example, if someone had abandoned a habitable property for any reason they might be found intentionally homeless.

5. They have a local connection. This means the person will need to prove they have been living in an area for a significant length of time in order to gain assistance (normally 6 of the last 12 months, or 3 of the last 5 years).

In some cases a person will not be immediately required to prove all of the above, but in most cases they will. A person will be required to provide evidence that they meet the first three criteria in order to be placed in emergency accommodation.

ACCESS TO HOMELESS SERVICES

In general homeless services in each Borough have been set up to respond to local needs. As such, access to some services may be restricted to those that are known to be homeless in the Borough that the service has been set up in.

If a person is newly arrived in London it may be helpful to inform them that this may apply to them.
LAMBETH

HOMELESS PERSONS UNIT

Lambeth Housing Options and Advice Service  
Brixton Customer Centre, Olive Morris House,  
18 Brixton Hill, London, SW2 1RD  
**Telephone:** 020 7926 4200  Monday – Friday 9am – 8pm  
**Emergency Out of Hours Telephone:** 020 7926 1000

Housing advice and support for clients living in Lambeth.

HOMELESS FRIENDLY GP PRACTICES

Mawbey Brough Health Centre  
39 Wilcox Close, London, SW8 2UD  
**Telephone:** 020 3049 4001

Waterloo Health Centre  
5 Lower Marsh, London, SE1 7RJ  
**Telephone:** 020 7928 4049

HOMELESS NURSING SERVICE

Health Inclusion Team (HIT team)  
Health and Social Care Centre,  
2-8 Gracefield Gardens, Streatham, London, SW16 2ST  
**Telephone:** 020 3049 4700 / 4550 / 4555  
**Fax:** 020 3049 4701 (you can refer by fax out of hours)

Walk-in community nurse practitioner services, including health related case management of complex clients.
HIT TEAM DAY CENTRE SERVICES – open access to all
(for addresses see Day Centre section below)

Webber Street (Waterloo Christian Centre)
Thursday 9.30am – 12.30pm

Ace of Clubs
Thursday 12pm - 3pm

Spires Day Centre
Tuesday 9.30am – 1pm

HIT TEAM HOSTEL SERVICES – only open to hostel residents
but no appointment necessary

Lambeth Assessment Centre
Monday 1pm – 4.30pm, Fridays 9.30am – 1.30pm
Thursday GP session, 9.30am - 11.30am

Graham House
Monday 2pm - 4.30pm, Thursday 9.30am – 1pm
Wednesday GP session, 10am – 12pm
Daily nurse input for Intermediate Care clients.

Waterloo Project (previously Stamford Street)
Friday 9.30am – 1pm

Palace Road Women’s Project
Wednesday 9.30am - 1pm

Camberwell Foyer
Wednesday 6pm – 8pm
DAY CENTRES

Webber Street Day Centre (Waterloo Christian Centre)
6-8 Webber Street, London, SE1 8QA.
**Telephone:** 020 7928 1677
Monday - Thursday and Saturday 9am to 12.30pm,
Friday 10am to 1pm (and 2pm - 4pm by appointment only).

Free tea/coffee and breakfasts, showers, clothing store,
advice and support services, health access, mental health support.

Ace of Clubs
St Alphonsus Road, Clapham, SW4 7AS
**Telephone:** 020 7720 2811 or 020 7720 0178
Monday to Friday 12pm – 3pm (including all bank holidays)

Cheap lunch and soup, showers and laundry, advice and support services, health access, mental health support.

Spires
8 Tooting Bec Gardens, London, SW16 1RB
**Telephone:** 020 8696 0943
Monday 8am – 12pm Women only
Tuesday 9am - 10.30am Rough sleepers
10.30am – 2pm Open access
Wednesday 10am – 12pm Rough sleepers
Thursday 9am – 1pm Rough sleepers
Friday 9am - 10.30am Rough sleepers
10.30am - 1.30pm Women only

Some sessions have food provided, showers, clothing store,
advice and support services, health access, mental health support. Specialist support for homeless women.
ASYLUM SEEKER / REFUGEE DAY CENTRES

Streatham Drop-In Centre
English Martyrs Church Hall, 2 Mitcham Lane,
Streatham, SW16 6NN
Telephone: 020 8664 7432
Thursday – Friday 10am – 2pm

Advice on: Destitution, education, employment and volunteering, health access and housing. Women’s space.

REFUGEE COUNCIL DESTITUTION SERVICES

The Brix at St. Matthew’s
St. Matthew’s Church, Brixton Hill, SW2 1JF
Tuesday 10am - 2pm

Practical advice, support, pastoral care, signposting, and some emergency provision may be available.

DRUG AND ALCOHOL SERVICES

Lorraine Hewitt House
12-14 Brighton Terrace, Brixton, London, SW9 8DG
Telephone: 020 3228 1500
Drop-in: Monday, Tuesday and Thursday 9.30am – 11.30am.
Drug and alcohol services for clients living in Lambeth, and support services for their family and friends.

Lambeth Harbour
245 Coldharbour Lane, London, SW9 8RR
Telephone: 020 7095 1980

Service for problem drinkers, crack/cocaine and stimulant users in Lambeth, and their families and friends.
DOMESTIC VIOLENCE SERVICES

The Gaia Centre
Telephone: 020 7395 7713

Confidential, non-judgmental and independent support for anyone experiencing gender violence in Lambeth. The service supports women and girls aged 14+ and their children, and men aged 16+.

Ascent counseling service
Telephone: 020 7610 4678

SOUP KITCHENS

Missionaries of Charity
112-116 St George's Rd, SE1 6EU
Telephone: 020 7620 1504
Monday – Saturday (except Thursday) 10.30am, Sunday 3pm. Free meal for local homeless people.

FOOD BANKS

Streatham United Reform Church
388 Streatham High Road, London, SW16 6HX
Monday 7pm – 9pm
Food parcels given.

Southwyck House Community Hall
Moorlands Road, Brixton, SW9 8TT
Monday - Friday 10.30am – 3.30pm
Food parcels given.
SOUTHWARK

HOMELESS PERSONS UNIT

Southwark Housing Options Service
25 Bournemouth Road, Peckham, London, SE15 4UJ
Telephone: 020 7525 028
Emergency Out of Hours Telephone: 020 7525 5000
Monday-Friday 9am - 5pm, doors close at 4pm

Housing advice and support for clients living in Southwark. Also Telephone Advice Line available: 020 7525 5950 The advice line is staffed by professional housing officers.

EMERGENCY DROP-IN HOUSING SUPPORT

St Giles Trust
Georgian House, 64-68 Camberwell Church Street,
London, SE5 8JB
Telephone: 020 7708 8000
Monday – Thursday 9.30am – 12.30pm

Housing Support service that targets those who have additional support needs - like drug and alcohol problems, mental and/or physical health needs. A local connection to Southwark is required to access this service.

HOMELESS FRIENDLY GP PRACTICE

Princess Street Group Practice
2 Princess St. London, SE1 6JP
Telephone: 020 7928 0253
HOMELESS NURSING SERVICE

Health Inclusion Team (contact and details as before)

HIT TEAM DAY CENTRE SERVICE – open access to all
(for address see Day Centre section below)

Manna Day Centre
6 Melior Street, London Bridge, SE1 3QP
Tuesday and Friday 9.30am – 1pm

HIT TEAM HOSTEL SERVICES – only open to hostel residents
but no appointment necessary

David Barker House
Thursday 1pm – 4.30pm

Joe Richards House
Tuesday 9.30am – 1.30pm

Missionaries of Charities Hostel
Wednesday 9am – 11.30am

Gateway Foyer
Tuesday 5.30pm – 7.30pm

DAY CENTRES

Manna Centre
6 Melior Street, London, SE1 3QP
Telephone: 020 7403 1931
Open 7 days a week 8.30am - 1pm

Breakfast / lunch / clothes / showers / advice services / health access / mental health support. ESOL and IT classes.
Divine Rescue
Thurslow Lodge, 1 Thurslow Street, SE17 2US
**Telephone:** 020 3489 1765
Access service by visiting Monday–Friday 12.30pm – 1pm

Christian community group who work with people of all faiths to change lives of homeless and vulnerable people.

**ASYLUM SEEKER / REFUGEE DAY CENTRES**

**SDCAS Copleston Centre**
Copleston Road, SE15 4AN
**Telephone:** 020 77320505
Tuesday 12.30pm - 4.30pm

Lunch provided plus classes / activities / advice / health access / mental health support.

**SDCAS Peckham Baptist**
Peckham Park Road Baptist Church,
121 Peckham Park Road, SE15 6SX
Wednesdays 12pm – 2.45pm

Lunch provided plus classes / activities / advice / health access / mental health support.

**SDCAS Crossways Centre**
100 New Kent Road, SE1 6TU
**Telephone:** 020 7740 6399
Thursday 12.30pm - 4pm

Lunch provided plus classes / activities / advice / health access / mental health support.
DRUG AND ALCOHOL SERVICES

Blackfriars CDAT
151 Blackfriars Road, Southwark, London, SE1 8EL
Telephone: 020 3228 9400
Monday - Friday 9.30am – 5pm

Drug and alcohol services for clients living in Southwark and their families and friends.

Foundation 66
68 Newington Causeway, London, SE1 6DF
Telephone: 020 7403 4077
Drop-In: Monday - Friday 10am – 12pm

Alcohol service for clients living in Southwark, and their families and friends.

Blenheim CDP - Evolve Project
146 – 150, Camberwell Road, London, SE5 0EE
Telephone: 020 7277 4580
Monday, Wednesday, Thursday or Friday 1pm - 4pm.

Service for stimulant, club drug and cannabis users living in Southwark, and their families and friends.

DOMESTIC VIOLENCE SERVICES

Solace
Telephone: 020 7593 1290
Helpline freephone: 0808 802 5565
Monday – Friday 10am – 4pm, Tuesday 6pm – 8pm

Independent advice and support for men and women aged 16 or over affected by domestic abuse.
WESTMINSTER

HOMELESS PERSONS UNIT

Westminster Housing Options Service
101 Orchardson Street, NW8 8EA
Telephone: 020 7641 1000
Emergency Out of Hours Telephone: 020 7641 6000
Opening times: Monday - Friday 10am – 4pm,
last Wednesday of the month 12pm – 4pm

Housing advice and support for clients living in Westminster.

HOMELESS GP PRACTICES

The Dr. Hickey Surgery
3 Arneway St, London, SW1P 2BG
Telephone: 020 7222 8593

Great Chapel St Medical Centre
13 Great Chapel Street, London, W1F 8FL
Telephone: 020 7439 2389

HOMELESS NURSING SERVICE

Westminster Homeless Heath Team
Community nurse practitioners delivery service to all three
day centres in Westminster; The Passage, Connections at St.
Martins, and West London Day Centre. GP access, podiatry and
counseling also available on some days at these sites.
Telephone: 0207 592 1880

Opening times: Mon-Fri in all three Day Centres
9.00am-1.00pm
DAY CENTRES

The Passage
St Vincent’s, Carlisle Place, London, SW1P 1NL
Telephone: 020 7592 1850
Monday – Friday 7.30am – 5pm
After 2pm by appointment only
Sat and Sun 9am – 12pm by appointment only

Advice on housing, benefits, health, alcohol, drugs. Showers, laundry, clothing store, food available.

Connections at St. Martins
12 Adelaide St, London, WC2N 4HW
Telephone: 020 7766 5544
Monday - Sunday 9am – 1pm
Wednesday 9.00am – 12.30pm Weekend rough sleepers only

Advice, information, referrals to hostels /longer term housing. Specialist mental health, substance misuse, and multiple needs workers.

West London Day Centre
134-136 Seymour Place, London, W1H 1NT
Telephone: 020 7935 6179
Monday – Friday 9am - 11.30am

For homeless people 25+. Housing, benefits, substance misuse advice. Cheap food, laundry, showers, clothing, restricted left luggage store, mail address service. Video club, TV room.
REFUGEE COUNCIL DESTITUTION SERVICES

Central London Day Centre
Hinde Street Methodist Church,
19 Thayer Street, London, W1U 2QJ
**Telephone:** 020 7935 6179
Monday and Thursday 2.30pm – 5.30pm.

Practical advice, support, pastoral care, signposting, and some emergency provision may be available.

IMMIGRATION ADVICE

Migrants Resource Centre
24 Churton Street, London, SW1V 2LP
**Telephone:** 020 7834 2505

DRUG AND ALCOHOL SERVICES

Turning Point
32A Wardour Street, London, W1D 6QR
**Telephone:** 020 7437 3523
Drop-in services: Monday-Friday 10am – 6pm, Sat 11am – 5pm

North Westminster Drug and Alcohol Service
474 Harrow Road, London, W9 3RU
**Telephone:** 020 7266 6200
Drop in services: Monday–Friday 1.30pm – 5.30pm
DOMESTIC VIOLENCE SERVICES

Advance
Telephone: 07747 080964

Specialist domestic violence crisis intervention service for women within four Boroughs of London, including Westminster. Supports high risk clients.

Westminster Community Safety Unit
Marylebone Police, 1-9 Seymour Street, London, W1H 5AA
Telephone: 020 7321 9428 / 72

Assists victims of domestic violence and racial/homophobic hate crimes.
LEWISHAM

HOMELESS PERSONS UNIT

Single Homeless Intervention and Prevention
38 Winslade Way, London, SE6 4JU
Telephone: 020 8314 7007
Opening hours: Monday - Friday 9am - 3.30pm (except Wednesday 12.30pm - 3.30pm)

The SHIP service is a specialist housing options centre for single people (not families) in Lewisham who are homeless.

LB Lewisham - Housing Options Centre
1a Eros House, Brownhill Road, Catford, London, SE6 2EG
Telephone: 020 8314 7007
Emergency Out of Hours (after 5pm) Telephone: 020 8778 0877
Opening hours: Monday - Friday 9am - 3.30pm (except Wednesday 12.30pm - 3.30pm)

Housing advice and support for clients living in Westminster. Single homeless people will generally be redirected to SHIP.

GP WALK-IN CENTRE

New Cross GP Walk in Centre
Telephone: 020 3049 2370
8am – 8pm every day of the year.
HOMELESS NURSING SERVICE

Health Inclusion Team (contact details as before)

HIT TEAM DAY CENTRE SERVICES – open access to all
(for addresses see Day Centre section below)

999 Club
Monday 1pm – 4.30pm, Thursday 9.30am – 2pm

Deptford Centre
Wednesday 9.30am – 1pm

HIT TEAM HOSTEL SERVICES – only open to hostel residents
but no appointment necessary

Spring Garden Hostel
Tuesday 1pm – 4.30pm, Friday 9.30am – 1pm

Pagnell Street
Monday 9.30am – 1pm, Thursday 9.30am – 1pm

DAY CENTRES

999 Club
21 Deptford Broadway, London, SE8 4PA
Telephone: 020 8691 7734
Monday-Friday 9.30am - 5.30pm

Immediate support to vulnerable people in any situation
by providing links with professional agencies, and giving
friendship, help and advice. Runs night shelter during the
winter.
Deptford Centre
Speedwell Street, Deptford, SE8 4AT
**Telephone:** 020 8318 6548
Monday – Friday 9am – 3.30pm (except Thurs 9am – 2pm)

Support, advice, friendship and practical support for those facing homelessness, mental illness, drug or alcohol abuse and social exclusion.

**ASYLUM SEEKER / REFUGEE SUPPORT SERVICES**

Lewisham Refugee Network
144 Evelyn Street, London, SE8 5DD
**Telephone:** 020 8694 0323

Call regarding services.

AFRIL (Action for Refugees in Lewisham)
F3 Leemore Central Community Hub,
Bonfield Road, Lewisham, SE13 5ES
**Telephone:** 020 8297 4111
Wednesday 10am – 2pm, Thursday 10am – 1.30pm

**DRUG AND ALCOHOL SERVICES**

New Direction – Lewisham
410 Lewisham High Street, Lewisham, SE13 6LJ
**Telephone:** 020 8314 5566
Drug and alcohol services for clients living in Lewisham
Monday - Friday 9.30am - 5pm (except Tuesday 9.30am – 2pm)
Young People's Substance Misuse Service
Eagle House, 290 Lewisham Road, London, SE13 7PA
**Telephone:** 020 8297 7941
Monday - Friday 9am - 5pm

Drug and alcohol services for young people aged 10-21 in Lewisham.

**DOMESTIC VIOLENCE SERVICES**

Lewisham Victim Support
300 Sangley Road, Catford, SE6 2JT
**Telephone:** 020 8698 4583

Practical advice and support. Also provides a list of local solicitors.

Ascent Counseling Service
**Telephone:** 020 7610 467
If a person’s connection is to another London borough please refer to Homeless Link website for services:

http://homeless.org.uk/

24-hour Domestic Violence hotline number: 0808 200 0247

Trafficking Hotline number: 0300 303 8151
Self-referral hostels
The only hostel services that allow self-referral are:

FOR MEN ONLY:

Missionaries of Charity - Gift of Love
112-116 St George's Road, London, SE1 6EU

Telephone: 020 7620 1504

Single homeless men aged 25-55 with LOW support needs, particularly those who have been sleeping rough and have no recourse to public funds.

FOR WOMEN ONLY:

Missionaries of Charity - Home of Peace
179 Bravington Road, London, W9 3AR

Telephone: 020 8969 2631 / 020 8960 2644

Single homeless women aged 18-60 with NO support needs who do not have access to any other means of support.
CONTACT US:

Guys and St Thomas’ Hospitals
07920 594864
homelessteam@gstt.nhs.uk

EPR Referral

Kings Hospital
Kch-tr.homelessteam@nhs.net
07920 594878