**LONDON WOMEN’S ROUGH SLEEPING CENSUS 2023**

**Local services information guide**

**TEMPLATE – Fill in and delete as applicable. There may be additional local information which you want to add, such as any women’s spaces, women’s services, food banks and soup kitchens etc. Please check your own service information is listed too. If you want to ensure your service is listed on your local area sheet for outreach to use, for example, contact your borough lead or email** [**womens.census@solacewomensaid.org**](mailto:womens.census@solacewomensaid.org)**.**

**Logo

Description automatically generated with medium confidence[Borough name] Homelessness day centre/advice service**

[Description of service]

Opening hours:

Address:

Phone number:

Email address:

Map:

**[Borough name] Housing Department**

If you're already homeless, or likely to become homeless within the next 8 weeks you can apply for help getting somewhere to live from your local council. This is known as making a homeless application. The council will look into your situation to decide what help they might be able to give you. The council might have to give you emergency housing straightaway while they look at your application, you should always ask for this. Many people need support with accessing help from the council: get support from other services you work with, from the local homelessness support service, Shelter, or your local Citizens Advice team.

Opening hours:

Address:

Phone number:

Email address:

Map

**[Borough name] Domestic abuse advice service**

[Description of service]

Opening hours:

Address:

Phone number:

Email address:

**Local Rape Crisis service**

Rape Crisis centres provide free, specialist support and services to local women and girls who have experienced rape, child sexual abuse, sexual assault or any form of sexual violence. Some centres also provide support to local men and boys.

[please select according to borough]

**North London Rape Crisis (Solace Women's Aid)**

Areas covered: Islington, Camden, Westminster, Barnet, Enfield, Kensington, Chelsea and Haringey

Phone number: 0808 8010305

Email: [rapecrisis@solacewomensaid.org](mailto:rapecrisis@solacewomensaid.org)

**West London Rape Crisis Centre (Women and Girls Network)**

Areas covered: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow

Phone number: 0808 801 0860

Email: [rcc@wgn.org.uk](mailto:rcc@wgn.org.uk)

**East London Rape Crisis (Nia)**

Areas covered: Hackney, Havering, Tower Hamlets, Newham, Waltham Forrest, Redbridge, Barking and Dagenham

Phone number: 0800 160 1036

Email: [rapecrisis@niaendingviolence.org.uk](mailto:rapecrisis@niaendingviolence.org.uk)

**South London Rape Crisis (Croydon RASASC)**

Area covered: South London

Email address: [info@rasasc.org.uk](mailto:info@rasasc.org.uk)

**London Ascent domestic abuse advice line:**

Immediate, free and confidential information, advice, advocacy and support for women and girls (14 years+) affected by gendered violence and abuse. The Advice Line is also open to professionals who need support on cases related to gendered violence.

[please select according to borough]

**West London** **(Women and Girls Network)**

Areas covered: Brent, Bromley, Croydon, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea, Kingston, Lambeth, Lewisham, Merton, Richmond, Sutton, Wandsworth

Opening hours: Monday to Friday 10:00- 16:00, and from 18:00-21:00 on Wednesdays

Phone number: 0808 801 0660

Email: advice@wgn.org.uk

**East London (Solace Women’s Aid)**

Areas covered: Barking and Dagenham, Barnet, Bexley, Camden, Westminster, Enfield, Hackney, Haringey, Havering, Islington, Newham, Redbridge, Greenwich, Southwark, Tower Hamlets, Waltham Forest

Opening hours: Monday - Friday 10:00- 16:00, additional hours 18:00-20:00 on Tuesdays.

Phone number: 0808 802 5565

Email: [advice@solacewomensaid.org](mailto:advice@solacewomensaid.org)

**[local area/service name] Immigration advice service**

[Description of service]

Opening hours:

Phone number:

Email address:

Address:

**[local area/service name] Drug and alcohol support service**

[Description of service]

Opening hours:

Phone number:

Email address:

Address:

**[Area name] Mental health crisis support**

Mental Health crisis lines offer support and advice to people who are affected by urgent mental health issues, at any time of the day or night. Crisis lines are open to everyone: children and adults of all ages, and to people who haven’t previously accessed mental health services.

Opening hours:

Phone number:

**[local area/service name] Benefit/welfare advice service**

[Description of service]

Opening hours:

Phone number:

Email address:

Address:

**London GP practices providing specialist homelessness support:**

**Health E1 Homeless Medical Centre - Whitechapel**

Opening hours: Monday to Friday, 08:00-18:30

Phone number: 020 7247 0090

Address: Health E1 Homeless Medical Centre, 9-11 Brick Lane, London, E1 6PU

**Camden Health Improvement Practice (for homeless patients)**

Opening hours: Monday to Friday, 09:00-17:00

Phone number: 02031824200

Address: 108 Hampstead Road, London, NW1 2LS

**Great Chapel Street Medical Centre - Westminster**

Opening hours: Monday to Friday, 09:00-17:00

Phone number: 020 7437 9360

Address: 4th Floor, Soho Centre for Health, 1 Frith Street, Soho, London, W1D 3HZ

**The Doctor Hickey Surgery - Westminster**

Opening hours: Monday to Friday, 09:30-12:30, 13:45-16:00

Phone number: 0207 222 8593

Address: 3-7 Arneway Street, Westminster, London, SW1P 2BG

**Greenhouse Practice - Hackney**

Opening hours: Monday to Friday, 08:00-18:30

Phone number: [020 8510 4490](tel:02085104490)

Address: 19 Tudor Road, Hackney, London, E9 7SN

**Useful numbers:**

**StreetLink: 0300 500 0914**

StreetLink exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them. You can contact StreetLink yourself, or a member of the public can help you to do this. StreetLink is not an emergency service and cannot directly provide accommodation. You can contact them online at [www.streetlink.london](http://www.streetlink.london/Streetlink_London_HomePage)

**National Domestic Abuse Helpline:** 24/7, 0808 2000 247

A team of highly-trained, female advisers. We won’t judge you or tell you what to do; we are here to listen. We will empower you to understand your options and support you to make any decisions about the future. We can support you to increase your safety. We can talk in confidence, in many different languages, 24-hours a day, 365 days a year, for as long as you need.

**National Rape Crisis Helpline:** 24/7, 0808 802 9999

If you are aged 16+ and have experienced rape, sexual assault, sexual abuse or any other type of sexual violence – or you're not sure what happened – you can talk to us. Our helpline is free, anonymous and confidential. If you get in touch, you can take the conversation at your own pace, and you only need to talk about what you are comfortable with sharing. The phone service is open 24/7, every day of the year.

**SignHealth** – Text 07800 003421, email [da@signhealth.org.uk](mailto:da@signhealth.org.uk)

SignHealth provides domestic abuse advice and support for Deaf adults and young people. Our domestic abuse service (previously known as DeafHope) is a unique, Deaf-led service for Deaf people who have or are experiencing domestic abuse. The service is the first and only one of its kind in the UK.

**Galop LGBT+ Domestic Abuse Helpline**: 0800 999 5428, email [help@galop.org.uk](mailto:help@galop.org.uk)

Our helpline is for LGBT+ people who have or are experiencing domestic abuse. We are also here for people supporting a survivor of domestic abuse; friends, families and those working with a survivor.

**Men’s Advice Line:** 0808 801 0327, email [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

We’re here to support men experiencing domestic abuse. If you want to talk to someone, you can speak to our friendly and professional advisors on the phone, by email or on webchat. No pressure, no judgement, just help.

**Support for perpetrators:** Respect Phoneline, 0808 802 4040

Choose to stop: We provide help for domestic violence perpetrators. You can talk to us in confidence about your violence and domestic abuse. A friendly Helpline Advisor will listen to you without judgement and give you honest advice.

**Samaritans:** 24/7, call 116 123

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

We offer a safe place for you to talk any time you like, in your own way – about whatever’s getting to you. We won't judge you or tell you what to do, we'll listen to you

**NHS 111**: call 111 or go to 111.nhs.uk

NHS 111 can help if you have an urgent medical problem and you’re not sure what to do.

**Police 101:** call 101

Call the police on 101 for non-emergency enquiries.

**Shout:** text 85258

Shout 85258 is a free, confidential, 24/7 text support service. It's a place to go if you're struggling to cope and need mental health support.

**Emergency services**

These services cannot provide immediate, emergency support in person – for situations in which you feel in immediate danger or need emergency medical support, call 999.