



WINTER SHELTERS

2009-2010

EDITION 1 (PUBLISHED 8TH DECEMBER 2009)

ABOUT WINTER SHELTERS

A range of Winter Shelters (or Cold Weather Shelters) operate in London each winter. Some open just for a week over Christmas, others are open for several months. They vary in size from about 10 to 30 spaces, although Crisis Open Christmas usually accommodates several hundred people.

Most shelters are organised by local church groups and operate in a different church hall each night on a rota basis. Details of the venue for the night are given when someone is offered a place. The shelters are usually staffed by volunteers, offer basic accommodation in communal sleeping areas and provide breakfast and an evening meal. There is not usually a charge for staying in the shelter.

Referrals into a winter shelter are usually co-ordinated by one local organisation. Although they may take referrals directly from homeless individuals or from any agency, there is often an expectation that a referring agency will be responsible for providing ongoing support to the person and helping with their move on.

ABOUT THIS LISTING

This listing will be updated as the winter progresses and more information becomes available about some of the shelters.

FOR FURTHER INFORMATION AND ANY COMMENTS PLEASE CONTACT:

Diane Iles, Homeless Link, Gateway House, Milverton Street, London, SE11 4AP
Tel: 020 7840 9953, Email: diane.iles@homelesslink.org.uk

The Homeless London website (www.homelesslondon.org) gives fuller details of the winter shelters as well as other emergency accommodation, advice and support services for homeless people.

ACROSS LONDON

CRISIS CHRISTMAS

Open: 12 midday on 23rd December to 11am on 30th December.

Referral addresses: There are five day centres, where all initial contact should be made:

- Bermondsey Day Centre, City of London Academy, Lynton Road, SE1 5LA
- Finsbury Park Day Centre, Islington Arts & Media School, Turle Road, Finsbury Park, N4 3LS
- Hammersmith Day Centre, Ealing, Hammersmith & West London College, Hammersmith Campus, Gliddon Road, W14 9BL
- Stratford Day Centre, Newham College Day Centre, Stratford Campus, Welfare Road, E15 4HT
- Deptford Reach Day Centre, Speedwell Street, London, SE8 4AT

Phone: 0844 251 0111

Gender: Mixed

Age: 18+

Target group: People who are homeless, sleeping rough or vulnerable and those who are alone over the Christmas period. Rough sleepers and those with specialist needs only have access to residential centres. Specialist centres for vulnerable women and those with high dependency needs. Dogs accepted at the rough sleepers' centre only.

Referral procedure: Self or agency referrals. Turn up at the door of one of the five of the day centres initially. Crisis Christmas works closely with street outreach teams and other winter shelters.

Transport: A minibus will provide transport to day centres from local pick up points, every hour from 9.15am-2pm each day (except 23rd December when pick up time starts at 12 noon).

Pick up points for the day centres are as follows:

- Finsbury Park Day Centre – from Kings Cross, Mornington Crescent, Finsbury Park Station
- Stratford Day Centre – from Spitalfields Market, Hackney Town Hall, Stratford Station
- Bermondsey Day Centre – from Temple, Waterloo (St Johns), London Bridge (Southwark Street), Bermondsey Station
- Hammersmith Day Centre – from Broadway Day Centre, Victoria, Chelsea Methodist Church

Spaces: To be confirmed.

Shelter hours: 23rd December: Day centres – 12 noon-9pm; Residential – open from 2pm then 24 hours

24th-29th December: Day centres – 9.30am-9pm; Residential – 24 hours

30th December: Day centres – close at 11am; Residential – close at 11am

Rules: No violence or weapons. No alcohol except at "wet" centre. Dogs at rough sleepers' centre only.

BARNET

BARNET CHURCHES WINTER SHELTER

- Open:** 1st December 2009 to 31st March 2010 (except 23rd to 30th December during Crisis Open Christmas opening).
- Referral address:** c/o Homeless Action in Barnet, 36b Woodhouse Road, N12 0RG.
- Phone:** 020 8446 8400
- Gender:** Mixed
- Age:** 18+
- Target group:** Single homeless people sleeping rough in LB Barnet who are attending Homeless Action in Barnet's day centre. Will not accept people who turn up under the influence of drugs and/or alcohol or who display aggressive/violent behaviour.
- Referral procedure:** Only accept referrals from Homeless Action in Barnet's day centre (details above). Do not accept self referrals or referrals from any other agency. Phone or drop-in to the day centre (open 9am-3pm Mon, Tues and Thurs, 12 noon-3pm Weds and Fri). Interview.
- Spaces:** 15
- Shelter hours:** Shelter opens 8pm. Last admission 10pm. No re-admission after booking in. Must leave by 8.30am.
- Rules:** Alcohol, smoking, dogs and offensive weapons are not allowed inside the church buildings. Violent or threatening behaviour is not tolerated.

BRENT

ROUTE 18 WINTER SHELTER

- Open:** 7th December 2009 – 31st March 2010 (except 23rd to 30th December during Crisis Open Christmas opening).
- Referral address:** c/o CHC – Community Centre, 60 Ashford Road, London, NW2 6TU
- Phone:** 020 8208 8590
- Gender:** Mixed. Do not have a separate area for women.
- Age:** 18+
- Target group:** Verified rough sleepers with low to medium support needs and A10s. Those with a local connection to LB Brent are given priority. Guests must engage with CHC around move-on and must be able to apply for benefits for move on. Unable to accept those with high support needs around alcohol and/or drug use, or men with a history of violence.
- Referral procedure:** Accept self or agency referrals. Phone (Mon-Thurs 9.30am-4pm and Fri 10.30am-4pm).
- Spaces:** 15
- Shelter hours:** Shelter opens 7.30pm. Last admission 8.30pm. No re-admission after booked in. Must leave by 7.30am.
- Rules:** No alcohol, drugs or smoking allowed in, or outside the venues. Guest agreement. If rules are broken, will lose place. Violence not tolerated and will result in a ban.

CAMDEN

COMMUNITY OF CAMDEN CHURCHES COLD WEATHER SHELTER (C4WS)

Open:	1st December 2009 to 31st March 2010.
Phone:	07515 507 970
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Homeless people including those with a range of support needs.
Referral procedure:	Only accept referrals from specific Camden agencies, including Camden Housing Options, Camden SST, New Horizon, Alone in London, Irish Housing Centre. Please call for a full list of referral agencies. Phone (9am-5pm) to check vacancy details. If there is a vacancy, people are given directions to the shelter for that evening. Do not turn up at venue without phoning first. All places must be booked in advance.
Spaces:	14
Shelter hours:	Shelter opens 7.30pm. Last admission 8pm. Must leave by 8.45am.
Rules:	No alcohol allowed on premises. No smoking inside church buildings. Must register with advocacy worker. Anti-social behaviour not tolerated. Must accept C4WS ethos and accept terms of residence.

CROYDON

CROYDON CHURCHES FLOATING SHELTER

Open:	1st November 2009 to 31st March 2010 (except 23rd to 30th December during Crisis Open Christmas opening).
Referral address:	c/o Croydon Reach
Phone:	020 8680 3700
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Rough sleepers. Must have a local connection to LB Croydon. Will not accept anyone who is aggressive, threatening or intoxicated when they arrive at the shelter.
Referral procedure:	Accept referrals from local agencies via Croydon Reach (020 8680 3700) or LB Croydon SNAP Team (020 8667 0500). Phone (8am-4pm daily) to check vacancies. Brief interview. Risk assessment. If a resident stays away from shelter for a night without informing of reason they must reapply via initial referring agency.
Spaces:	14
Shelter hours:	Shelter opens 7.30pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.
Rules:	No alcohol or drugs allowed on premises. Smoking allowed outside. Must engage in move-on with referring agency.

HACKNEY

HACKNEY WINTER NIGHTSHELTER

Open:	1st January 2010 to 31st March 2010.
Referral address:	Various venues
Phone:	07549 043 728
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Single homeless people, including rough sleepers.
Referral procedure:	Self or agency referrals. Phone (9am-9pm daily) to check vacancy and venue details. Must turn up at venue no more than 10 minutes before opening time. All places must be booked in advance.
Spaces:	25.
Shelter hours:	Shelter opens 8pm (Mon-Sat) and 7pm (Sun). Last admission 8.30pm. No re-admission once booked in. Must leave by 8am.
Rules:	No alcohol or drugs allowed on premises. People who are abusive, threatening or disruptive will be asked to leave and may be barred.

HAMMERSMITH & FULHAM

WEST LONDON CHURCHES NIGHTSHELTER

Open:	9th November 2009 to 28th March 2010.
Phone:	020 7351 4948
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Single homeless people sleeping rough in West London (Hammersmith & Fulham and Kensington & Chelsea), including those with a range of support needs. Will not accept people exhibiting abusive behaviour, people with a history of arson or violence, or people with high support needs around substance use or mental health who are not linked into appropriate services.
Referral procedure:	Only accept self referrals. Phone (Mon-Fri 9am-5pm) to check venue and vacancies. Priority given to people who stayed the previous night.
Spaces:	35
Shelter hours:	Must arrive at venue by 8pm. No re-admission after booked in. Must leave by 7am
Rules:	No alcohol, drugs or smoking allowed in or outside the venues. Anti-social behaviour not tolerated.

HILLINGDON

HILLINGDON WINTER SHELTER

Open:	11th January to 7th March 2010.
Phone:	01895 556935 (during office hours)
Target group:	Rough sleepers.
Spaces:	8
Shelter hours:	Shelter opens at 8pm. Must leave by 8am. Other details not yet available.

ISLINGTON

CARIS ISLINGTON CHURCHES COLD WEATHER SHELTER

- Open:** 1st January 2010 to 31st March 2010.
Phone: 07960 491 151
Shelter hours: Shelter opens 7.30pm. Last admission 8.30pm. No re-admission once booked in. Must leave by 8.30am.
Gender: Mixed. Includes a separate area for women.
Age: 18+
Referral procedure: Self or agency referrals. Priority given to local Islington agencies. Phone (11am-9pm) to check vacancies and venue details. One page registration form. If there is a vacancy will be given directions to the shelter for that evening. All places must be booked in advance. Do not turn up at venue without phoning first.
Spaces: 15 (12 on Fridays)
Target group: Single homeless people. Those with a local connection to LB Islington are given priority. Unable to accept those with high support needs and those assessed as high risk.
Rules: No alcohol, drugs, smoking, or dogs allowed on premises. Violence not tolerated. Guest agreement must be signed by all guests.

QUAKER CHRISTMAS SHELTER

- Open:** 3pm on 23rd December 2009 – 10am on 30th December 2009
Referral address: Union Chapel, Compton Avenue, Highbury, N1 2DX
Phone: 07833 123 155 (from 22nd December 2009)
Gender: Mixed. With 5 spaces reserved for women
Age: 18+
Target group: Anyone who is homeless over the Christmas period, particularly rough sleepers. Can accept people with dogs. Priority given to applicants with a local connection to LB Islington.
Referral procedure: Accept self referrals, referrals from Islington Outreach Forum agencies and referrals from other agencies prepared to be responsible for providing move on support. Phone to check vacancies. No interview or application form but would like CHAIN number if known. If allocated a bed, must arrive at the shelter by 8pm. ***Do not turn up without phoning first. All places must be booked in advance.***
Spaces: 24
Shelter hours: Drop-in open 7am-10am and 3pm-10pm. Overnight guests 10pm-7am (must arrive by 8pm). No re-admission once booked in.
Rules: No alcohol or drugs allowed on the premises. Smoking allowed outside.

KENSINGTON & CHELSEA

WEST LONDON CHURCHES NIGHTSHELTER

- Open:** 9th November 2009 to 28th March 2010.
Phone: 020 7351 4948
Gender: Mixed. Includes a separate area for women.
Age: 18+
Target group: Single homeless people sleeping rough in West London (Hammersmith & Fulham and Kensington & Chelsea). Will not accept people exhibiting abusive behaviour or with a history of arson or violence, or people with

high support needs around substance use or mental health who are not linked into appropriate services.

Referral procedure: Only accept self referrals. Phone (Mon-Fri 9am-5pm) to check venue and vacancies. Priority given to people who stayed the previous night.

Spaces: 35

Shelter hours: Must arrive at venue by 8pm. No re-admission after booked in. Must leave by 7am

Rules: No alcohol, drugs or smoking allowed in or outside the venues. Anti-social behaviour not tolerated.

KINGSTON

WINTER NIGHTSHELTER

Open: 1st December 2009 to 28th February 2010.

Referral address: c/o Kingston Churches Action on Homelessness, 36a Fife Road, Kingston upon Thames, KT1 1SU

Phone: 020 8255 7400

Gender: Mixed

Age: 18+

Target group: Single homeless people, including rough sleepers. Will not accept people under the influence of alcohol or drugs, or those exhibiting violent or threatening behaviour.

Referral procedure: Accept self or agency referrals. Phone or call-in (Mon-Fri 10am-1pm) for an informal interview, and to be placed on the waiting list for that evening. If appropriate and there is a vacancy will be given instructions on how to get to that evening's location of the shelter.

Spaces: 12

Shelter hours: Should arrive at the venue at 8.15pm. No readmission after booking in. Must leave by 8am.

Rules: No alcohol or smoking allowed on the premises.

LEWISHAM

999 CLUB WINTER SHELTER

Open: 4th January to 14th March 2010.
All 15 spaces have been booked for the opening period.

SOUTHWARK

THE ROBES PROJECT

Open: 9th November 2009 to 28th March 2010.

Referral address: c/o The Manna Centre, 6 Melior Street, SE1 3QP

Phone: 020 7403 1931

Gender: Mixed. Includes a separate women's area.

Age: 18+

Target group: Single homeless people with low support needs. Can accept couples.

Referral procedure: Call in to the Manna Centre (address above) between 8.30am-1.30pm to make an appointment to see an advice worker - no further appointments with the advice worker made once the appointment list is full (usually by 10am). Application form. Assessment. Require proof of ID eg passport, birth certificate. Initially offered 14 night stay.

Spaces: 13

Shelter hours: Shelter opens 7pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.

Rules: No alcohol, drugs or smoking in or outside the venues. If rules are broken, will lose place. Violence not tolerated and will result in a ban.

WALTHAM FOREST

EMERGENCY CHURCHES NIGHTSHELTER

Open: 2nd January 2010 to 31st March 2010.

Phone: To be arranged

Gender: Mixed

Age: 18+

Target group: Single homeless people sleeping rough in Waltham Forest.

Referral procedure: Plan to accept referrals via 2 local church drop-in services.

Spaces: 25

Shelter hours: To be arranged.

Rules: Alcohol, smoking, dogs and offensive weapons are not allowed inside the church buildings. Violent or threatening behaviour is not tolerated.

OTHER WINTER SHELTERS

BROMLEY

Planning to set up a shelter in January.