

ASLAN Homeless Services Fact Sheet

Homeless Person's Unit (HPU)

For Priority Homeless - people who are: pregnant, with dependent children, over 60, mentally/physically vulnerable.

- **Camden Housing Options Service:** Bidborough House, 20 Mabledon Place, WC1H. ☎ 020-7974-5801
- **City of London HPU:** Dept of Community Services, Guildhall, EC2P. ☎ 020-7332-1654
- **Westminster Housing Options Service:** 101 Orchardson Street, NW8. ☎ 020-7641-1000

Outreach Teams

- **Camden Street Services Team,** ☎ 020-7833-7970 (24 hrs)
- **Thames Reach London Street Rescue Team,** ☎ 0870-383-3333 (9 a.m.-12 p.m. Mon-Sun)
(Rough Sleepers Hotline. Provide immediate and practical assistance)
- **Joint Homelessness Team,** ☎ 020-7534-6711 or 6715 (9 a.m.-5 p.m. Mon-Fri)
(Mental Health Outreach Team for Rough Sleepers. Office based at Soho NHS Walk-In Centre)

Emergency Housing Advice

Information about vacancies in hostels.

- **Shelter Helpline:** ☎ 0808-800-4444 (Freephone 8 a.m.-12 p.m.)
- **Shelter London Housing Aid :** ☎ 020-7014-1540
(Mon & Tues 10 a.m.-4 p.m.; Wed 1 p.m.-4 p.m.; Fri 10 a.m.-1 p.m.)
- **Homeless London:** www.homelesslondon.org
(Extensive, up-to-date information about hostel vacancies in London)

Quick Access Hostels

Best to call for information on drug and alcohol policy and cost/need for benefit claim.

Westminster

- **Centrepoint - Berwick Street,** 25 Berwick Street, W1F. ☎ 020-7287-9134 (24hrs)
♂ ♀ 16-21, 27 🚻, Nearest Tube: Piccadilly Circus
Accept self referrals or referrals from any agency.
- **Centrepoint - Safe Stop,** 54 Dean Street, W1D. ☎ 020-7287-4288
♂ ♀ 16-25, 12 🚻, Nearest Tube: Leicester Square
No self referrals. Accept referrals from: Street Outreach Teams, Connection at St Martins, London Irish Centre*, Cardinal Hume Centre*, Alone in London* and New Horizon Youth Centre*.*
- **Irish Centre Housing - St Louise Hostel,** 33 Medway Street, SW1P. ☎ 020-7222-2071
♀ 16-25, 130 🚻, Nearest Tube: St James's Park
No self referrals. Accept referrals from: Westminster Housing Options Service, Cardinal Hume Centre*, Connection at St Martins and Centrepoint - Berwick Street.*
- **Look Ahead - Victoria Hostel,** 41 Castle Lane, SW1E. ☎ 020-7828-9137
♂ ♀ 18-65, 173 🚻, Nearest Tube: St James's Park
No self referrals. Accept referrals from: Westminster Building Based Services (BBS).*
- **Passage House,** 1-5 Longmoore Street, SW1V. ☎ 020-7821-6801
♂ 18-65, 47 🚻, Nearest Tube: Victoria
No self referrals. Accept referrals from: Westminster Building Based Services.*
- **Salvation Army - Edward Alsop Court,** 18 Great Peter Street, SW1P. ☎ 020-7233-0296
♂ 18+, 104 🚻, Nearest Tube: St James's Park
Accept self referrals or referrals from any agency.
- **St Mungo's - Westminster Rolling Shelter,** 138 Seymour Place, W1H. ☎ 020-7723-4841
♂ ♀ 18+, 32 🚻, Nearest Tube: Baker St/ Edgware Road/ Marylebone
No self referrals. Accept referrals from: Westminster Building Based Services.*

Camden

- **Parker House Assessment Centre,** 25 Parker Street, WC2B. ☎ 020-7974-3468
♂ 18+, 16 🚻, Nearest Tube: Holborn
No self referrals. Accept referrals from: Camden Street Services Teams.*

- **St Mungo's - Birkenhead Street**, 2-5 Birkenhead Street, WC1H. ☎ 020-7278-6466

♀ 17-60, 35 🚻, Nearest Tube: Kings X

Accept self referrals or any agency. Priority given to Street Outreach Team referrals.

- **St Mungo's - Endsleigh Gardens**, 12-14 Endsleigh Gardens, WC1H. ☎ 020-7380-3600

♂ ♀ 17+, 60 🚻, Nearest Tube: Euston

No self referrals. Accept referrals from: Outreach Teams, Camden Street Services Team*, Westminster Rolling Shelter*, Camden Housing Options Service* and St Mungo's projects.

Tower Hamlets

- **Look Ahead - Aldgate Hostel**, 7 Dock Street, E1. ☎ 020-7481-1326

♂ ♀ 18-65, 158 🚻, Nearest Tube: Tower Hill

No self referrals. Accept referrals from Street Outreach Teams and Tower Hamlets HPU*.

*Referral Agencies:

Alone in London, 188 Kings Cross Road, London, WC1. ☎ 020-7278-4224

Camden Street Services Team, ☎ 020-7833-7970 (24 hrs)

Camden Housing Options Service, Bidborough House, 20 Mabledon Place, WC1H. ☎ 020-7974-5801

Cardinal Hume Centre, 3-7 Arneway St, SW1. ☎ 020-7222-8593

London Irish Centre, 50-52 Camden Square, NW1. ☎ 020-7916-2222

New Horizon Youth Centre (16-21 yrs), 68 Chalton Street, NW1. ☎ 020-7388-5560

Tower Hamlets HPU, Great Eastern Enterprise Centre, 3 Millharbour Road, E14. ☎ 020-7364-7474

Westminster Housing Options Service: 101 Orchardson Street, NW8. ☎ 020-7641-1000

Westminster Building Based Services:

Connection at St Martin's Day Centre, 12 Adelaide Street, WC2N. ☎ 020-7766-5544

The Passage Day Centre (25+), St Vincent's, Carlisle Place, SW1P. ☎ 020-7592-1850

St Mungo's Rough Sleepers Assessment Centre, 138a Seymour Place, W1H. ☎ 020-7724-9256

Day Centres

Cheap or free food, advice, laundry, medical help. Best to call for full list of services.

- **Connection at St Martin's Day Centre**, 12 Adelaide Street, WC2N. ☎ 020-7766-5544

(Mon & Fri: 9 a.m.-1 p.m.; Tues & Thurs: 9 a.m.-1 p.m. & 4.30 -7.30 p.m.; Wed: 9 a.m.-12.30 p.m.; Sat/Sun: 9 a.m. -1 p.m. (rough sleepers only)) Nearest Tube: Charing Cross/Leicester Square

- **Providence Row - Dellow Day Centre**, 80-82 Wentworth Street, E1. ☎ 020-7375-0020

(Mon-Fri: 1 p.m. -4 p.m.; rough sleepers' drop-in: Mon-Fri: 9.15 a.m.-12 p.m.) Nearest Tube: Aldgate East

- **Manna Day Centre**, 6 Melior Street, SE1. ☎ 020-7403-1931

(Mon-Sun: 8.30 a.m.-1.30 p.m.) Nearest Tube: London Bridge

- **New Horizon Youth Centre (16-21 yrs)**, 68 Chalton Street, NW1. ☎ 020-7388-5560

(Mon-Fri: 10.30 a.m.-4 p.m.; Sat/Sun: 11 a.m.-4 p.m.) Nearest Tube: Euston

- **The Passage Day Centre (25+)**, St Vincent's, Carlisle Place, SW1P. ☎ 020-7592-1850

(Rough sleepers' drop-in: Mon-Fri: 8 a.m.-10.30 a.m.; open access & lunch 12p.m.-2 p.m.; group activities & individual appointments: Mon-Fri 10.30 a.m.-6p.m., Sat/Sun: 9 a.m.-12 p.m. (food only) Nearest Tube: Victoria

- **West London Day Centre**, 134-136 Seymour Place, W1H. ☎ 020-7569-5900

(Mon-Fri: 10 a.m.-11.30 a.m.; rough sleepers' drop-in: Mon-Fri: 8.45 a.m.-10 a.m.) Nearest Tube: Marylebone/Baker St/Edgware Rd

Advice Centres

- **CHAS (Housing & Debt Advice)**, 19-20 Shroton Street, NW1. ☎ 020-7723-5928

(No drop-in service. Call Mon-Wed 10 a.m.-1 p.m., 2 p.m.-5 p.m. and Thurs 10 a.m.-1 p.m. to make an appointment) Nearest Tube: Marylebone

- **St Giles Trust**, 64 Camberwell Church Street, SE5. ☎ 020-7703-7000

(Full range of advice services. Drop-in: Mon-Fri 9.30 a.m.-12.30 p.m.) Nearest Train Station: Denmark Hill

Medical Centres- Drop-In

Doctors, nurses, chiropodists.

- **Great Chapel St. Medical Centre**, 13 Great Chapel St, W1F. ☎ **020-7437-9360**
(Mon-Fri: 2 p.m.-4 p.m., Mon, Tues, Thurs: 11 a.m.-12.30 p.m.) Nearest Tube: Tottenham Ct Rd/Oxford Circus
- **Project: London (Médécins du Monde) – Praxis**, Pott Street, Bethnal Green, E2. ☎ **07974-616-852**
(Mon & Wed: 1 p.m.-5 p.m.). Nearest Tube: Bethnal Green
- **Dr Hickey's - Cardinal Hume Day Centre**, 3-7 Arneway St, SW1. ☎ **020-7222-8593**
(Mon, Tues, Thurs, Fri: 10 a.m.-12.30 p.m. & 2 p.m.-4 p.m.; Wed: 10 a.m.-12.30 p.m.) Nearest Tube: St. James Park/Victoria/Pimlico
- **Soho NHS Walk-In Centre**, 1 Frith Street, W1D. ☎ **020-7534-6500**
(Mon-Fri: 8 a.m.-8 p.m.; weekends & bank holidays: 10 a.m.- 8 p.m.) Nearest Tube: Leicester Square/Tottenham Ct Rd
- **King's Cross Primary Care Centre**, 264 Pentonville Rd, N1. ☎ **020-7685-5920**
(Mon: 6.30 p.m.-9 p.m.; Tues & Fri: 2-4 p.m.) Nearest Tube: Kings Cross

Other Useful Telephone Numbers

(0800 and 0808 numbers are free, 0845 numbers are local call rates)

- **Alcoholics Anonymous:** ☎ **0845-769-7555** (10 a.m.-10 p.m.)
- **Domestic Violence Helpline:** ☎ **0808-200-0247** (24 hrs)
- **Narcotics Anonymous:** ☎ **0845-373-3366** (24 hrs)
- **National Aids & Sexual Health Helpline:** ☎ **0800-567-123** (24hrs)
- **National Drugs Helpline ('Talk To Frank'):** ☎ **0800-776-600** (24 hrs)
- **Saneline (Mental Health):** ☎ **0845-767-8000** (1 p.m.-11 p.m.)
- **Samaritans:** ☎ **0845-790-9090** (24 hrs)
- **NHS Direct:** ☎ **0845-4647** (24hrs)
- **National Debtline:** ☎ **0808-808-4000** (Mon-Fri: 9 a.m.-9 p.m.; Sat 9.30 a.m.-1 p.m.)
- **RASASC (Rape And Sexual Abuse Support Centre)** ☎ **0845-122-1331**
(Mon-Fri: 12 p.m.-2.30 p.m. & 7 p.m.-9.30 p.m.; weekends and bank holidays: 2.30 p.m.-5 p.m.)
- **Release (Drugs & Legal Advice):** ☎ **0845-450-0215** (11 a.m-1 p.m.)

Useful Websites

- **the Pavement:** www.thepavement.org.uk
(Online version of the Pavement magazine. Includes 'the List' - a comprehensive list of services in London)
- **Homeless London:** www.homelesslondon.org
(Full details of residential and non-residential services in London)
- **Homeless UK:** www.homelessuk.org
(National website with information on residential and non-residential services)
- **Citizens Advice Bureau:** www.citizensadvice.org.uk
(The CAB offers free independent and confidential advice on financial, legal and other problems. Check for details of nearest CAB)