



Information service for people living,
Working or studying in Merton.

Merton Civic Centre, London Road,
Morden SM4 5DX
Telephone: 020 8545 4710
Textphone: 020 8545 4356
Fax: 020 8274 4932
E-Mail: info@care-connect.info

ORGANISATIONS THAT PROVIDE ASSISTANCE TO HOMELESS PEOPLE

AVAILABLE IN MERTON

***LB MERTON - HOMELESS PERSONS UNIT AND MERTON SANCTUARY SCHEME**

Community Care Services Department, London Road, Morden SM4 5DX

Phone: 020 8545 3714 or 4017 or 3718 or 3731 or 3734 or 3735 or 3698

Out of Hours Emergencies: 020 8770 5000

Phone: 020 8545 3714/3718/4017 – Sanctuary Scheme

Fax: 020 8545 3228

Email: homelesspersonsunit@merton.gov.uk

Advice is available to anyone who feels they are homeless or likely to become homeless in the near future. (Temporary Accommodation Floating Support Officer, Housing Services – Telephone: 0208 545 3942 - provides low-level support to homeless people and families so that they can tap into support networks and also help them to sustain their tenancies when they are re-housed. This is a service that uses the council's resources to manage temporary accommodation and to provide support to vulnerable clients across all types of temporary accommodation).

Merton Sanctuary Scheme is a partnership between Merton housing, Safer Merton, Merton Police, Victim Support, MASCOT and the Fire Brigade. The scheme is an initiative that provides additional security measures for survivors of domestic violence. The scheme aims to help survivors exercise their choice to remain in their home, feel and be safe, and avoid becoming homeless, and is tailored to the needs and circumstances of the individuals involved (installing security measures to secure the home and for personal security ranging from changing locks or fitting a heavy duty front and/or back door, and even a safe room). The scheme is an alternative option to homelessness for victims of domestic violence. It is voluntary and open to: private sector tenants (landlords consent is required to fit additional security), owner-occupiers and housing association tenants. How to contact the Sanctuary Scheme - direct approach through the Housing Needs Department, or by referral from one of the referral agencies such as Police, Victim Support and MASCOT (experienced staff will assess whether you are eligible for the scheme).

***CHRISTIAN CARE**

St Barnabas Community Centre, Thirsk Road, Mitcham CR4 2BD
Phone: 020 3044 0093

Volunteers befriend homeless families and families in need. Offer practical help and support, organise social activities and outings, informal advice and information.

***FAITH IN ACTION**

Merton Homelessness Project

Phone: 0784 328 0419

Wednesday and Friday - 10am to 3pm Drop-in at The Salvation Army, 109 Kingston Road, Wimbledon (near the fire station), London SW19 1LT

Rough sleepers, street users, people who are precariously housed and other homeless people - Breakfast, hot meal (lunch), clothing, showers and laundry facilities. Information and signposting where to get help - housing, welfare benefits, drugs/alcohol, physical and mental health, light leisure activities, someone to talk to - friendship.

***MERTON ACTION FOR THE SINGLE HOMELESS (MASH)**

8 Wilton Road, Colliers Wood, London, SW19 2HB

Telephone: 020 8543 3677

E-mail: mash.100@virgin.net

Opening hours: Monday - Sunday 8am - 11.30pm, but 24-hour cover for sleep in- in emergencies.

Short stay (12 weeks) housing project for homeless young people aged 16 - 21 years from London Borough of Merton. Hostel has 9 bed spaces in shared rooms. Residents are offered advice and referrals for housing and benefits.

***MERTON REFUGE LTD / MERTON WOMEN'S AID**

P O Box 402, Sutton SM1 3TG

Phone: 020 8542 8791

Manager: Barbara Davidson

Offer a place of safety for women and children who are victims of domestic violence. Able to provide a wide range of support services, including advice and information on housing, legal and welfare rights. Their address is confidential. Telephone to make contact.

***THE PASSAGE**

St. Vincents Centre, Carlisle Place, London SW1P 1NL

Phone: 020 7592 1850

Fax: 020 7529 1870

Email: info@passage.org.uk

Website: www.passage.org.uk

For homeless people and rough sleepers in the Westminster, London area (but will also consider other London areas). Passage House - Phone: 020 7821 6801 - Its primary function is to provide short-term housing requirements and life skills to clients.

Health - addresses health issues with clients, whether it be physical or mental health issues and provides services such as - Primary health care, Mental health, Substance misuse, Complementary therapies, Opticians, etc.

Day Centre - Its primary function is to provide for basic health, housing and education needs. The Day Centre, open from 8am to 6pm on weekdays, 9am to 12 noon at weekends, often helps more than 200 people a day. Rough sleepers are given priority during the breakfast period to enable them to access showers, medical care and clothing, as well as food. To ensure that we are able to focus on our core work - helping homeless and vulnerable people - we no longer operate an open-door policy. As a result, fewer people use the Centre but, since we are now able to direct our resources to those most in need, the total number of visits has increased. While we see smaller numbers of the skilled, healthy and motivated people from EU accession countries, we continue to work with anyone, wherever they are from, who meets our criteria and needs our help.

Hospitality team - The team members run "the floor" of the Day Centre. They ensure that the Centre is safe and welcoming, and introduce new clients to its services. Of two drop-in sessions, the first, from 8am to 11am, is aimed at rough sleepers in the Victoria/South Westminster area, although anyone sleeping rough is given access to primary services and advice. At the second, from 11.30am to 2pm, people who are vulnerably housed, as well as those sleeping rough, are welcomed. The afternoon is taken up with assessing clients' needs, and running group activities and training. On Saturdays and Sundays the Centre is open from 9am to 12 noon. The teams which run the Centre at weekends include many volunteers.

Assessment and Advice team - The team assesses clients' needs, provides housing advice, and supports clients in accessing any benefits to which they are entitled. It provides a specific service, funded by the Irish government, for Irish clients, and has relationships with Borderline, a service for Scottish homeless people, and SSAFA, a service for former members of the armed forces. To help clients back into their own homes, we have relationships with, and have made referrals to, three accommodation providers: Paradigm Housing Group, St Ignatius Housing Association, and Arhag. We run pre-tenancy workshops for clients and, to improve communication with the Day Centre, have joint team meetings with the Health and Streetlink teams.

Streetlink team: Regardless of the weather, three late nights and one early morning each week, members of our streetlink team go out in pairs to encourage homeless people to come into the Day Centre. Those who are able to make and keep appointments are referred to the assessment and advice team, but there are a number of long-term rough sleepers who are reluctant to use the Day Centre, and others whose chaotic lifestyles or mental health prevent them from using support services effectively. The team constantly looks for innovative ways to engage with these people, including holding sessions in the Day Centre at quieter periods outside normal opening hours. The team creates a link with other providers and street teams in the borough, hosts multi-agency meetings, and formulates strategies to reduce rough sleeping by helping people access services.

Education, Training and Employment (ETE) - to educate clients and further their skills, so clients can gain work. Facilities include - Drop-in computing, Literacy, Employment/education guidance, Life skills, Mentoring, Magazine group and Financial inclusion

***WIMBLEDON GUILD – HOUSING DIVISION**

30/32 Worple Road, Wimbledon, London SW19 4EF

Phone: 020 8946 0735

Fax: 020 8296 0042

Email: info@wimbledonguild.co.uk

Website: www.wimbledonguild.co.uk

The Wimbledon Guild is an independent social welfare charity dedicated to helping those in need in the Wimbledon area. They offer help and support to people of all ages, including families and the elderly, through our Counselling Service, Welfare, Social Work, Housing Division, Activity & Social Centre for older people and Rosemary Lodge, our Residential & Care Home with Nursing.

NATIONAL SERVICES

ALCOHOL RECOVERY PROJECT

2nd floor, 7 Holyrood St, London SE1 2EL

(Women's Alcohol Centre is at 66a Drayton Park, London N5 1ND)

Telephone: 020 7226 4581; Fax: 020 7354 8134)

Contact: Nick Sweet, Director of Operations

Phone: 020 7234 9956

Fax: 020 7357 6712

Website: www.arp-uk.org

E-mail: info@arp-uk.org.

Offices in Camberwell, Kennington, King's Cross and New Cross providing drop-in advice and support about alcohol and related issues, immediate assessments. Provides supported accommodation (mostly shared supported housing) to men and women with a recent history of problem drinking and who want to learn to live without drink.

ADVISORY SERVICE FOR SQUATTERS

Angel Alley, 84b Whitechapel, High Street, London E1 7QX

Phone: 0203 216 0099 (Office Hours- Monday to Friday 2pm-6pm. Please phone first. From landlines outside of London it is cheaper to ring 0845 644 5814)

Website: www.squatter.org.uk

Email: advice@squatter.org.uk

Telephone and face-to-face advice and information on squatting and homelessness. Provides advice on basic housing rights, illegal eviction, harassment of squatters, other housing options as well as advice to squatters on issues such as changing a lock, dealing with the police and dealing with utilities.

CRISIS UK

64 Commercial Street, London E1 6LT

Phone: 0870 011 3335

Email: enquiries@crisis.org.uk

Website: www.crisis.org.uk

Aims to help vulnerable and marginalised people get through the crisis of homelessness, fulfil their potential and transform their lives. Seeks to develop innovative services which help homeless people rebuild their social and practical skills, join the world of work and re-integrate into society e.g. (1) Offers a range of activities for homeless people and the general public; (2) Offers a route into work for homeless people; (3) Urban Village project provides innovative solutions to homelessness while creating high quality, affordable homes for low-income essential workers, and formerly homeless adults; (4) provides grants of up to £2000 to help homeless people move towards a work-based, vocational goal. The money can be used to fund training, or buy equipment needed to find work or set up a business; (5) The Learning Zone project provides free courses and study support for homeless people in many subjects and people learn in small, friendly classes. All the courses lead to an accredited qualification; (6) SmartMove project helps homeless and vulnerably housed people find homes by providing private landlords with a written guarantee in place of a cash deposit and (7) Campaigns on homelessness.

CROYDON HOUSING AID SOCIETY

79 Park Lane, Croydon CR0 1GJ

Phone: 020 8667 9226 – Contact: Lynn Openshaw

Email: lynn@croydonhousingaid.co.uk

The Society offers advice on all aspects of housing, including finding accommodation, housing rights, rent arrears, and benefits.

EAST THAMES HOUSING GROUP

Elizabeth Rutherford, Supported Housing Manager

3 Tramway Avenue, Stratford, London E15 4PN

Phone: 020 8522 2000 and 24 hour phonenumber 0845 158 111

Minicom: 020 8522 2006 (for the hearing impaired)

East Homes Sales 020 8522 3434 – Email sales@east-homes.co.uk

Choice Based Lettings 0845 600 0830 - ask for the Bid Line

Email lettings@east-homes.co.uk

East Homes is a multi-tenure housing provider operating in East London and Essex. East Living is a registered Industrial and Provident Society and provides care and support housing services on behalf of East Homes to a range of people with special needs. East Living supports people to enjoy life at home and in the community. They provide housing, care and support services to vulnerable people in their own homes or in one of their schemes.

FIELD LANE FOUNDATION

16 Vine Hill, London EC1R 5EA

Contact: Jackie Owen, Director of Operations

Phone: 020 7837 0412

Email: info@fieldlane.org.uk or Email: jowen@fieldlane.org.uk

Website: www.fieldlane.org.uk

Field Lane is a Registered Charity (no. 207493) offering residential, respite, supported housing care for elderly, people with dementia, and disabled people in London and the South East. Also, adults with severe learning sensory and physical disabilities. 'Drop in' advice and practical help is available to homeless families at a day centre in London's King's Cross.

***GRENFELL HOUSING ASSOCIATION**

16-20 Kingston Road, South Wimbledon, London SW19 1JZ

Phone: 020 8545 2588 - Contact: Andrew Lorimer

E-mail: info@grenfell-housing.co.uk and Website: www.grenfell-housing.co.uk

Unregistered association established to address the specific needs of homeless people aged 16 to 30. Work closely with the Foyer Federation, the National Learning and Skills Council, Horizon Housing Group, Wandle Housing Association, and the London Boroughs of Merton, Wandsworth and Kingston to develop a range of housing support and training options for the community. Aims to provide good quality homes for young single people and to link the accommodation to in-house and local training, education and employment services. Tenants are accommodated in fully furnished houses/flats ranging from 2 to 16 bed spaces, on 6 month, short hold, assured tenancies. Length of stay expected to be up to 2 years. Housing officers help the young person find opportunities in training, education and employment. An initial assessment identifies the options open to the young person, and ongoing support is designed to help them gain the necessary qualifications/experience to enhance their employment prospects. A life skills programme is delivered in-house, tailored to the individual needs of tenants. The end of a tenant's stay will usually coincide with the end of their training scheme, although this will be subject to an assessment of their support needs. At the end of their stay, Grenfell will aim to assist tenants in finding further accommodation, usually in the private sector.

***KINGSTON CHURCHES ACTION ON HOMELESSNESS – ACTION SERVICE**

36A Fife Road, Kingston Upon Thames KT1 1SU

Phone: 020 8255 7400 – Contact : Patricia Nabatanzi

Email: matt.h@kcah.co.uk and Website: www.kcah.org.uk

KCAH provides a range of services to clients with housing problems and in particular to single homeless households seeking accommodation. This includes information and advice on statutory rights to housing, housing benefits and tenancy problems. They also assist households to find accommodation in the private rented sector and hostels and will refer to specialist agencies as appropriate.

PHILADELPHIA ASSOCIATION

4 Marty's Yard, (Off) 17 Hampstead High Street, London NW3 1QW

Phone: 020 7794 2652

Website: www.philadelphia-association.co.uk Email: office@philadelphia-association.org.uk

A charity that offers low cost therapeutic communities for adults with mental health problems seeking a non-institutional setting to explore and recover in their own time. It also provides low cost private psychotherapy and psychoanalytic and psychotherapy training.

RICHMOND FELLOWSHIP FOR COMMUNITY HEALTH

80 Holloway Road, Highbury & Islington, London N7 8JG

Phone: 020 7697 3300

Email: enquiries@richmondfellowship.org.uk and Website: www.richmondfellowship.org.uk

A registered national charity and housing association which runs over 85 projects in the UK providing care and rehabilitation to enable people with mental health needs, substance misuse, eating disorders and other related problems to live in the community. In addition to long and short stay residential facilities the Richmond Fellowship runs work schemes, day centres, advocacy and community outreach projects.

Through its Training & Consultancy Services, it provides a comprehensive range of training options for its own staff & for other people involved in mental health & human relations work. Publications include Work schemes Leaflet, Services Handbook, Annual Report and newsletter.

SHELTER - NATIONAL CAMPAIGN FOR HOMELESS PEOPLE

88 Old Street, London EC1V 9HU

Freephone helpline 0808 800 4444 (8am to midnight, seven days a week)

Phone: 020 7505 4699 and 0845 458 4590

Email: info@shelter.org.uk (general enquiries)

Website: www.shelter.org.uk and www.shelternet.org.uk

Works for the provision of decent, secure, affordable housing as a basic human right and provides practical advice and advocacy services on homelessness, benefits, housing disputes, disrepair, housing debt, and repossession, for badly housed and homeless people.

***SPIRES**

8 Tooting Bec Gardens, London SW16 1RB

Phone: 020 8696 0943

Email: info@spires.org.uk and Website: www.spires.org.uk

We help people access immediate support when they are in a state of crisis as a result of housing problems, health or drug & alcohol issues. This may involve finding them a place in an emergency hostel or getting treatment for urgent health problems.

As well as providing crisis support to rough sleepers and others in need of help, we have developed services that help people achieve long-term solutions to their problems. This includes addressing drug and alcohol issues, supporting people to live independently in the community, and offering a range of training activities.

Spires aims to provide a safe and welcoming space where people can develop the trust and confidence that will enable them to make real improvements in their circumstances. Our 130-plus volunteers play a vital role working alongside our staff team to help break down the isolation and loneliness experienced by so many of the people who come to Spires.

ST MUNGO'S

Griffin House, 2nd Floor, 161 Hammersmith Road, London W6 8BS

Phone: 020 8762 5500

Email: info@mungos.org

Website: www.mungos.org

St Mungo's is London's leading charity for homeless people. Their services run day and night, every day of the year to help homeless people change their lives for good. They run **emergency services** – including street outreach teams, emergency shelters for rough sleepers and hostels. They support homeless people in their **recovery** – opening the door to safe housing, drug and alcohol support and physical and mental health care. They provide more help for homeless people in gaining life skills than any other charity – from job training to independent living skills in our 'semi independent' houses.

STONHAM HOUSING ASSOCIATION LTD

Octavia House, 50 Banner Street, London EC1Y8TX

Phone: 020 7549 0000

Website: www.stonham.org.uk

E-mail: stonham@homegroup.org.uk

Provides both temporary and permanent accommodation for single homeless people with additional support needs. Clients groups include people with learning difficulties, mental health problems and physical disabilities, vulnerable women and their children and men and women with a history of offending. Offers housing and support to 6,000 people each year, helping users to gain maximum possible independence. Also supports people in their homes.

***WOMEN'S LINK**

Housing Advice - London

26 Hanbury Street, London E1 6QR

Telephone 020 7247 7340

Web: www.womenslink.org.uk

E-Mail: Advice@womenslink.org.uk

Women's Link is a free and confidential advisory service. They can give information about housing opportunities and make referrals to emergency and longer term housing.

SERVICES FOR OLDER PEOPLE (50+) (Can apply directly to the association)

***ANCHOR HOUSING ASSOCIATION**

Milestone Place, 100 Bolton Road, Bradford BD1 4DH

Phone: 01274 381600; Waiting list 0845 775 8595

Fax:01274 381601

Web: www.anchor.org.uk

Provides accommodation for Older people within the Merton area.

***HANOVER HOUSING ASSOCIATION**

Hanover House, 1 Bridge Close, Staines TW18 4TB

Phone: 01784 446000. Fax: 01784 446060.

Web: www.hanover.org.uk

Provides sheltered accommodation for Older people within the Merton area.
Extra care available to people with disabilities.

SP HOUSING

8 Nora Leverton Court, Randolph street, London NW1 OTS

Phone: 020 7485 8776 and 020 7284 5450

Web: www.sph.org.uk

Provides sheltered accommodation for Older people (60+) within the Merton area. Affordable rented homes, and social care services.

THRESHOLDS HOUSING ADVICE

South Mitcham Community Centre, Cobham Court, Haslemere Avenue, Phipps Bridge Estate, Mitcham CR4 3PR

Telephone ☎ 020 8 020 8646 8709 (Brenda)

For members of the public – Independent housing advice. No appointment needed. Call to find out which days surgeries are held.

Please note this list is not exhaustive – please also refer to Yellow Pages and the Thompson Local telephone directories for details of other organisations.

We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.