

Services for female rough sleepers in Westminster (Updated December 2018)

This document aims to provide staff and service users with information on the services available for female rough sleepers in Westminster. This document can be downloaded from http://www.westminsterhhcp.org/female_rough_sleeping_services.htm.

Service	Details	Contact/ referral details
<p>Emergency overnight provision</p>	<p>The Alcove at Queen Mary's</p> <p>The Alcove is for female rough sleepers, who are either unwilling engage with other main stream services and have no recourse to public funds such as JSA or housing benefit. As Alcove guests are provided with in-house support, it is not possible to accept chaotic drug and alcohol users.</p> <p>It is a small, private room with camp beds, toilet and showers and can accommodate a total of 3 females at any one time.</p> <p>It is open from 5pm every night, however it may open earlier during winter months and if there is a Severe Weather Warning. The Alcove is quiet, comfortable and situated away from the main hostel and accessed through the Queen Mary garden.</p> <p>They may accept non-verified rough sleepers, however this will only in exceptional circumstances.</p> <p>The Alcove will remain as a temporary emergency resource, therefore guests will be required to work with their case worker to secure permanent accommodation. It is expected that Alcove guests should not exceed a maximum stay of more than 3 months and it will remain the responsibility of the referrer to move Alcove guests as soon as possible.</p> <p>CSTM Night Centre</p> <p>The Night Centre accommodates up to 45 rough sleepers a night and dogs are not allowed in.</p>	<p>How to refer:</p> <p>All referrals should be submitted on the Alcove Referral Form and emailed to Queen Mary Service Managers Yvonne.campbell@riverside.org.uk Or Louise.Simonsen@riverside.org.uk</p> <p>Referral forms should contain as much information as possible so that quick assessment of need and risk can be evaluated. Once a referral has been received, one of the Service Managers will phone to clarify the information and/or arrange client to come to the Alcove.</p> <p>If there is space within the Alcove and a referral is accepted then an appointment will be given for the guest to come to Queen Mary – Alcove. Where possible they should be accompanied by their case worker.</p> <p>Contact details: Telephone: 020 7976 6338 28 Greencoat Place, London, SW1P 1DX</p>

		<p>How to refer: Referral only by the Westminster Outreach teams, CSTM Advice & Housing & The Passage Day Centre staff. Clients have to be verified rough sleepers with a bedded down contact within the past 14 days.</p> <p>Telephone: 020 7766 5544</p>
	<p>Emergency beds at Marylebone Project</p> <p>4 emergency, short-term bed spaces, based on the ground floor at Bradbury House. Individuals can stay for up to 14 nights. Provides respite for entrenched rough sleepers, with the aim to secure more settled longer-term accommodation.</p> <p>These beds are available for women aged 18 and over, who are entitled to benefits and homeless.</p> <p>Low levels support needs (2 or fewer) and not currently in employment.</p>	<p>How to refer: Referrals can be submitted on the Marylebone Project Referral and Assessment, or the BBS referral form, to referrals@churcharmy.org.uk.</p> <p>Main switchboard number: 020 7262 3818. They aim to acknowledge receipt of completed forms within 24 working hours. All referrals are assessed according to the above criteria; a decision regarding acceptance or refusal will be communicated in writing within 5 working days. If accepted, the referral is placed on the Emergency Bed Assessment List.</p> <p>If declined, the referral agency has a 7 day right of appeal against the decision to the Resettlement Manager</p> <p>Contact details:</p>

		<p>Bradbury House Address: 1-5 Cosway Street, London, NW1 5NR</p> <p>Tel: 0207 262 3818</p>
Overnight emergency provision	<p>The Green Room</p> <p>This is a safe space for vulnerable female rough sleepers, located in Victoria. Emergency accommodation for women and girls who are currently at risk or have historically experienced violence. Bed spaces are assigned on priority basis for up to a maximum stay of up to seven consecutive nights. Two emergency bed spaces are allocated on a nightly basis.</p>	<p>Referrals made by the outreach team for women at risk of, or having experienced VAWG within the last 12 months. A basic risk and needs assessment needs to be completed and sent to the staff team. If you would like a copy of the referrals form, or to discuss the criteria further contact: Thegreenroom@mungos.org</p> <p>Or call: 07522 945 492.</p> <p>An ongoing action plan must be agreed with the Outreach team making the referral and must include move on options, support services links in with and length of time anticipated the client being in need of the space.</p>
Specialist outreach	<p>FERSP – Female entrenched rough sleeper project</p> <p>The female entrenched rough sleeper project targets older female rough sleepers with mental health needs moving around London boroughs, typically avoiding services. The project funds a dedicated mental health nurse who supports outreach teams to track these women down (wherever they are - on buses, sheltering in A&E departments, winter shelters, woods etc) and coordinate a route off the street, critically putting in place the right offer at the right time.</p>	<p>Contact details:</p> <p>Point of contact for any enquiries – JHT Duty: 0207 854 4206 or jhtduty@nhs.net</p>
Day Centres	<p>Marylebone Centre</p> <p>Female rough sleepers drop-in centre during weekday mornings: Mon – Thu 9:30am – 1:30pm and Fri 9:30am-12:30pm.</p> <p>Services that can be accessed include the following:</p>	<p>How to refer: The service is open to all female rough sleepers, including non-residents.</p> <p>Contact details:</p>

	<ul style="list-style-type: none"> • Shelter, warmth, laundry, showers, clothing (Tue and Thu 10.00-12.00pm) and food for rough sleepers • General and housing advice • Weekly Nurse drop-in on Thursdays 10am-12pm • Access to activities 	Address: 1-5 Cosway Street, London, NW1 5NR Telephone: 020 36753645
	<p>Women's group at Connections at St Martin's day centre</p> <p>This is a group for women visiting the CSTM day centre.</p>	How to refer: Current Connections at St Martin's day centre clients are allowed to access the Women's Group. It is a group that clients can find out more information about when they are at CSTM.
Hostel Accommodation	<p>Marylebone Project</p> <p>This is a 45 bed project for female rough sleepers over 18 years old and two or more identified support needs. There are 20 spaces for general needs (e.g. 2 support needs), 20 multiple needs beds (history of complex trauma/chaotic lifestyle), 5 mental health beds (CPA in place).</p> <p>The project provides 24/7 support and dedicated support workers.</p>	<p>How to refer:</p> <p>Referral via an approved Westminster City Council referral agency (e.g. Rough sleeping services, JHT, Westminster Single Assessment Referral Panel, CMHTs). Referrals on the Marylebone Project Referral and Assessment form, or the BBS referral form, to referrals@churcharmy.org.uk</p> <p>Clearly stating the unit to which applicant is being referred in the e-mail header. They aim to acknowledge receipt of completed forms within 24 working hours. All referrals are assessed according to the above criteria; a decision regarding initial acceptance or refusal will be communicated in writing within 48 hours. If accepted, the referral is placed on the appropriate waiting list. All offers of accommodation are subject to a successful assessment interview.</p> <p>Contact details: Bradbury House, 1-5 Cosway Street, London, NW1 5NR</p>

		Telephone: 020 7262 3818
	<p>Queen Mary's</p> <p>Queen Mary's is a hostel which accommodates up to 49 single homeless women with mental health issues, requiring medium to high support. 16 of the rooms are self-contained flats. The project has a garden along with 4 customers' lounges (one on each floor) with a space for customers to cook their meals, watch TV and socialise. Weekly activities such as: coffee morning, knitting group, newspaper group, and film group are run.</p>	<p>How to refer: Referral via the Single Access Referral Panel (SARP).</p> <p>Contact details: 28 Greencoat Place, London, SW1P 1DX Telephone: 020 7976 6338</p>
	<p>Hopkinson House</p> <p>Hopkinson House has a women's cluster to accommodate 7 women. At the same time they accept couples; if a couple is referred each individual will have their own room as men are not allowed in the women's cluster under any circumstances but women are able to sleep in men's rooms. This means that if a couple is referred/accepted in they would need to sleep in the main body of the hostel and not in the women's cluster. Female residents are able to have female guests stay the night but this needs to be prearranged and can be no more than 3 times a week. Women that have a dog before moving in are allowed to move in with their dogs, as long as the dog isn't huge in size.</p>	<p>How to refer: Referrals accepted from Westminster Rough Sleeping Services; including outreach teams and any Westminster supported accommodation services.</p> <p>Contact details:</p> <p>Telephone: 0207 834 0674 hopkinsonreferrals@lookahead.org.uk</p>
Supported Housing	<p>Montfort House</p> <p>Montfort House is a 16 bed supported housing project for homeless men, women and couples. Our aim is offer hard to reach clients an opportunity to move away from the streets by providing a safe & relaxed environment offering, at times and where appropriate, a "hands off" approach to allow individuals the chance to settle & gain</p>	<p>Priority is given to the most vulnerable rough sleeper's especially RS205 referrals as well as couples & other individuals with complex needs.</p> <p>How to refer:</p>

	<p>confidence. Once settled we provide a creative & dynamic approach to support people to move forward in their lives.</p> <p>Montfort House is all about taking risks that allow individuals real opportunities. Their approach is flexible and highly personalised and centres on our bespoke policy called Real Relationships. Real Relationships has been developed over the past 3 years and includes a range of procedures designed to remove any barriers to developing trust based relationships, address the needs of our entrenched client group and support them in maintaining their licences. Real Relationships enables us to work in a personalised way and treat each client as an individual.</p>	<p>Referrals are to be made on the Westminster assessment form on CHAIN and emailed to Montfort.Referrals@passage.org.uk.</p> <p>They must have a Westminster connection. Contact details: Montfort House, 22 Kings Scholar Passage, SW1P 1RN.</p> <p>Telephone: 020 7 5921875</p>
	<p>St Mungo's Westminster Move on and Resettlement Service (WMORS)</p> <p>There are five projects within the WMORS pathway that accept women.</p> <p>The staff team works to support clients to prepare for independent living by; linking in with substance use services, practising independent living skills, addressing health issues, and finding meaningful things to do.</p> <p>Female clients are housed in self-contained accommodation. Some flats have an office on site; others are for clients who need less support. Clients must have reached a stage of independence where 24 hour staff support is no longer necessary. However, the team takes positive risks when accepting referrals, as it is recognised that a smaller and less chaotic environment may be beneficial for clients who struggling to make changes in large hostels.</p> <p>The service is for clients who want to prepare for independent living and need support to develop living skills. The team works in a flexibly and person-centred way.</p> <p>Staff's engagement with clients depends on needs. Contact may initially be informal and outreach-based, meaning that clients are regularly visited in their flats. Staff are available during office hours Monday-Friday with one member of staff covering all projects at weekend.</p>	<p>How to refer</p> <p>All referrals must have a CHAIN number / Westminster connection. Referrals accepted on the BBS referral form, via an approved Westminster City Council referral agency to be emailed to: Referrals.SIH@mungos.org</p> <p>Contact details:</p> <p>17-19 Shirland Road W9 2JD Tel: 020 7266 6130</p> <p>3 -5 Bravington Road W9 3AB Tel: 020 3375 8195/6</p> <p>113 Sutherland Avenue W9 2QH Tel: 0207 286 4588</p>

	<p>Referrals are made to the service, not to specific projects. We are happy to discuss specific projects but will decide on most suitable project following interview/assessment.</p> <p>We are also happy to arrange an informal visit to the service.</p> <p>Clients in all projects have access to:</p> <ul style="list-style-type: none"> • Keyworkers who offer support and advice around managing tenancy, day to day living skills, budgeting, activities, learning and training. • Weekly gardening group, art group, and cooking. • Weekly volunteering sessions with the janitor • Outreach nurse offering weekly one-to-one health assessments, BBV testing, Hep B vaccination, general health advice and onward referrals. • Outreach recovery practitioner from Turning Point available weekly. • Alcohol practitioner available to see clients one-to-one weekly. <p>Further details of the five semi-independent projects are listed below:</p> <p>7 Chippenham Road Couples and dogs accepted. 5 self-contained units: 2x studios and 3 x 1-bedroom flats.</p> <p><u>Training flats (various locations north of the borough, close to 3 Bravington Road)</u> 10 beds in total. 4 x 1-bed flats and 3 x 2-bed shared flats.</p> <p><u>The training flats can accommodate single homeless men and women, and couples.</u> 225 Bravington Road 7-bed house consisting of 3 x 2-bed shared flats and 1 studio.</p> <p>The project is for homeless women, men and couples aged 18 and over. Accepts dogs.</p>	<p>Sutherland Avenue: At point of referral clients must meet the following criteria:</p>
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	<p>105 Shirland Road</p> <p>8-bed house consisting of 3 shared flats (1 x 3-bed and 2 x 2-bed) and 1 self-contained flat. The project accepts men, women and couples.</p> <p>Structured treatment project – 113 Sutherland Avenue 10-bed house consisting of 4 self-contained flats and 3 x 2-bed shared flats. The project is open to clients with a Westminster connection who are abstinent or meaningfully engaged with a drug and alcohol service, and wishing to live in an environment with a strong emphasis on making positive changes around drugs and/or alcohol. It is not expected that all clients in the service will be working towards complete abstinence from alcohol and/or drugs, however it is expected that clients have set clear, definable goals. The project also welcomes referrals for clients who have completed detox and/or rehab, who need further support around staying abstinent.</p>	<ul style="list-style-type: none"> • In structured treatment (attending regular key working and groups at a local drug and alcohol service) • A detailed care plan is in place, which outlines measurable goals • Participating and contributing to the care planning process • Engaged in education, training or employment – this can be volunteering or regular attendance at in-house groups in a hostel or supported housing setting. Clients referred must then agree to meet regularly with our visiting ETE worker. <p>Please contact the team for further information on Sutherland Avenue.</p>
	<p>Wytham Hall</p> <p>Wytham Hall is a strictly abstinence-based project that aims to provide temporary supported housing for men and women within Westminster who have been formerly homeless and are experiencing ongoing low to medium level mental and physical health problems.</p> <p>Wytham Hall provides housing for 25 residents - divided between four buildings, one of which is divided into two independent parts. Staff are available Monday-Friday 9 am–5:30 pm. We welcome contact to discuss possible referrals prior to a formal referral. If, prior to referral, a client thinks they would benefit from an informal visit we are happy to arrange this. This would involve an opportunity</p>	<p>How to refer:</p> <p>Referrals via the BBS referral form to bridget.mccarthy@wythamhall.co.uk.</p> <p>Please note that prospective residents cannot self-refer. Supporting People require that a Building Based Services (BBS) Referral Form must be completed and signed by the Referral Agency. N.B. Wytham Hall has four rooms that are Not funded by Supporting People and the Wytham Hall referral form can be used when</p>

	<p>to meet our staff along with gaining a clearer idea of what we have to offer.</p> <p>Additional useful information</p> <ul style="list-style-type: none"> • Residents are free to come and go as they please 24 hours per day. • Residents may have guests to visit between the hours of 10am and 11pm i.e. no overnight guests at any of the properties. <p>Residents are not allowed guests that have been drinking alcohol or using drugs, or if they have alcohol or drugs on their person</p> <p>Residents are required to do their own cleaning and to carry out their share of the communal cleaning tasks</p> <p>http://www.wythamhall.co.uk/properties.html</p>	<p>referrals relate to these rooms. The Wytham Hall referral form can be found here.</p> <p>Contact details: Bridget McCarthy Wytham Hall 117 Sutherland Avenue London W9 2QJ Telephone: 0207 289 1978</p> <p>In her absence please send referral form to: Andrew Keck on andrew.keck@wythamhall.co.uk</p> <p>Referral criteria for Wytham Hall (Sutherland Avenue)</p> <p>Westminster CHAIN verified rough sleepers</p> <ul style="list-style-type: none"> • People willing to commit to not using drugs or alcohol either on, or off, the premises. We typically require residents to have been clear of alcohol and drugs for at least three months prior to referral. • Men or women, over 18 and in need or and accepting support. Capable of independent living with support with keyworker as required. <p>Referral criteria for Lanhill Road and Charfield Court Flats</p> <ul style="list-style-type: none"> • Six-month Westminster connection. • Men or women, over the age of 18, willing to commit to not using drugs or alcohol on, or off, the premises. We typically require residents to have been clear of alcohol and drugs for at least three months prior to referral.
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	<p>Bruce House Bruce House provides 28 independent flats for people who have experienced homelessness. We offer support to people through our Personal Transitions Service, which is separate from the accommodation, where they can receive truly personalised and strengths based support from a Coach.</p> <p>The service offers a personalisation budget which allows support plans to be tailored to individual clients' needs plus a range of skills development opportunities, training advice and help with finding a job. Once a customer has demonstrated the ability to manage his or her tenancy and achieved support plan objectives, he or she is nominated for resettlement and the move into independent living accommodation.</p> <p>This service works with people who have had a history of sleeping rough in Westminster and who have low to medium support needs. Dogs are not accepted.</p>	<p>How to refer: All referrals must come through Clearing House. Referrals can be made by Westminster SOS, Compass and SIB teams or from another hostel. Referrals should be discussed and agreed with James Thomson (Pathways Coordinator) prior to sending through Clearing House.</p> <p>Contact details: 1-37 Kemble Street, Covent Garden, London, WC2B 4AW Tel: 0203 053 6975/6976</p> <p>The housing team are based on site Monday-Friday, 9-5, for all tenancy related support.</p>
	<p>Westminster Single Homeless Pathway - Frampton St /Newman St/ Francis St (which has a pet cluster in development) Francis Street</p> <p>Westminster's Women Project Scheme has 34 bed spaces for females. Minimum age 18 years. Guests may be fleeing domestic abuse, pregnant, have mental health/physical issues and those who are homeless or have a homeless history. WLDP Scheme- Women only, housing only scheme for those with Learning disabilities. Support is provided by external agencies. WLD Scheme- Individuals with Learning disabilities. Those with LD have external outside support agencies.</p>	<p>How to refer: Referrals are via Westminster City Council – for individuals deemed to have a duty or are being investigated for a duty for housing. Contact Carole Lloyd clloyd@wccchos.org.uk For further information.</p>

	<p>St Louise</p> <p>St Louise is a women only hostel catering for females over the age of 21 with general needs. The building provides 96 single rooms with residents sharing kitchen and bathroom facilities. There is a large communal room with Wi-Fi access.</p> <p>St Louise is staffed 24 hours a day. Day staff work between 8am and 8pm, with security staff on duty between 8pm and 8am and at weekend.</p>	<p>Applications can be made by telephoning the hostel directly or via homeless agencies working across the capital. Local connection is not needed.</p> <p>Contact details: 33 Medway Street Victoria London SW1P 2BE Telephone: 020 7222 2071 http://www.irishcentrehousing.org/our-services/general-needs/st-louise-hostel</p>
	<p>Clearing House</p> <p>Clearing House accommodation is self-contained, usually one-bedroom flats and studios, situated all over London, we have a total of 3,750 units. They are usually unfurnished and the rent is around £110-£170 which can be covered by the client's local housing allowance benefits.</p> <p>Tenancy Support Team workers visit clients in Clearing House flats to help them with their particular support needs. They will generally visit at least every two weeks, more regularly in the early months of the tenancy.</p> <p>Any client who needs more frequent support than fortnightly can be considered for the high needs waiting list – workers would need to contact the rough sleeping commissioning team; Victoria Aseervatham vaseervatham@westminster.gov.uk</p> <p>Those that do not need that much support to maintain their tenancy, are not suitable for Clearing House and would be told that the service is not right for them at the referral stage.</p>	<p>Workers are asked to attend an induction session before giving out login details to refer clients.</p> <p>Contact details: Telephone: 020 3856 6008 ch@mungos.org http://www.mungos.org/clearinghouse</p> <p>Individuals are referred to Clearing House by their workers, who will have to outline their housing history, support needs and areas in which the support of a Tenancy Sustainment worker will be required.</p> <p>If accepted, individuals will be added to the waiting list in each borough they have indicated they would like to live.</p>

	<p>On application, people specify which areas of London they are happy to live in. There is less accommodation available in central boroughs such as Westminster or Kensington and Chelsea than in, for example, boroughs in East London such as Hackney or Tower Hamlets. Therefore, waits will be much longer if individuals limit their choice to central London boroughs.</p> <p>All Clearing House flats are offered on 2 year fixed term Assured Shorthold Tenancies. Individuals referred to Clearing House should be aware that when they no longer need support to maintain a tenancy, address their support needs or work towards Education, Training and Employment goals, they will be assisted to find other accommodation options. It is expected that for some individuals this would happen within 2 to 4 years, for others it may take 5-10, and for a small minority it may be appropriate for the tenancy to be renewed every two years forever. There is no fixed limit to the number of times a Clearing House tenancy can be renewed, it depends entirely on individual circumstances.</p>	<p>People will be nominated to a property when they are at the top of the waiting list for that property in that area. Unless the property is found to be unsuitable for habitation, people referred will not be able to refuse a nomination and return to the waiting list – individuals will not be able to go back on to the Clearing House waiting list for one year after they have turned down a nomination.</p>
Domestic violence/sexual violence agencies	<p>Visit: http://www.westminsterhhcp.org/domestic_and_sexual_abuse_services.htm</p>	
Out of borough swaps negotiated via commissioners	<p>A reciprocal agreement has been made between Westminster and Camden, so that in exceptional circumstances when an individual cannot remain within the borough (e.g. their ability to access support provision within the borough is severely restricted because of their history or there are concerns about their safety) a borough swap can be made ensuring their support needs are continued to be met. In the past referrals have been made to Church Walk (dogs accepted), Hope Town and Waterloo Projects.</p>	<p>Contact commissioners if you would like a borough swap to be considered: Victoria Aseervatham vaseervatham@westminster.gov.uk</p> <p>Any referral made would need to be completed using Camden's referral paperwork.</p>
Women only sessions at the substance misuse services	<p>DAWs run a women's only group every Thursday.</p>	<p>Clients need to be engaging with the service to be referred to the women only group.</p>

	<p>Clients would need to be engaging with the service and be referred to this group. Address: The Old Coach House, 103a Devonport Road, W12 8PB, Telephone: 020 8746 0303</p> <p>CGL run a women's only group every Friday. Clients need to be engaging with the service and request to attend groups. Address: 2-4 Old Queen Street, London, SW1H 9HP. Telephone: 020 7233 3553</p>	
<p>Footsteps</p>	<p>Footsteps, is a new support service provided by St Giles Trust for women with mental health/complex support needs who are either involved in the criminal justice system or at risk of offending. Women don't necessarily need a diagnosis, just a concern or support need around their mental health or those who have had sporadic links with mental health services due to substance use etc. The nature of support provided to women engaging with the service will be entirely needs driven and client led. This will range from Meet at the Gates and 'first day' practical resettlement support such as finding accommodation and registering for benefits to intensive support for women battling with mental health, substance misuse and other complex support needs that are the root cause of their offending behaviour. They will work with women for up to a period of 18 months but will ensure they are referred into other support providers and projects across St Giles Trust if required.</p>	<p>For further information please contact Ali Beach on alison.beach@stgilestrust.org.uk 07393462129.</p> <p>http://site.stgilestrust.org.uk/news-blog/new-project-helps-women-prison-leavers-take-their-first-step-to-independence</p> <p>A comprehensive needs assessment will be completed with each woman referred to the service which will be used to ascertain the specific support needs of the client and to formulate a realistic action plan of addressing the issues identified. A multi-agency approach to support will be key and they will utilise our extensive network of partner agencies to ensure clients get the specific specialist support they need as part of their support plan.</p>