



Atlas of Services for Homeless People in London

Prepared for the London Housing Foundation

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Data from RIS and Homeless Link

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Introduction

The London Housing Foundation commissioned this Atlas to inform its own work in supporting London's homeless sector. The Foundation's trustees would like to share it with a wider audience, in the hope that it will be useful to other people with an interest in the sector. As the Atlas is the first work of its kind, it is intended to be the starting point for a debate about the information which is needed, rather than the last word on the sector. The trustees have also commissioned a report on the sector's finances, currently in progress, which will add significantly to the picture provided here.

The Atlas was substantially compiled from secondary sources, in particular data gathered by RIS and Homeless Link. We would like to thank the staff of both organisations who helped in preparing the data. We also drew on information published by St Mungo's in their InReach directory, and a limited amount of data was collected from primary sources in order to fill in gaps. All the data is subject to an important caveat: because it has not generally been verified with the agencies or updated in the last year, there will inevitably be some inaccuracies. These should not significantly affect the overall picture.

In collating the information, it rapidly became clear that the 'homeless sector' is a useful but artificial construct which is difficult to define. Some agencies are easy to place, in that they label themselves as homeless agencies, and work primarily with homeless or ex-homeless people. It is much harder to place agencies which are not labelled as homeless agencies, but which deal with issues affecting homeless people, and support an unspecified number of actual homeless people. In general we have tried to include all agencies which have labelled themselves as homeless, or which have a substantial proportion of homeless clients, and exclude the rest.

As examples, we included Equinox, a drugs agency which is not exclusively for homeless people, but which works with more homeless people than many smaller 'homeless only' organisations. By contrast we excluded the An Viet Foundation, a support service for people from the Vietnamese community. This agency does support people who are homeless or at risk, but it is not labelled primarily as a homeless agency, and its homeless clients seem to be a small minority of the whole client group. Such judgements are necessarily imperfect: where we have judged wrong we would welcome correction, which can be emailed to atlas@danielcurrie.com.

In this survey of voluntary sector provision we generally excluded statutory organisations, although we have recorded some key health providers, because these critical services are almost entirely delivered by the statutory sector. We have also excluded organisations working with children, or families with dependent children, as these traditionally belong to different networks, have access to different funds, and operate under different legislation. We also excluded women's refuges unless they are specifically for homeless women, although it could be argued that all women suffering from domestic violence are technically homeless. Finally, we excluded second-tier agencies which deliver services to organisations rather than people (eg Homeless Link, RIS, SITRA), and funders of homeless services (such as the London Housing Foundation itself).

As a general rule we have tried to provide consistent information sets. However, due to constraints of space we have sometimes had to leave out addresses, whether physical or email. These can usually be found in the supporting spreadsheets.

We conclude with our rather subjective impressions of the state of the sector. These views are our own: they do not necessarily reflect the views of the Foundation.

First, there has been significant shrinkage in the number of agencies, as a result of both failures and mergers. Ten years ago there were reported to be around 275 homeless agencies in the capital, in 2008 we found roughly 200, a significant number of which deal with related issues such as drug abuse or offending. The impact of changes in funding for support services may well cause further reduction in the number of providers.

Second, despite this shrinkage, there is still a substantial range of services, which seem to be well-distributed across London. Outreach services and day centres are mainly centrally located to pick up people attracted into the city for services, and there is also a ring of outer day centres, together with the Street Rescue service to catch people who stay on the perimeter. Direct access hostels are conveniently located for the central front-line services, but second stage and floating support schemes effectively spread people back across the capital. Specialist services which provide help with issues affecting large numbers of people (eg employment, or offending) are generally more centrally located: people expect to travel for these services, just as the general population would travel to Oxford Street for a department store.

Within this general pattern, a couple of boroughs do seem to have an unexpectedly meagre offering of homeless services. The City, which has a large population of rough sleepers, stands out. How much it matters is not clear as there are many other services close by. In any case high land values and tight planning controls would presumably make it difficult to establish new services here.

Third, there is a small number of 'super-providers', who either provide services across a number of different categories, or provide a high proportion of services in a particular category. This pattern of a small number of dominant providers is common to many sectors, and it suggests a short-cut for anyone wishing to listen to (or influence) providers of services for homeless people.

Finally, and tantalisingly for this study which does not cover finances, there seems to be a correlation between the adequacy of funding available to services and the extent to which individual providers offer multiple services (see p17). Thus day centres tend to be poorly funded and individual providers generally only run one centre, whereas floating support services are well funded, and individual providers tend to offer several schemes. Assuming that the correlation is both real and causal, it is unclear which is cause and which effect. This suggests some directions for future research.

Daniel Currie & Rachel Irwin, October 2008

London boroughs



All providers

There are 205 providers in this list. This is not exactly the same as saying that there are 205 agencies in the homeless sector: rather there is at least this number of agencies providing services which are used by homeless people.

The sector offers numerous examples of projects which were once independent (and often well known in their own right), which have been become part of larger entities in recent years. In these cases we have tried to follow a consistent rule, which is to list only the largest organisational unit which could be considered a homeless provider. Where this unit is part of another organisation we have tried to note this fact (see for example Alone in London), but where a larger homeless provider incorporates smaller ones, they are not shown separately. Thus the Hungerford Drug Project is not listed as a sub-unit of Turning Point. A minority of the agencies here do not feature elsewhere in the Atlas because they provide services which fall outside the categories we used here (eg Dogs Trust, which delivers veterinary services to homeless people's dogs).

Provider	Phone number	Address	Postcode
240 Project	020 7221 7530	240 Lancaster Road	W11 4AH
999 Club	020 8694 5797	21 Deptford Broadway	SE8 4PA
Ace of Clubs	020 7627 5442	St Alphonsus Road	SW4 7AS
Ackee Housing Project	020 72495659	103 Stoke Newington Road	N16 8BX
Acton Homeless Concen	020 8992 5768	1 Berrymead Gardens	W3 8AA
Addaction	020 7251 5860	67-69 Cowcross Street	EC1M 6PU
Addiction Support and Care Agency (ASCA)	020 8948 9030	233 Lower Mortlake Rd	TW9 2LL
Advisory Service for Squatters	0845-644-5814	Angel Alley, 84b Whitechapel High Street	E1 7QX
Albert Kennedy Trust	020 7831 6562	Unit 305a Hatton Square, 16/16a Baldwins Gardens	EC1N 7RJ
All Saints Church (Church of England)	020 7837 0720	Carnegie Street	N1 9QW
All Souls Local Action Network (ASLAN)	n/a	141 Cleveland Street	W1T 6QG
Alone in London (part of Epic)	020 72784224	188 King's Cross Rd	WC1X 9DE
American Church In London, Soup Kitchen	0207-580-2791	79a Tottenham Court Road	W1T 4TD
Amicus Horizon Group	020 8726 8601	Grosvenor House, 125 High Street	CR0 9XP
Anchor House LIDC	0207 476 6062	Anchor House, 81 Barking Road	E16 4HB
Angel Drug Services	0800 169 2679	332c Goswell Road	EC1V 7LQ
ARP	0207 23499553	2nd Floor, 7 Holyrood Street	SE1 2EL
Ashiana Network	020 8539 0427	Greater London House, 547-551 High Road	E11 4PB
Barons Court Project	020 7603 5232	69 Talgarth Road	W14 9DD
Big Issue	020 7526 3200	1-5 Wandsworth Road, London SW8 2LN	SW8 2LN

All providers - continued

Provider	Phone number	Address	Postcode
Blenheim CDP	020 7582 2200	66 Bolton Crescent	SE5 0SE
Borderline	0845 456 2190	7-9 Belgrave Road	SW1V 1QB
Branches Day Centre Night Shelter (YMCA)	020 8521 7773	740 Forest Road	E17 3HR
Brent Homeless User Group	020 89652561	16A St. Thomas's Rd	NW10 4AJ
Broadway	020 7089 9500	Chaucer House, White Hart Yard	SE1 1NX
Camden and City Churches Cold Weather Shelter (C4WS)	070 9289 3026	MCC North London	WC1N 3XX
Camden Town Neighbourhood Advice Centre	020 7284 3976	12 St Martin's Close	NW1 0HX
Cara Irish Housing Association	020 8800 2744	Cara House, 341a Seven Sisters Road	N15 6RD
Cardboard Citizens	020 7247 7747	26 Hanbury Street	E1 6QR
Cardinal Hume Centre	020 7222 1602	3-7 Arneway Street	SW1P 2BG
CARIS - Islington Churches Cold Weather Shelter	0207 2815200	St Mellitus Church Annexe, 79a Tollington Park	N4 3AG
Carr-Gomm	020 7397 5300	Duke House, 6-12 Tabard Street	SE1 4JU
CASA Support	020 87268600	Grosvenor House, 125 High Street	CR0 9XP
Causeway Irish Housing Association	02083651751	Haringey Irish Centre Pretoria Road	N17 8DX
CAYSH	020 8683 0227	4th Floor, 799 London Road, Thornton Heath	CR7 6AW
Central & Cecil HT	020 7922 5300	266 Waterloo Road	SE1 8RQ
Centrepoint	0845 466 3400	Central House, 25 Camperdown Street	E1 8DZ
CHAS Central London	020 7723 5928	19-20 Shroton Street	NW1 6UG
Choral Hall Lifeskills Centre (Turnaround)	020 7511 8377	310 Barking Road	E13 8HL
Christian Action Housing Association	01992 765900	Benedict House 61 Island Centre Way Enfield	EN3 6GS
Christian Alliance Housing Association	020 7593 0470	2 Exton Street	SE1 8UE
Christian Community Church - West London	020 8569 5359	101a Pears Road, Hounslow	TW3 1SS
Church Army Marylebone Project	020 7262 3818	1 - 5 Cosway Street	NW1 5NR
Circle Anglia Housing	020 7288 4000	Circle Anglia House, 1-3 Highbury Station Road	N1 1SE
City and Hackney Alcohol Service	020 7613 1313	134 Kingsland Road	E2 8DY
Community Housing & Therapy	020 7381 5888	24/ 5-6 The Coda Centre, 189 Munster Road	SW6 6AW
Community Links	020 7473 2270	105 Barking Road	E16 4HQ
Compass	01904 636374	5 Priory Street	YO1 6ET
Connection at St Martin's	020 7766 5544	12 Adelaide Street	WC2N 4HW
Coram Family	020 7520 0300	Coram Community Campus, 49 Mecklenburgh Sq	WC1N 2QA
Cranstoun Drug Services	020 8335 1830	26-27 Victoria Road	KT6 4JZ

All providers - continued

Provider	Phone number	Address	Postcode
CRI (Crime Reduction Initiative)	0207 833 7975	140-142 Kings Cross Road	WC1X 6DS
Cricklewood Homeless Concern (CHC)	020 82088590	60 Ashford Road	NW2 6TU
Crisis	0870 011 3335	66 Commercial Street	E1 6LT
Croydon Churches Housing Association	0208 680 7532	6th Floor, Norfolk House, Wellesley Road	CRO 1LH
Croydon Housing Aid Society	020 8667 9226	79 Park Lane	CRO 1JG
Croydon Resource Centre and Support Services	020 8686 1222	70a Wellesley Road	CRO 2AR
Depaul Trust	020 7939 1220	291-299 Borough High Street	SE1 1JG
Deptford Churches Centre	020 8692 6548	Speedwell Street	SE8 4AT
Dogs Trust Hope Project	020 7837 0006	17 Wakley Street	EC1V 7RQ
Dress for Success	020 7288 1770	83 Shepperton Road	N1 3DF
Drug & Alcohol Service for London (DASL)	020 8257 3068	134-138 Romford Road	E15 4LD
Drugline	0808 1 606 606	395 Eastern Avenue	IG2 6LR
Dunloe Centre	020 7739 9976	18 Queensbridge Road	E2 8NS
Earls Court Community Project	0207 370 4424	St Jude's Church, 24 Collingham Road	SW5 0LX
East Thames	0845 6000 830	29-35 West Ham Lane	E15 4PH
Eaves	020 7735 2062	2nd Floor, Lincoln House, 1-3 Brixton Road	SW9 6DE
Ekaya	020 8671 4040	138 Brixton Hill	SW2 1RS
Emmaus Greenwich	020 8316 5398	226 Elmley Street, Plumstead	SE18 7NN
English Churches Housing Group (Riverside)	0845 155 9002	2 Estuary Boulevard, Liverpool	L24 8RF
Equinox	020 7939 9800	177 Southwark Bridge Road	SE1 0ED
Fairbridge	020 7928 1704	207 Waterloo Road	SE1 8XD
Family Mosaic	020 7089 1000	Albion House, 20 Queen Elizabeth Street	SE1 2RJ
Gems Outreach	020 7923 7986	Mayville Community Centre, Woodville Road	N16 8NA
Great Chapel Street Medical Centre	020 74379360	13 Great Chapel Street	W1F 8FL
Groundswell	020 7737 5500	5 Stockwell Mews	SW9 9GX
Grove Housing	020 7252 6280	4th Floor 224-236 Walworth Road	SE17 1JE
Hackney Winter Night Shelter	07962-447373	The Parish Office, St Mary's Church, Stoke Newington Church Street	N16 9ES
Haines House	020 8452 4397	33 Melrose Avenue	NW2 4LH
HAP<25	020 8667 0500	32a Dingwall Road	CRO 2NB
Hare Krishna Food For All	0207 168 5732	102 Caledonian Road	N1 9DN
Harrow Churches HA	020 8426 4995	Penn House, 16 Peterborough Road	HA1 2BQ
Health E1	020 7247 0090	9-11 Brick Lane	E1 6PU

All providers - continued

Provider	Phone number	Address	Postcode
Hexagon Housing Association	020 8778 6699	130-136 Sydenham Road	SE26 5JY
Hillingdon Action Group for Addiction Management (HAGAM)	01895 207788	64 High Street	UB8 1JP
Holy Cross Centre Trust	020 7278 8687	Holy Cross Crypt, Cromer Street	WC1H 8JU
Homeless Action in Barnet	020 8446 8400	36B Woodhouse Road	N12 0RG
Homeless Resource Centre	020 88841838	300 Fore Street	N9 0PN
Homelink	020 7729 7573	45-47 Blythe Street	E2 6LN
Homerton Space Project	020 89864308	51 Chelmer Road,	E9 6AY
HOPE Worldwide	020 7713 7655	360 City Road	EC1V 2PY
Housing Justice, Housing Aid Society, Croydon	020 8667 9226	79 Park Lane	CRO 1GJ
Hyde Group (in touch)	020 8297 1500	Leegate House, Burnt Ash Road	SE12 8RR
InnisFree HA	020 7625 1818	190 Iverson Road	NW6 2HL
Inquilab Housing Association.	0208 843 1263	Grove House, 77 North Road	UB1 2JL
Irish Centre Housing	020 7485 8889	1 Holmes Road	NW5 3AA
Jesus Army Charitable Trust	0845 8333 005	83 Margaret Street	W1W 8TB
Kaleidoscope Project	0208 549 2681	28-46 Cromwell Road	KT2 6RN
Kick Start London	020 7284 9900	5 Heathgate Place, Agincourt Road	NW3 2NU
King's Cross Baptist Church	020 7837 3976	Vernon Square, King's Cross Road	WC1X 9EW
Kingston and Wimbledon YMCA	020 8542 9055	200 The Broadway	SW19 1RY
Kingston Churches Action on Homelessness	020 8255 2439	36a Fife Road	KT1 1SU
Lee Housing Association	020 8805 0548	227 High Street, Ponders End, Enfield,	EN3 4DX
Living Space	020 8985 5575	38 Marsh Hill	E9 5PE
Local 33 Church Triumphant Co-op	020 7737 3107	26 Mayflower Road	SW9 9JZ
London Cyrenians Housing	0207 938 2004	1st Floor, 181 Kensington High Street	W8 6SH
Look Ahead Housing and Care	020 7937 1166	1 Derry Street	W8 5HY
Mainliners	020 7378 5480	1 London Bridge	SE1 9BG
Manna (St Steven's Church)	020 7226 5369	17 Canonbury Road	N1 2DF
Manna Society	020 7357 9363	6 Melior Street	SE1 3QP
Marsha Phoenix Memorial Trust	020 8691 5911	90/92 Tressillian Road	SE4 1YD
Merton Action for Single Homeless (MASH)	020 8543 3677	8 Wilton Road	SW19 2HB
Metropolitan Support Trust	020 7501 2306	MHT House, Crescent Lane	SW4 9RS
MIND	020 8519 2122	15-19 Broadway	E15 4BQ
NACRO	020 7840 7200	Park Place, 10-12 Lawn Lane	SW8 1UD

All providers - continued

Provider	Phone number	Address	Postcode
New Horizon Youth Centre	020 7388 5560	68 Chalton St	NW1 1JR
North London Action for the Homeless- NLAH	2088021600	Church Hall, 24-30 Bouverie Road	N16 0AJ
Notting Hill Housing	020 8357 5000	1 Butterwick	W6 8DL
Novas Scarman Group	0870 906 3200	68 Parkway, Camden Town	NW1 7AH
Oasis Trust	020 7921 4200	1 Kennington Road	SE1 7QP
Off The Streets & Into Work (OSW)	020 7089 2722	4th Floor, The Pavillion, 1 Newhams Row	SE1 3UZ
One Housing Group (One Support)	020 7267 7020	100 Chalk Farm Road	NW1 8EH
Outward Housing	020 8520 7745	179 Wood Street	E17 3NU
Parish Church of St Stevens, Church of England	020 7226 7526	17 Canonbury Road	N1 2DF
Passage	020 7592 1850	St Vincent's Centre, Carlisle Place	SW1P 1N L
Pathway Housing Association	0208 2545020	95 London Road	CR4 2JA
Penrose Housing Association	020 7700 0100	356 Holloway Road	N7 6PA
Peter Bedford Housing Association	020 7226 6074	Legard Works, Legard Road	N5 1DE
Pilion Trust	020 7700 2498	8 Clarendon Buildings, 25 Horsell Road	N5 1XL
PRAXIS	020 7729 7985	Pott Street	E2 0EF
Project 2041	01895 462 026	3 Ashley Court, High Street	UB7 7DN
Project Compass	020 8811 2767	57 Banstead Court	W12 0JQ
Providence Row Housing Association	020 7920 7300	Providence House, 458 Bethnal Green Road	E2 0EA
Providence Row (Charity)			
Quaker Social Action	020 8983 9199	21 Old Ford Road	E2 9PL
Rainer	020 7336 4800	142-146 Old Street	EC1V 9BW
Redbridge Night Shelter	020 85148958	16 York Rd	IG1 3AD
Renewal Programme	020 8472 2785	170 Harold Road	E13 0SE
Riverlink	020 8368 4995	214 Bowes Road	N11 2JH
Royal British Legion, London	0207 973 7281	48 Pall Mall	SW1Y 5JY
Rugby House	020 7462 6970	34 Bloomsbury Street	WC1B 3QJ
Rugby Portobello Trust	020 7229 2928	221 Walmer Road	W11 4EY
Safe Start Foundation	020 8452 9990	1 Handley Grove	NW2 1TD
Salvation Army	020 7619 6100	2 nd Floor, 33/35 Kings Exchange, Tileyard Road	N7 9AH
Seamen's Mission of the Methodist Church (Queen Victoria Seamen's Rest - QVSR)	020 7987 5466	121-131 East India Dock Road	E14 6DF
Servite Houses	020 8307 3300	2 Bridge Avenue	W6 9JP

All providers - continued

Provider	Phone number	Address	Postcode
Servol Community Trust	2086829402	Bickersteth Road, Pathway House	SW17 9SH
Shaftesbury Homes and Arethusia Shelter	020 8875 1555	The Chapel, Royal Victoria Patriotic Building, Trinity Rd	SW18 3SX
Shepherds Bush Housing Association	0844 515 2000	88 Old Street London	EC1V 9HU
SHIP (Southwark Homeless Information Project)	020 8996 4200	1 Essex Place Square	W4 5UJ
	020 7277 7639	612 Old Kent Road	SE15 1JB
SHP	020 7520 8660	245 Gray's Inn Road	WC1X 8QZ
Simon Community	020 7485 6639	129 Malden Road	NW5 4HS
Society for the Relief of the Homeless Poor (Western Lodge)	020-7228-1425	84 Clapham Common West Side	SW4 9AY
Society of Missionaries of Charity	0208 960 2644	177 Bravington Road	W9 3AR
Southern Housing Group	08456 120 021	Fleet House, 59 - 61 Clerkenwell Road	EC1M 5LA
Southside Partnership Group	020 8772 6222	31-33 Lumiere Court, 209 Balham High Road	SW17 7BQ
SPEAR	020 8288 6506	55 Heath Road	TW1 4AW
Spires	020 8696 0943	8 Tooting Bec Gardens	SW16 1RB
Spitalfields Crypt Trust	020 7791 0200	116-118 Shoreditch High Street	E1 6JN.
St Christopher's Fellowship	0208 780 7800	1 Putney High Street	SW15 1SZ
St Cuthbert's Centre	020 7835 1389	51 Philbeach Gardens	SW5 9EB
St Giles Trust	020 7703 7000	64-68 Camberwell Church Street	SE5 8JB
St Martin of Tours HA	020 7704 3820	318-320 St Paul's Road	N1 2LF
St Mungo's	020 8762 5500	Griffin House, 161 Hammersmith Road	W6 8BS
St Pancras Humanist HA	020 7209 9222	St Richards House, 110 Eversholt Street	NW1 1BS
St Vincent's Centre	020 7834 4004	Carlisle Place	SW1P 1NL
Stoke Newington Community SDA Church	020 8800 8422	15-17 Yoakley Road	N16 0BD
Stonewall Housing	020 7359 6242	2A Leroy House, 436 Essex Road	N1 3QP
Stonham Housing Association (Home)	0208 868 9000	Malt House, 281 Field End Road	HA4 9XQ
Streetwise Opera	020 7495 3133	26 Binney St	W1K 5BN
SW5	020 7370 0406	11 Eardley Crescent	SW5 9JS
Synergy	01708 740072	The Victoria Centre, Pettits Lane	RM1 4HP
ThamesReach	020 7702 4260	Gem House, 122-126 Backchurch Lane	E1 1ND
Threshold Support Services (Metropolitan)	020 7501 2306	MHT House, Crescent Lane	SW4 9RS
Tomorrow's People	01424 718491	49/51 Cambridge Road	TN34 1DT
Trinity Homeless Project	020 8797 9500	Bay Lodge, 36 Harefield Road	UB8 1PH
Tulip	020 8889 6921	5 River Park Road	N22 7TB

All providers - continued

Provider	Phone number	Address	Postcode
Turnaround Resources E1	020 7373 0787	Montefiore Centre, Hanbury Street	E1 5HZ
Turning Point	020 7481 7600	Standon House, 21 Mansell St	E1 8AA
Ujima Housing Group	0208 733 0733	Ulima House, 388 High Road	HA9 6AR
Umbrella	020 7278 3709	354 Goswell Road	EC1V 7LQ
Union Chapel	020 7226 3750	The Vestry, Compton Avenue	N1 2XD
United Anglo Caribbean Society	0208 843 1147	66 -68 west End Road	UB1
Upper Holloway Baptist Church	020 7272 2104	11 Tollington Way	N7 6RG
Upper Room	020 8740 5688	Cobbold Road	W12 9LN
Veterans Aid/Ex-service Fellowship Centre	0207 828 2468	40 Buckingham Palace Road	SW1W ORE
Waltham Forest Young People's Housing Project	0208 556 9864	77 Wallwood Road	E11 1AY
Wandle Housing Association	0800 731 2030	15 Abbeville Road	SW4 9LA
Waterloo Christian Centre	020 7928 1677	6-8 Webber Street	SE1 8QA
Welcome Project (Action in Communities)	020 8220 4111	11 Green Lane	IG1 1XG
West London Churches Homeless Concern	n/a	155a Kings Road	SW3 5TX
West London Mission	020 7935 6179	19 Thayer Street	W1U 2QJ
West London YMCA	020 8799 4800	25 St. Mary's Road	W5 5RE
Westminster Drugs Project	020 7421 3100	103 Kingsway	WC2B 6QX
Westway Housing Association	020 8964 2323	1st Floor, Ladbroke Hall, 79 Barlby Road	W10 6AZ
Whitechapel Mission	020 72478280	212 Whitechapel Rd	E1 1BJ
Wimbledon Guild	020 8946 0735	30-32 Worple Road	SW19 4EF
Women's Link	0800 652 3167	26 Hanbury Street	E1 6QR
Woodstock Housing Trust	020 8740 0687	48-49, Woodstock Grove	W12 8LG
Wytham Hall Recovery Unit	020 7289 1978	117 Sutherland Avenue	W9 2QJ
YMCA City	020 7614 5000	8 Errol Street	EC1Y 8SE
YMCA Earls Court	020 7373 0787	Burton White House, 10-12 West Cromwell Road	SW5 9QJ
YMCA Hornsey	2038406088	184 Tottenham Lane	N8 8SG
YMCA South London	020 7101 9960	Marco Polo House, 3-5 Lansdowne Road, Croydon	CR9 1LL

Who provides what?

This is a different analysis of the 205 providers, showing the main services they deliver specifically for homeless people. Services delivered primarily for other groups are not shown. The categories are: outreach, day centre, direct access accommodation, second stage accommodation, floating support, advice, employment training and education, offenders, and drugs and alcohol.

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug
240 Project		X							
999 Club		X							
Ace of Clubs		X							
Ackee Housing Project				X					
Acton Homeless Concen		X							
Addaction									X
Addiction Support and Care Agency (ASCA)									X
Advisory Service for Squatters						X			
All Saints Church (Church of England)		X							
American Church in London		X							
Amicus Horizon Group				X					
Anchor House LIDC			X	X					
Angel Drug Services									X
ARP				X	X				X
Ashiana Network				X					
Barons Court Project		X							
Big Issue							X		
Blenheim CDP									X
Borderline						X			
Branches Day Centre and Night Shelter (YMCA)		X	X						
Broadway	X	X	X	X					
Camden Town Neighbourhood Advice Centre						X			
Cara Irish Housing Association				X	X				
Cardboard Citizens							X		
Cardinal Hume Centre		X		X					
CASA Support					X				X

Who provides what? - continued

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug
Causeway Irish Housing Association				X					
CAYSH					X				
Central & Cecil HT				X					
Centrepont			X	X	X				
CHAS Central London						X			
Choral Hall Lifeskills Centre (Turnaround)		X							
Christian Action Housing Association				X	X				
Christian Alliance Housing Association				X					
Christian Community Church - West London		X							
Church Army Marylebone Project			X	X					
Circle Anglia Housing				X					
City and Hackney Alcohol Service									X
Community Housing & Therapy				X					
Community Links						X			
Compass									X
Connection at St Martin's	X	X	X	X			X		
Coram Family				X					
Cranstoun									X
CRI (Crime Reduction Initiative)	X								X
Cricklewood Homeless Concern (CHC)	X	X					X		X
Crisis		X					X		
Croydon Churches Housing Association				X	X				
Croydon Housing Aid Society						X			
Croydon Resource Centre and Support Services		X							
Depaul Trust			X	X			X		
Deptford Churches Centre		X							
Dress for Success							X		
Drug and Alcohol Service for London (DASL)									X
Drugline									X
Dunloe Centre		X							
Earls Court Community Project		X				X			
East Thames Housing Group				X	X				
Eaves				X					
English Churches Housing Group (part of Riverside Group)			X	X					X

Who provides what? - continued

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug
Equinox	X	X	X	X	X				X
Fairbridge							X		
Family Mosaic					X				
Haines House					X				
HAP<25						X			
Hare Krishna Food For All		X							
Hexagon Housing Association				X	X				
Hillingdon Action Group for Addiction Management (HAGAM)									X
Holy Cross Centre Trust		X							
Homeless Action in Barnet		X		X	X				
Homeless Resource Centre		X							
HOPE Worldwide						X			
Hyde Group (in touch)					X				
InnisFree HA					X				
Inquilab Housing Association.				X					
Irish Centre Housing			X	X					
Jesus Army Charitable Trust		X							
Kaleidoscope Project				X					X
Kick Start London				X					
King's Cross Baptist Church		X							
Kingston and Wimbledon YMCA				X					
Kingston Churches Action on Homelessness				X		X			
Lee Housing Association				X					
Living Space					X				
Local 33 Church Triumphant Co-op				X					
London Cyrenians Housing				X	X				
Look Ahead Housing and Care			X	X	X		X		X
Mainliners									X
Manna (St Steven's Church)		X							
Manna Society		X							
Marsha Phoenix Memorial Trust				X					
Merton Action for Single Homeless (MASH)			X						
Metropolitan Support Trust				X	X				
MIND		X			X				

Who provides what? - continued

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug
NACRO			X				X	X	
New Horizon Youth Centre	X	X							
North London Action for the Homeless-NLAH		X							
Notting Hill Housing					X				
Novas Scarman Group			X	X			X		
Oasis Trust				X					
Off The Streets & Into Work (OSW)							X		
One Housing Group (One Support)				X	X				
Outward Housing					X				
St Stevens, Church of England Parish Church of		X							
Passage	X	X	X	X					
Pathway Housing Association				X					
Penrose Housing Association					X				
Peter Bedford Housing Association				X	X				
Project 2041				X					
Project Compass						X			
Providence Row Housing Association		X	X	X	X				
Quaker Social Action					X				
Rainer				X					
Redbridge Night Shelter			X						
Renewal Programme				X					
Riverlink				X					
Rugby House									X
Rugby Portobello Trust				X	X				
Safe Start Foundation						X			
Salvation Army		X	X	X					X
Seamen's Mission of the Methodist Church				X					
Servite Houses				X					
Servol Community Trust					X				
Shaftesbury Homes and Arethusia				X					
Shelter						X			
Shepherds Bush Housing Association				X					
SHIP (Southwark Homeless Information Project)						X			
SHP				X	X				X

Who provides what? - continued

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug
Simon Community		X							
Society for the Relief of the Homeless Poor (Western Lodge)				X					
Society of Missionaries of Charity			X						
Southern Housing Group				X					
Southside Partnership Group				X	X			X	
SPEAR	X		X		X				
Spires		X							
Spitalfields Crypt Trust		X							X
St Christopher's Fellowship			X	X	X		X		
St Cuthbert's Centre		X							
St Giles Trust						X	X	X	
St Martin of Tours HA				X	X				
St Mungo's	X		X	X	X		X	X	X
St Pancras Humanist HA					X				
St Vincent's Centre				X					
Stoke Newington Community SDA Church		X							
Stonewall Housing				X					
Stonham Housing Association				X	X				
Stopover Ltd			X	X					
Streetwise Opera							X		
SW5		X							
Synergy									X
ThamesReach	X		X	X	X	X	X		
Threshold Support Services (Metropolitan Support Services)					X	X			
Tomorrow's People							X		
Trinity Homeless Project				X			X		
Tulip					X				
Turnaround Resources E1	X		X			X			
Turning Point					X		X		
Ujima Housing Group				X					X
Umbrella					X				
Union Chapel		X				X			
United Anglo Caribbean Society				X					
Upper Holloway Baptist Church		X							

Who provides what? - continued

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug
Upper Room		X				X	X		
Veterans Aid/Ex-service Fellowship Centre			X	X		X			
Waltham Forest Young People's Housing Project				X					
Wandle Housing Association				X					
Waterloo Christian Centre		X							
Welcome Project (Action in Communities)		X							
West London Churches Homeless Concern		X							
West London Mission		X							
West London YMCA					X				
Westminster Drugs Project	X								X
Westway Housing Association				X					
Whitechapel Mission		X							
Wimbledon Guild		X							
Women's Link						X			
Woodstock Housing Trust				X					
Wytham Hall Recovery Unit				X					X
YMCA Earls Court		X							
YMCA Hornsey			X						
YMCA South London				X					

Total number of providers	12	51	27	77	43	22	21	4 ¹	27
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It is interesting to note that providers delivering day centre services have a mean average of just 1.1 centres each. This figure rises to an average of 1.5 teams for providers of outreach services. Providers of direct access and second stage hostels have an average of 1.8 such projects each, and floating support providers have an average of 2.3 schemes each. The number of projects per provider seems to correlate with the anecdotal evidence about the financial sustainability of the type of project: the higher the average number of projects per provider, the better the funding. However, which variable is cause and which effect is not immediately apparent. Are day centres poor because they are mostly stand-alone projects, or do they stand alone because there is minimal funding, and smaller projects have a better chance of survival?

¹ Some of the providers of services to offenders listed on p60 are not on this list, as it would stretch credibility to regard them as homeless providers.

Super-providers

A small group of 10 agencies delivers services to homeless people across four or more of the service categories used in the Atlas. This group contains the providers with the most diverse range of offerings, but not all of the largest providers either by capacity or turnover.

The final column shows whether these agencies are members of the Pan London Providers Group, an association of seven major homeless service providers. The three PLPG members not in this list are: Centrepoint, Depaul Trust, and Novas Scarman Group.

Provider	Outr	Day	Dir	2nd	FS	Adv	ETE	Off	Drug	Number	PLPG
St Mungo's	X		X	X	X		X	X	X	7	Yes
Equinox	X	X	X	X	X				X	6	
ThamesReach	X		X	X	X	X	X			6	Yes
Connection at St Martin's	X	X	X	X			X			5	
Look Ahead Housing and Care			X	X	X		X		X	5	Yes
Broadway	X	X	X	X						4	Yes
Cricklewood Homeless Concern (CHC)	X	X					X		X	4	
Passage	X	X	X	X						4	
St Christopher's Fellowship			X	X	X		X			4	
Salvation Army		X	X	X					X	4	

The table over the page shows the providers with the largest number of individual services (or bed spaces) in each service category, up to the top six providers in any one category. The table does not show agencies' provision in categories where they are not among the largest providers. The largest accommodation providers clearly dominate the fields of direct access and floating support, second stage accommodation provision is more fragmented.

Provider	Outreach teams	Day centres	Dir acc beds	2nd St beds	FS cap
999 Club ARP Central and Cecil Centrepoint CRI	2	3		216 241	435
Equinox Family Mosaic Irish Centre Housing Look Ahead Housing and Care Mind		2	228 487		743
Notting Hill Housing One Support Providence Row HA Salvation Army Single Homeless Project			253	399 314	353 1987 633
South London YMCA Spitalfields Crypt Trust St Mungo's ThamesReach	2 2	2	580	443 232 334	600 1810
Proportion of total bed spaces delivered by these providers			60%	35%	72%

Services by borough

The list on the next page shows the number of services in each borough, and in the case of direct access and second stage accommodation, the number of beds. Unfortunately the data available did not allow places on floating support schemes to be divided by borough, although that data certainly exists elsewhere. It must be borne in mind that services are of widely different sizes and qualities, so that a single day centre in one borough could equal the delivery of five in another. Never-the-less, the list does give an impression of where services are clustered. Note that the totals do not correspond exactly with those elsewhere in the Atlas, as some services cross borough boundaries, while others are not borough specific.

Services by borough

Borough	Outreach tms	Day centres	Dir acc beds	2nd st beds	FS schemes	Drugs servs
Barking & Dagenham				116	1	
Barnet		1			6	2
Bexley					3	1
Brent	2	2	92	128	9	2
Bromley				6	1	1
Camden	2	5	302	243	5	1
City of London	1			74	1	1
Croydon	1	1		581	5	1
Ealing	1	2		112	1	
Enfield		1		206	6	
Greenwich			12		6	1
Hackney		3	109	372	9	4
Hammersmith & Fulham	1	3	70	146	2	1
Haringey	1		152	27	5	1
Harrow					3	
Hillingdon				48	4	2
Hounslow		1		106	3	
Islington	2	7		424	7	5
Kensington & Chelsea	1	6	172	242	4	3
Kingston u Thames				73		1
Lambeth	1	3	189	411	8	5
Lewisham		4	54	368	8	3
Merton		1	9	233	3	1
Newham		1	25	338	7	1
Redbridge		1	18	12	3	2
Richmond	1	1	12		3	
Southwark	1	1	239	636	6	7
Tower Hamlets		5	316	447	8	2
Waltham Forest		1	25	128	5	
Wandsworth	1			121	7	2
Westminster	3	7	791	663	4	2
Totals	21	57	2,587	6,261	143	52

Outreach teams

12 different voluntary sector providers deliver 18 official outreach services between them. Since the re-organisation carried out by the Rough Sleepers' Unit, responsibility for outreach to rough sleepers in London has been divided between outreach teams sanctioned (and in large part funded) by the local authorities. These official outreach teams have priority access to direct access accommodation and other resources under the full or partial control of local authorities, and as a result they dominate this subsector. A number of unofficial outreach services do remain, but these tend to be more like soup or tea runs. Westminster Council has replaced the traditional street outreach approach with a system known as Building Based Services, a kind of outreach which relies on rough sleepers coming in to day centres, sometimes under their own steam, sometimes assisted by police action, or unofficial forays onto the streets by day centre workers. This approach highlights the crossover between the functions of outreach teams and day centres, which both act as a first point of contact for people new to services. A major difference from an entitlement point of view is that outreach teams generally define their clients quite strictly, and day centres generally see all comers.

Service provider	Outreach team	Area covered
Broadway	Broadway	H&F, K&C, City, Heathrow
Connection at St Martin's	Building Based Services	Central Westminster
Cricklewood Homeless Concern (CHC)	Brent Street Outreach	Brent
Crime Reduction Initiative	Street Services Team Camden	Camden
Crime Reduction Initiative	Street Services Team Brent	Brent
Equinox	Substance abuse service	Wandsworth
New Horizon Youth Centre	Young people & sex workers	Camden & Islington
Passage	The Passage Streetlink	South Westminster, Victoria
Pilion Trust	Islington Outreach	Islington
Spear	CAST	Richmond
St Mungo's	Ealing CAT Team	Ealing
St Mungo's	Building Based Services Team	West Westminster
St Mungo's	SPOT	Southwark
ThamesReach	London Street Rescue	All uncovered areas within the M25
ThamesReach	SORT	Lambeth

The following list shows which agencies are providing outreach services by borough.

Borough	Outreach team	Service provider
Barking & Dagenham	London Street Rescue	ThamesReach
Barnet	London Street Rescue	ThamesReach
Bexley	London Street Rescue	ThamesReach
Brent	CHC, CRI	CHC, CRI
Bromley	London Street Rescue	ThamesReach
Camden	Street Services Team Camden	Crime Reduction Initiative
City of London	Broadway	Broadway
Greenwich	London Street Rescue	ThamesReach
Hackney	London Street Rescue	ThamesReach
Hammersmith & Fulham	West London CAT	Broadway
Haringey	ThamesReach Street Rescue	ThamesReach
Harrow	London Street Rescue	ThamesReach
Havering	London Street Rescue	ThamesReach
Hillingdon	London Street Rescue	ThamesReach
Hounslow	London Street Rescue	ThamesReach
Islington	Pilion Trust	Pilion Trust
Kensington & Chelsea	West London CAT	Broadway
Kingston upon Thames	London Street Rescue	ThamesReach
Lambeth	SORT	ThamesReach
Lewisham	London Street Rescue	ThamesReach
Merton	London Street Rescue	ThamesReach
Newham	London Street Rescue	ThamesReach
Redbridge	London Street Rescue	ThamesReach
Richmond upon Thames	CAST	Spear
Southwark	St Mungo's SPOT	St Mungo's
Sutton	London Street Rescue	ThamesReach
Tower Hamlets	London Street Rescue	ThamesReach
Wandsworth	Equinox	ThamesReach
Westminster	Building-based outreach	Passage, Connection at St Martin's, St Mungo's

Day centres

There are 57 day centres in this list, delivered by 51 providers. This is a very diverse subsector, which encompasses large centres employing many staff and tiny centres run by a few volunteers. Some centres offer highly-structured services which would be instantly recognisable to a statutory social worker, others offer tea and sympathy and make an occasional referral. Some are secular and many are still church-run, reflecting the movement's origins. These different characteristics combine in pretty much every permutation.

Day centre	Provider	Number of staff	Postcode	Location
999 Club - Deptford Drop-in	999 Club	17 F & PT, 10 V	SE8 4PA	Lewisham
999 Club - Downham Drop-in	999 Club	1 FT 2 PT, 2 V	BR1 5HR	Lewisham
999 Club - New Cross Drop-in	999 Club	1 FT, 2 PT	SE14 6AH	Lewisham
Ace of Clubs	Ace of Clubs	3 FT, 3 PT, 50+ V	SW4 7AS	Lambeth
Active Simon	Simon Community	2 FT, 6 FT V	NW5 4HS	Camden
Acton Homeless Concern - Emmaus House	Acton Homeless Concern	2 FT, 3 PT	W3 8AA	Ealing
Acton Homeless Concern - Damien House	Acton Homeless Concern	-	W3 8PU	Ealing
All Saints Church, Islington	All Saints Church (C of E)	all V	N1 9QW	Islington
American Church in London	American Church in London	2 PT, 80 V	W1T 4TD	Westminster
Archway Drop-In Centre	Upper Holloway Baptist Church	18 V	N7 6RG	Islington
Ashley Road Day Centre	Mind (Islington)	3 FT, 1 PT	N19 3AG	Islington
Baron's Court Project	Baron's Court Project	3 FT, 9 PT, 5 V	W14 9DA	Hammersmith & Fulham
Branches Day Centre and Night Shelter	Branches	17 FT, 50 V	E17 3HR	Waltham Forest
Broadway Day Centre	Broadway	8 FT, 8-12 V	W12 8EZ	Hammersmith & Fulham
Cardinal Hume Centre - The Drop-in Centre	Cardinal Hume Centre	4 FT, 3 V	SW1P 2BG	Westminster
CHC - Community Centre	Cricklewood Homeless Concern	10 FT, 7 PT, 35 V	NW2 6TU	Brent
Chelsea Methodist Church Pastoral Care	West London Churches Homeless Concern	3 FT, 1 PT, 20 V	SW3 5TX	Kensington & Chelsea.
Choral Hall Lifeskills Centre	Choral Hall Lifeskills Centre	-	E13 8HL	Newham
Connection at St Martin's	Connection at St Martin's	18 FT, 6 PT	WC2N 4HW	Westminster
Crisis Skylight	Crisis	6 FT, 7 PT, 100+ V	E1 6LT	Tower Hamlets
Croydon Resource Centre & Support Services	Croydon Resource Centre & SS	1 FT, 18 V	CR0 2AR	Croydon
Dellow Day Centre	Providence Row (Charity)	20 FT, 1 PT	E1 7SA	Tower Hamlets
Deptford Churches Centre	Deptford Churches Centre	10 FT, 38 V	SE8 4AT	Lewisham
Dunloe Centre	Dunloe Centre	all V	E2 8NS	Hackney
Earls Court Community Project	Earls Court Community Project	12 FT, 5 V	SW5 0LX	Kensington & Chelsea.
Faith in Action, Homelessness Project Merton	The Wimbeldon Guild	2 PT, 14 V	SW19 3JR	Merton

Day centres continued

Day centre	Provider	Number of staff	Postcode	Location
Feed the Hungry Heart	Christian Community Church, W Lnd	all V	TW3 1SS	Hounslow
Hanbury Community Project	Spitalfields Crypt Trust	1 FT, 4 V	E1 6QR	Tower Hamlets
Hare Krishna Food For All	Hare Krishna Food For All	all V	N1 9DN	Islington
Holy Cross Centre	Holy Cross Centre Trust	2 FT, 2 PT, 40 V	WC1H 8JU	Camden
Homeless Action in Barnet	Homeless Action in Barnet	6 FT, 5 PT, 50 V	N12 0RG	Barnet
Homeless Resource Centre	Homeless Resource Centre	1 FT, V	N9 0PN	Enfield
Kings Cross Christian Centre	King's Cross Baptist Church	1 FT	WC1X 9EW	Islington
London Jesus Centre	Jesus Army Charitable Trust	5 FT	W1W 8TB	Westminster
Manna Day Centre	The Manna Society	10 FT + V	SE1 3QP	Southwark
New Horizon Youth Centre	New Horizon Youth Centre	19 FT, 11 PT, 15 V	NW1 1JR	Camden
North London Action for the Homeless	North London Action for the Hom.s	3 FT, 15 V	N16 0AJ	Hackney
Notting Hill Salvation Army Refuge	Salvation Army	2 FT, 1 PT, V	W11 1LU	Kensington & Chelsea.
Open Door Drop-in Centre	Stoke Newington Community SDA Church	all V	N16 0BD	Hackney
Passage Day Centre	The Passage	40 FT, 200 V	SW1P 1NL	Westminster
Richmond Mind - The Vineyard Project	Mind	3 FT, 2 PT, 20 V	TW10 6AQ	Richmond
Salvation Army - Rochester Row Day Centre	Salvation Army	4 FT, 18 V	SW1P 1LJ	Westminster
Salvation Army Regent Hall Homelessness Services	Salvation Army	2 FT, 1 PT, V	W1B 2LH	Westminster
Shoreditch Community Project, Spitalfields Crypt Trust	Spitalfields Crypt Trust	1 FT, 6 V	E1 6JN	Tower Hamlets
Spectrum Centre	Equinox	7 FT, V	NW1 0ND	Camden
Spires Centre	Spires	13 FT, 150 V	SW16 1RB	Lambeth
St Cuthbert's Centre	St Cuthbert's Centre	4 FT, 1 PT, V	SW5 9EB	Kensington & Chelsea.
St Stephen's Church - Manna Project SW5	St Stevens, C of E Parish Church of SW5	3 PT, 25 V 6 FT	N1 2DF SW5 9JS	Islington Kensington & Chelsea.
The 240 Project	240 Project	1 FT, 3 PT, 6 V	W11 4AH	Kensington & Chelsea.
Union Chapel (Margins) Homeless Project	Union Chapel	4 PT, 40 V	N1 2XD	Islington
Upper Room (St Saviour's Wendell Park)	Upper Room	1 FT, 8 PT, 40+ V	W12 9LN	Hammersmith & Fulham
Waterloo Christian Centre (Webber Street)	Waterloo Christian Centre	-	SE1 8QA	Lambeth
Welcome Project	Welcome Project	1 FT, 4 PT, 25 V	IG1 1XG	Redbridge
West London Day Centre	West London Mission	3 FT, 5 V	W1H 1NT	Westminster
Whitaker Centre, Equinox Project	Equinox	7 FT, 2PT, V	N7 6RE	Islington
Whitechapel Mission	Whitechapel Mission	9 FT	E1 1BJ	Tower Hamlets

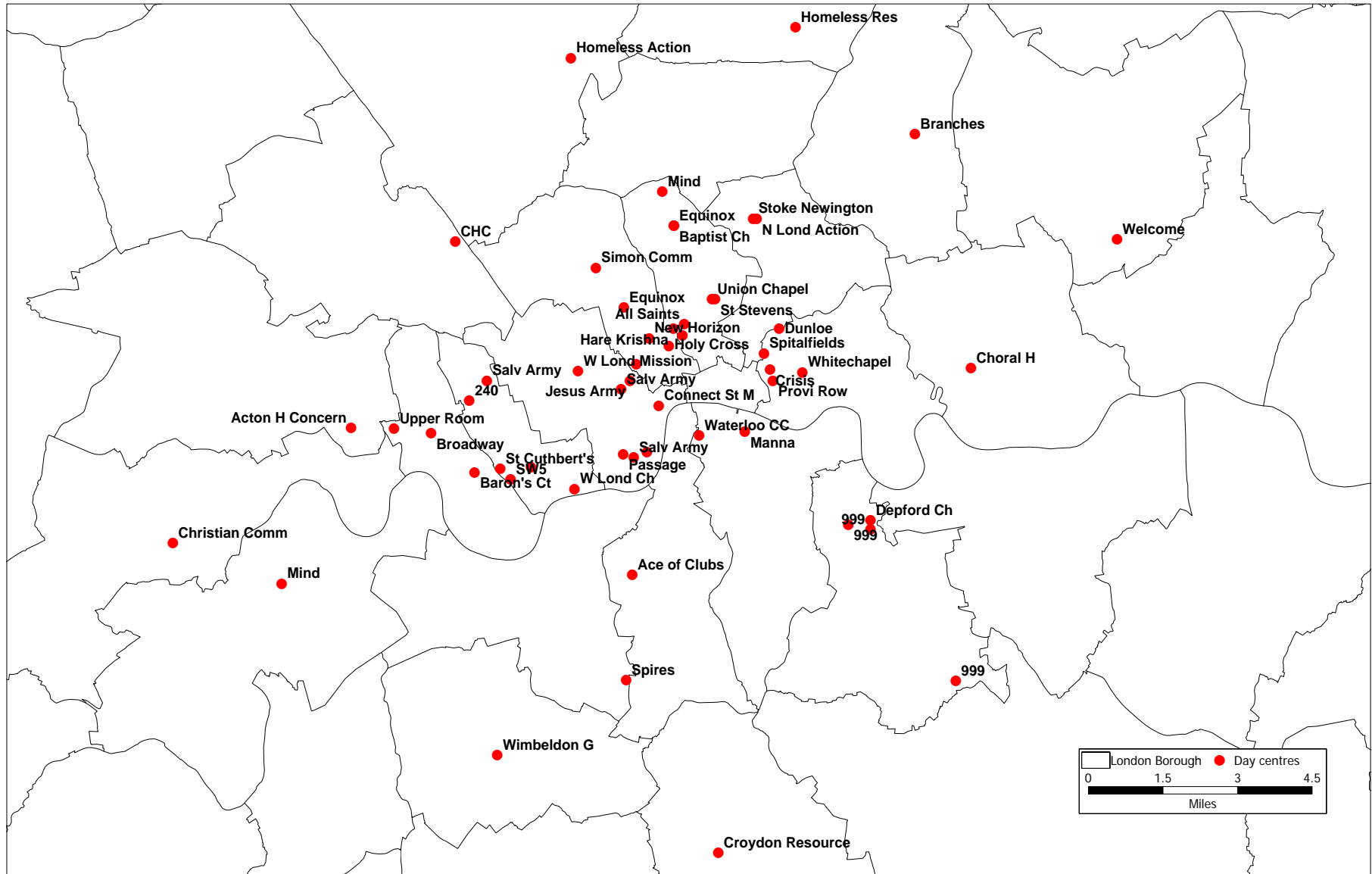
The following table shows the average number of clients seen each day in day centres which provided this information, and the specific services provided. Average client numbers tend to be estimates, and services provided tend to change rapidly in response to changes in funding or local need. The term 'basic services' refers to food, drink, laundry and shower facilities.

Day centre services	Clients	Basic	Advice	Accom/ referral	Soft Skills	Training	Employ- ment	Health	Ment Health	Drug/ alcohol	Activities
999 Club - Deptford Drop-in	200	X	X	X				X	X	X	
999 Club - Downham Drop-in	200	X	X								
999 Club - New Cross Drop-in	200	X	X			X					X
Ace of Clubs		X	X					X			X
Active Simon	40	X	X								
Acton Homeles Concern - Emmaus House		X	X					X		X	X
Acton Homeless Concern - Damien House		X									X
All Saints Church, Islington		X	X								
Archway Drop-In Centre		X	X								
Ashley Road Day Centre		X	X						X		X
Baron's Court Project		X	X					X			X
Branches Day Centre and Night Shelter		X	X					X			
Broadway Day Centre	100	X	X			X	X	X	X	X	
Cardinal Hume Centre - The Drop-in Centre		X	X			X					X
CHC - Community Centre		X	X				X	X	X		X
Chelsea Methodist Church Pastoral Care		X	X								
Choral Hall Lifeskills Centre		X	X	X			X	X		X	
Connection at St Martin's	150	X	X		X	X	X	X		X	X
Crisis Skylight	145	X			X	X					X
Croydon Resource Centre and Support Services		X	X			X	X				
Dellow Day Centre	150	X							X	X	
Deptford Churches Centre	72	X		X		X		X	X		
Dunloe Centre		X									
Earls Court Community Project		X		X	X		X				X
Faith in Action - Homelessness Project Merton		X	X						X	X	
Feed the Hungry Heart		X	X							X	
Hanbury Community Project	23	X	X		X	X	X		X	X	X
Hare Krishna Food For All		X	X			X					X
Holy Cross Centre		X	X						X		X
Homeless Action in Barnet		X						X	X	X	

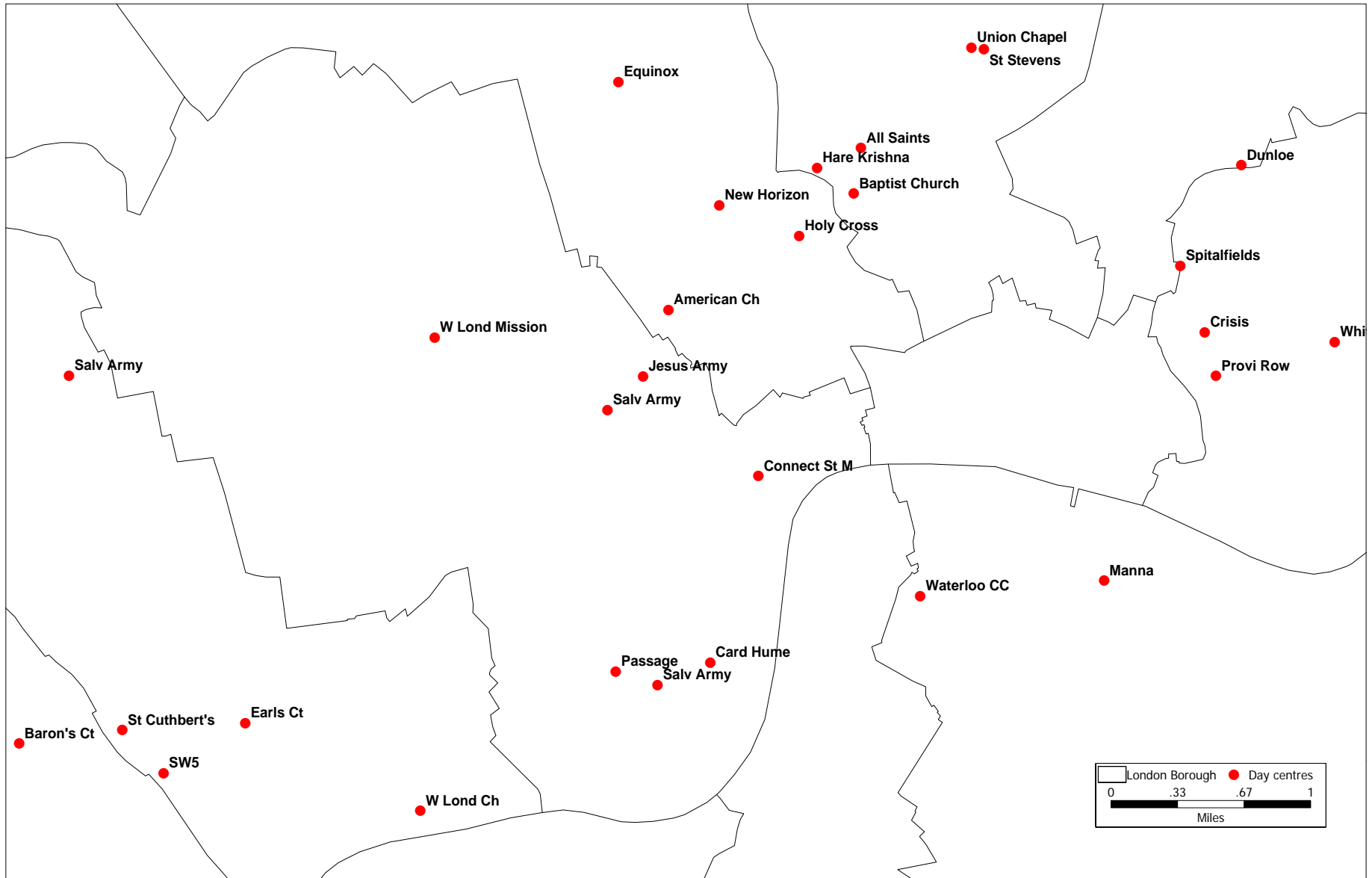
Day centre services continued

Day centre	Clients	Basic	Advice	Accom/ referral	Soft Skills	Training	Employ- ment	Health	Ment Health	Drug/ alcohol	Activities
Homeless Resource Centre		X	X			X	X				
Kings Cross Christian Centre		X	X								
London Jesus Centre	20	X	X			X					X
Manna Day Centre	170	X	X					X	X		
New Horizon Youth Centre	58	X	X		X	X	X	X	X	X	X
North London Action for the Homeless		X	X								
Notting Hill Salvation Army Refuge		X	X								
Open Door Drop-in Centre		X	X							X	
Passage Day Centre	275	X	X			X	X	X	X	X	
Richmond Mind - The Vineyard Project		X	X	X				X	X	X	
Salvation Army - Rochester Row Day Centre		X									X
Salvation Army Regent Hall Homelessness Services	30	X	X								X
Shoreditch Community Project, Spitalfields Crypt Trust	30	X	X								X
Spectrum Centre		X	X					X	X	X	
Spires Centre	140	X	X			X		X		X	
St Cuthbert's Centre		X	X			X	X				
St Stephen's Church - Manna Project		X						X		X	X
SW5		X		X		X	X	X	X	X	X
The 240 Project		X									X
Union Chapel (Margins) Homeless Project		X	X	X							
Upper Room (St Saviour's Wendell Park)		X	X			X	X		X		
Waterloo Christian Centre (Webber Street)		X						X			X
Welcome Project		X	X			X		X		X	X
West London Day Centre	80	X	X			X		X	X		X
Whitaker Centre, Equinox Project		X		X						X	
Whitechapel Mission	175	X	X		X			X			

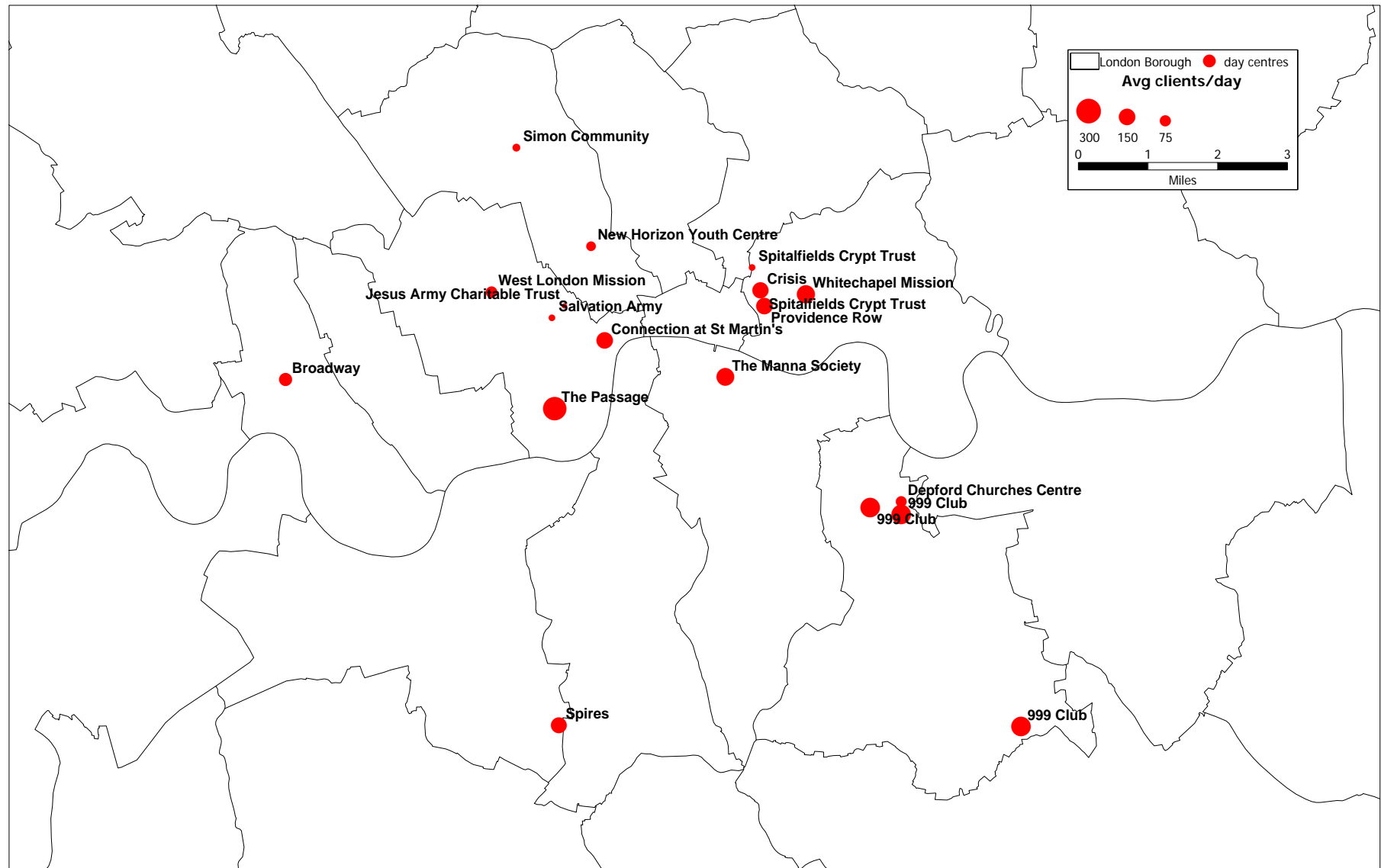
All day centres



Day centres in central London



Day centres by client numbers



Direct access accommodation

This list shows 26 providers delivering 46 direct access accommodation projects, with 2,587 bed spaces. Hostels range from small specialist units such as the one provided by Depaul (12 beds), to very large units such as Look Ahead's Castle Lane hostel (173 beds). Booth House provides a single emergency bed space in a much larger hostel. Historically direct access beds could be accessed by clients referring themselves, or by a broad range of services (including day centres) making referrals. In recent years direct access referrals have come increasingly under the control of local authorities, and they are now likely to be restricted to clients referred from particular outreach or local authority teams. There may also be a local connection requirement. Despite these changes, direct access provision still tends to be intended for people coming off the streets, or in an early stage of resettlement. It tends to be centrally located.

Provider	Direct access hostel	Beds	Address	Postcode	Location	Type of client	Support level
Branches	Branches Nightshelter	25	740 Forest Road	E17 3HR	Waltham Forest	Mixed	
Broadway	Manor Place	34	140 Manor Place	SE17 3BH	Southwark	Women	Med to high
Centrepont	Berwick Street	27	25 Berwick Street	W1F 8RF	Westminster	Mixed	Low to med
Centrepont	Greek Street	26	59 Greek Street	W1D 3DZ	Westminster	Mixed	Low to med
Church Army - The Marylebone Project	Cosway Street	72	1-5 Cosway Street	NW1 5NR	Westminster	Women	Low
Connection at St Martin's	Connection at St Martin's	40	12 Adelaide Street	WC2N 4HW	Westminster	Mixed	
Depaul Trust	Westbourne House	12	10 St Stephen's Crescent	W2 5QT	Westminster	Mixed	
English Churches Housing Group	Livingstone House	92	105 Melville Road	NW10 8BU	Brent	Mixed	
Equinox	Joe Richards House	42	100 Queen's Road	SE15 2QT	Southwark	Mixed	Med to high
Irish Centre Housing	Conway House	98	20-22 Quex Road	NW6 4PG	Camden	Men	
Irish Centre Housing	St Louise Hostel	130	33 Medway Street	SW1P 2BE	Westminster	Women	
Look Ahead Housing and Care	Aldgate Hostel	158	7 Dock Street	E1 8JN	Tower Hamlets	Mixed	
Look Ahead Housing and Care	Bayswater Hostel	38	30-31 Leinster Square	W2 4NQ	Westminster	Mixed	
Look Ahead Housing and Care	Princess Beatrice House	118	192 Finborough Road	SW10 9BA	Kensington & Chelsea	Mixed	Low to med

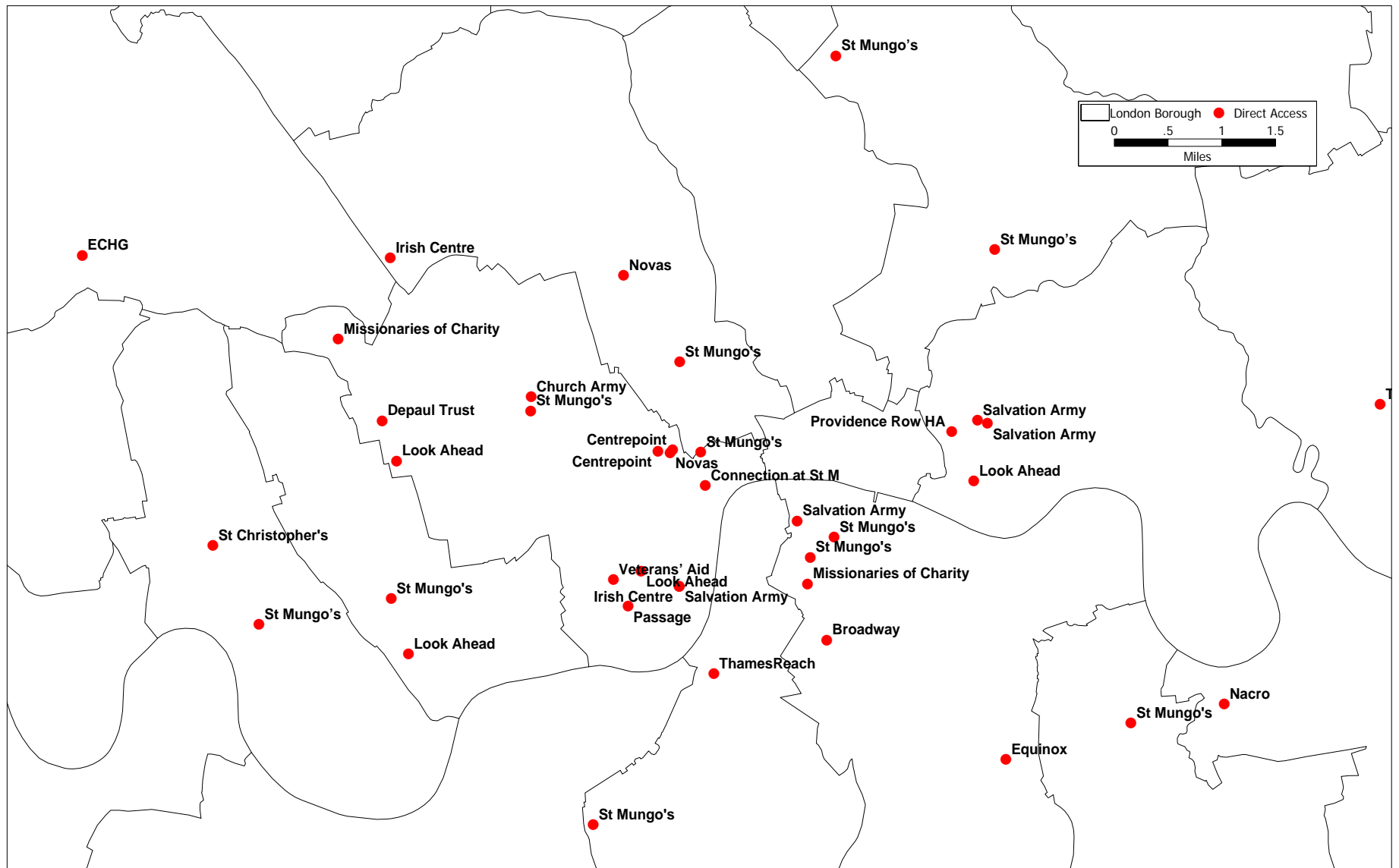
Direct access accommodation continued

Provider	Direct access hostel	Beds	Address	Postcode	Location	Type of client	Support level
Look Ahead Housing and Care	Victoria Hostel	173	41 Castle Lane	SW1E 6DW	Westminster	Mixed	Low to med
Merton Action for Single Homeless (MASH)	MASH	9	8 Wilton Road	SW19 2HB	Merton	Mixed	
Nacro Housing in London	Creek Road	12	310 Creek Road	SE10 9SW	Greenwich	Mixed	
Novas Scarman	Arlington House	94	220 Arlington Road	NW1 7HE	Camden	Men	
Novas Scarman	Dean Street	15	91 Dean Street	W1D 3SY	Westminster	Men	Med to high
Passage	Passage House	47	1-5 Longmoore Street	SW1V 1JH	Westminster	Men	
Providence Row Housing Association	Dellow Centre	58	82 Wentworth Street	E1 7SA	Tower Hamlets	Mixed	
Redbridge Nightshelter	Redbridge Nightshelter	18	16 York Road	IG1 3AD	Redbridge	Mixed	Low to med
Salvation Army	Booth House (emergency bed – see also 2 nd stage)	1		E1 1DN	Tower Hamlets	-	
Salvation Army	David Barker House	45	115a Blackfriars Road	SE1 8NZ	Southwark	Men	Low to med
Salvation Army	Edward Alsop Court	108	18 Great Peter Street	SW1P 2BT	Westminster	Men	Low
Salvation Army	Hopetown	99	60 Old Montague Street	E1 5NG	Tower Hamlets	Women	Low to med
Society of Missionaries of Charity	Gift of Love	36	112-116 St George's Road	SE1 6EU	Southwark	Men	Low to med
Society of Missionaries of Charity	Home of Peace	15	179 Bravington Road	W9 3AR	Westminster	Women	Low
SPEAR	SPEAR Hostel	12	24 Kew Road	TW9 2NA	Richmond	Mixed	
St Christopher's Fellowship	Limegrove Project	40	47 Lime Grove	W12 8EE	Hammersmith & Fulham	Mixed	Med
St Mungo's	Cedars Road	120	113-117 Cedars Road	SW4 0PJ	Lambeth	Mixed	
St Mungo's	Chancery lane Hostel	30	161 Hammersmith Road	W6 8BS	Hammersmith	Women	
St Mungo's	Cromwell Road	54	173 Cromwell Road	SW5 0SE	Kensington & Chelsea	Men	
St Mungo's	Endell Street	53	83 Endell Street	WC2H 9DN	Camden	Mixed	
St Mungo's	Endsleigh Gardens	57	12-14 Endsleigh Gardens	WC1H 0EH	Camden	Mixed	
St Mungo's	Great Guildford Street	52	96 Great Guildford Street	SE1 0ES	Southwark	Men	

Direct access accommodation continued

Provider	Direct access hostel	Beds	Address	Postcode	Location	Type of client	Support level
St Mungo's	Mare Street	60	146 Mare Street	E8 3SG	Hackney	Mixed	
St Mungo's	Pagnell Street	43	Exeter Way	SE14 6LL	Lewisham	Mixed	Med/high
St Mungo's	Pound Lane decant	49	350 Seven Sisters Rd	N4 2PG	Hackney	Men	
St Mungo's	Rushworth Street Rolling Shelter	30	48 Rushworth Street	SE1 0RB	Southwark	Mixed	
St Mungo's	Westminster Rolling Shelter	32	138 Seymour Place	W1H 1NU	Westminster	Mixed	
Stopover Limited	Farnboro House	11	152 Kirkdale	SE26 4BB	Lewisham	Mixed	Med
ThamesReach	Graham House	69	62 Bondway	SW8 1SF	Lambeth	Mixed	
Turnaround	Turnaround Project	25	c/o Choral Hall, 310a Barking Road	E13 8HL	Newham	Mixed	
Veterans' Aid	London Relief Centre	56	40 Buckingham Palace Road	SW1W 0RE	Westminster	Mixed	
YMCA - Hornsey	YMCA - Hornsey	152	184 Tottenham Lane	N8 8SG	Haringey	Mixed	

Direct access in central London



Second stage supported housing

This list shows 78 providers delivering 137 second stage housing projects, with 6,277 beds. This accommodation is generally designed for people who are moving towards independence, but still need significant support.

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
Ackee Housing Project	Ackee Housing Project	80	N16 8BX	Hackney	Women	
Amicus Horizon Group	Grenfell Housing Association	48	SW19 2JG	Merton	Mixed	Medium support young people
Anchor House	Anchor House	118	E16 4HB	Newham	Mixed	Medium support
ARP	Croydon Rough Sleepers Hostel	13	CR0 1YA	Croydon	Mixed	Supportive
Ashiana Network	Ashiana Network	12	E11 1QY	Redbridge	Women	Supportive – domestic violence
Broadway	Market Lane	14	W12 8EZ	Hammers & Ful	Mixed	Medium support
Broadway	Rivercourt	24	W14 9PP	Kensington & Chelsea	Women	Supportive
Broadway	Shared Houses	90	SE1 1NX	Southwark	Mixed	
Broadway	Supported Housing Team South	12	SE1 1NX	Southwark	Mixed	
Broadway	The Coninghams	8	W6 0LJ	Hammersmith & Fulham	Mixed	Medium support
Cara Irish Housing Association	Cara Irish Housing Association	16	N15 6RD	Haringey	Mixed	Supportive
Cardinal Hume Centre	Cardinal Hume Centre Hostel	34	SW1P 2BG	Westminster	Mixed	Medium support
Causeway Irish Housing Association	Causeway Irish Housing Association	11	N17 8DX	Haringey	Mixed	Medium support young people
Central and Cecil	Albert Street	23	NW1 7NE	Camden	Women	Medium support
Central and Cecil	Burlington House	19	W5 3TR	Ealing	Mixed	Medium support young people
Central and Cecil	Northcott House	174	SE1 8JU	Southwark	Women	Low support
Centrepoint	Breakspears Road	6	SE4 1XR	Lewisham	Women	Medium support
Centrepoint	Bruce House Foyer	38	WC2B 5SU	Westminster	Mixed	Low support
Centrepoint	Buffey House	80	W14 0NH	Ken. & Chelsea	Mixed	

Second stage continued

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
Centrepoint	Delancey House	17	NW1 7SA	Camden	Women	Medium support
Centrepoint	Frederick Street	94	WC1X 0NG	Camden	Mixed	Low support
Centrepoint	Salters City Foyer	6	EC1A 9DS	City of London	Mixed	Medium support
Christian Action Housing Association	The Enfield Foyer	19	N9 0PD	Enfield	Mixed	Medium support
Christian Alliance Housing Association	Dashwood House	26	W2 4ED	Kensington & Chelsea	Women	Medium support
Christian Alliance Housing Association	Stephen House	15	E17 9DB	Waltham Forest	Mixed	Medium support young people
Christian Alliance Housing Association	Homerton Space Project	78	E9 6AY	Hackney	Mixed	Medium support
Church Army - The Marylebone Project	Elgood/Portman House	30	NW1 6SP	Westminster	Women	Medium support
Circle Anglia Housing	The Vineries	116	RM9 5DA	Barking & Dagenham	Mixed	Low support
Community Housing and Therapy	Community Housing and Therapy - Home Base	6	W12 0TX	Ealing	Mixed	Medium support young people
Connection at St Martin's	St Martin's House	16	-	-		
Coram Family	Coram Housing and Support Services	13	WC1N 2QA	Camden	Mixed	Medium support young people
Croydon Churches Housing Association	Croydon Churches - Three Keys Group	41	CR2 7EE	Croydon	Mixed	Housing schemes
Depaul Trust	Callcott Road	15	NW6 7EE	Brent	Mixed	Medium support
Depaul Trust	Lyon House	47	W10 6TH	Kensington & Chelsea	Mixed	
Depaul Trust	Willesden Hostel	6	NW2 5RY	Brent	Mixed	Medium support young people
East Potential	Focus E15	210	E15 4NX	Newham	Mixed	Low support
Eaves	Eaves Housing for Women	12	SW9 6DE	Lambeth	Women	Supportive
English Churches Housing Group	Lewisham Supported Housing	12	SE4 1TS	Lewisham	Mixed	Supportive
English Churches Housing Group	Beck House	34	N18 2LJ	Enfield	Mixed	Medium support

Second stage continued

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
English Churches Housing Group	Brixton Project	32	SW2 5SP	Lambeth	Mixed	Medium support young people
English Churches Housing Group	King George's Hostel	68	SW1P 2BN	Westminster	Men	People with drugs problems
Equinox	Grove Services	23	SE17 1JE	Southwark	Mixed	
Equinox	Knollys Road	17	SE11 5JA	Lambeth	Women	Supportive
Equinox	Peckham Road	8	SE11 5JA	Lambeth	Women	Medium support young people
Equinox	Rydal Road	38	SE11 5JA	Lambeth	Women	Supportive
Ex-Service Fellowship Centres	Ex-Service Fellowship Centre	16	SW1W 0RE	Westminster	Mixed	Medium support
Hexagon Housing Association	Hexagon - Southwark Women's House	6	SE26 5JY	Bromley	Women	Medium support young people
Inquilab Housing Association	YTW Supported Housing Scheme	10	UB1 2JL	Ealing	Women	Medium support young people
Irish Centre Housing	Irish Centre Housing - Bethany House	110	WC1X 9AR	Islington	Women	
Kaleidoscope Project	Kaleidoscope Project - Cairn House	49	KT2 6RN	Kingston Upon Thames	Mixed	
Kick Start London	Kick Start London - Assessment Centre	34	NW5 4QY	Camden	Mixed	Medium support
Kingston and Wimbledon YMCA	Kingston and Wimbledon YMCA - Wimbledon	185	SW19 1RY	Merton	Mixed	
Kingston Churches Action on Homelessness	Kingston Churches Action on Homelessness	24	KT1 1SU	Kingston Upon Thames	Mixed	Medium support
Lee Housing Association	Lee Housing Association	142	EN3 4DX	Enfield	Mixed	
Local 33 Church	Local 33 Church	21	SW9 9JZ	Lambeth	Mixed	Medium support young people
Triumphant Co-op	Triumphant					
London Cyrenians Housing	London Cyrenians Housing	29	W8 6SH	Kensington & Chelsea	Mixed	Supportive
Look Ahead Housing and Care	Gateway Foyer	95	SE1 0AJ	Southwark	Mixed	Medium support
Marsha Phoenix Memorial Trust	Marsha Phoenix Memorial Trust	100	SE4 1YD	Lewisham	Women	

Second stage continued

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
Metropolitan Housing Trust	Refugee Housing Association	26	SW4 9RS	Lambeth	Mixed	Medium support
Metropolitan Support Trust	Threshold Support - Gay Men's Shared Housing	41	W12 8NW	Hammersmith & Fulham	Men	Supportive
Novas Group	Bridge Gardens	23	N16 9GN	Islington	Mixed	Supportive
Novas Group	Burghley Road	24	NW5 1UE	Camden	Mixed	Supportive
Oasis Trust	Foyer @ Croydon	27	CR7 8SN	Croydon	Mixed	Supportive
Passage	Montfort House	38	SW1P 1NL	Westminster	Mixed	
Pathway Housing Association	Pathway Housing Association	57	CR4 2JA	Croydon	Mixed	Medium support
Peter Bedford Housing Association	Peter Bedford Housing Association	8	N16 8JH	Islington	Mixed	Medium support
Project 2041	P3 - Chilton House	7	UB7 7DN	Hillingdon	Mixed	Medium support
Project 2041	P3 - Swakefields	31	UB7 7DN	Hillingdon	Mixed	Medium support
Providence Row Housing Association	Daniel Gilbert House	95	E1 5ER	Tower Hamlets	Mixed	Medium support
Providence Row Housing Association	Hackney Road Hostel and Flats	35	E2 7SJ	Tower Hamlets	Mixed	Supportive
Providence Row Housing Association	Kipper Project	41	E2 0PG	Tower Hamlets	Mixed, young p.	Supportive
Providence Row Housing Association	Middle Street Project	20	EC1A 7JA	City of London	Mixed	Medium support
Providence Row Housing Association	Rivaz Place	150	E9 6RR	Hackney	Mixed	Supportive
Providence Row Housing Association	Dellow Centre Hostel	58	E1 7SA	Tower Hamlets	-	Low/Medium
Rainer	South London Team	14	SE22 8HF	Southwark	Mixed	Supportive
Riverlink	Riverlink	11	N11 2JH	Enfield	Mixed	Supportive
Rugby Portobello Trust	Rugby Portobello Trust	26	W11 4EY	Kensington & Chelsea	Mixed	Supportive
Salvation Army	Edward Alsop Court - Salvation Army	108	SW1P 2BT	Westminster	-	Low
Salvation Army	Booth House Social Service Centre	150	E1 1DN	Tower Hamlets	Men	Medium support

Second stage continued

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
Salvation Army	Edith Road Resettlement Hostel	25	W14 9BA	Hammersmith & Fulham	Men	Supportive
Salvation Army	Springfield Lodge	31	SE5 8DF	Southwark	Men	Medium support
Seamen's Mission of the Methodist Church	Queen Victoria Seamen's Rest	68	E14 6DF	Tower Hamlets	Men	Medium support
Servite Houses	Servite Houses - Helen Graham House	127	WC1B 3BD	Westminster	Mixed	Low support
Servite Houses	Servite Houses - Palace Court	20	SW18 2SL	Wandsworth	Women	
Shaftesbury Homes and Arethusa	Ritherdon Road	17	SW18 3SX	Wandsworth	Mixed	Medium support young people
Shaftesbury Homes and Arethusa	Wolfigton Road	9	SW18 3SX	Wandsworth	Mixed	Medium support young people
Shepherds Bush Housing Association	Fielding Road	12	W4 5UJ	Hounslow	Women	Low support
Shepherds Bush Housing Association	Stowe Road	42	W4 5UJ	Hounslow	Women	Supportive
Shepherds Bush Housing Association	Talgarth Road	6	W4 5UJ	Hounslow	Women	Supportive
Shepherds Bush Housing Association	Westside Housing	18	W12 8BU	Hammersmith & Fulham	Mixed	Supportive
Shepherds Bush Housing Association	Women's Safe Houses	46	W4 5UJ	Hounslow	Women	Medium support young people
Single Homeless Project	Edward House	87	E11 3DR	Waltham Forest	Mixed	Medium support
Single Homeless Project	Waltham Forest	17	E11 3DR	Waltham Forest	Mixed	
Single Homeless Project	Wandsworth Shared Houses	55	SW8 4LT	Wandsworth	Mixed	
Society for the Relief of the Homeless Poor	Western Lodge	118	SW4 9AY	Lambeth	Men	Low support
South London YMCA	Letts House	108	CR0 2NB	Croydon	Mixed	Low support
South London YMCA	The Cornerstone	335	CR9 3LG	Croydon	Mixed	
Southern Housing Group	Ada Lewis House	158	N7 0LD	Islington	Women	Low support
Southside Partnership Group	Fanon Care - Women's Hostel	21	SE24 0NJ	Lambeth	Women	Medium support

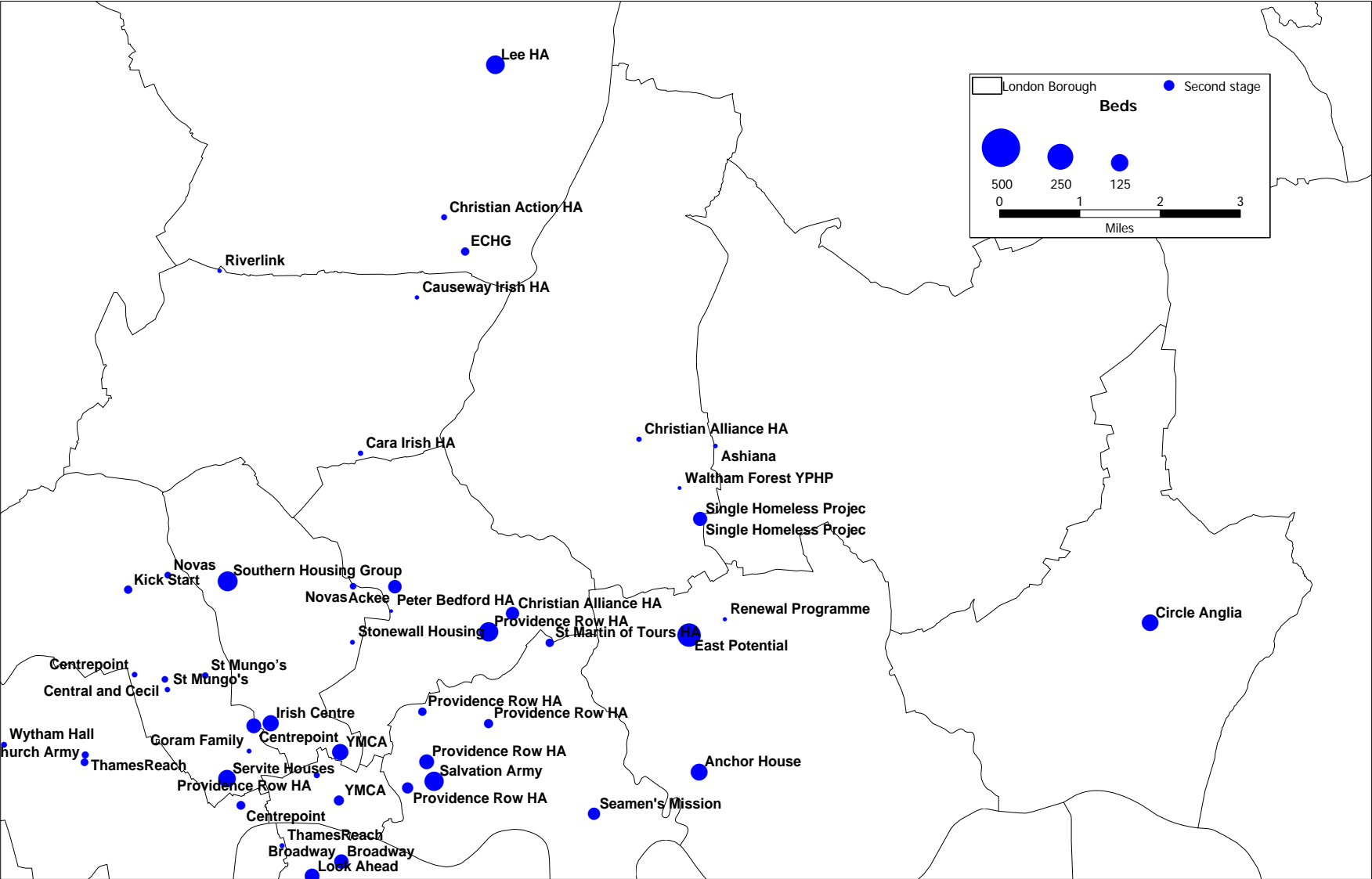
Second stage continued

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
St Christopher's Fellowship	Belmont Park	80	SE13 6LE	Lewisham	Men	Low support
St Christopher's Fellowship	Lewisham Team	8	SE13 6LE	Lewisham	Mixed	Medium support
St Martin of Tours HA	Supported Housing (Youth)	35	E9 5EG	Hackney	Mixed	Medium support
St Mungo's	225 Bravington Road	6	W2 5EJ	Westminster	Women	Supportive
St Mungo's	Brent Semi-independent Housing	55	NW2 5PU	Brent	Mixed	Low support
St Mungo's	Camden Mental Health SIH	16	NW1 7RS	Camden	Mixed	Supportive
St Mungo's	Chichester Road	40	NW6 5QW	Brent	Men	Medium support young people
St Mungo's	Garden House	12	SE13 6JQ	Lewisham	Men	Supportive
St Mungo's	Hackney Women's Project	29		Hackney	Women	
St Mungo's	Harrow Road	29	W2 5XQ	Westminster	Older Men	Supportive
St Mungo's	Lambeth Women's Project	15	W6 8BS	Hammersmith & Fulham	Women	Supportive
St Mungo's	9 St Pancras Way	22	NW1 0PB	Camden	Mixed	Supportive, drinkers
St Mungo's	Westminster General Needs SIH	8	W2 5EJ	Westminster	Mixed	Medium support young people
St Vincent's Centre	St Vincent's Hostel (Carlisle Place)	116	SW1P 1NL	Westminster	Women	
Stonewall Housing	Stonewall Housing	13	N1 3QP	Islington	Mixed	Medium support young people
Stonham Housing Association	Stonham - Lillie Road Project	6	SW6 7LL	Hammersmith & Fulham	Mixed	Medium support
Stopover Ltd	Housing Support	42	SE6 4HO	Southwark	Mixed	
Stopover Ltd	Perry Vale	115	SE23 2LQ	Lewisham	Mixed	Low support
ThamesReach	Lambeth Housing Support	109	SW9 9GX	Lambeth	Mixed	Medium support
ThamesReach	Lewisham	35	SE13 7SN	Lewisham	Mixed	Housing schemes
ThamesReach	Robertson Street Project	9	SW8 3DA	Lambeth	Mixed	Medium support young people

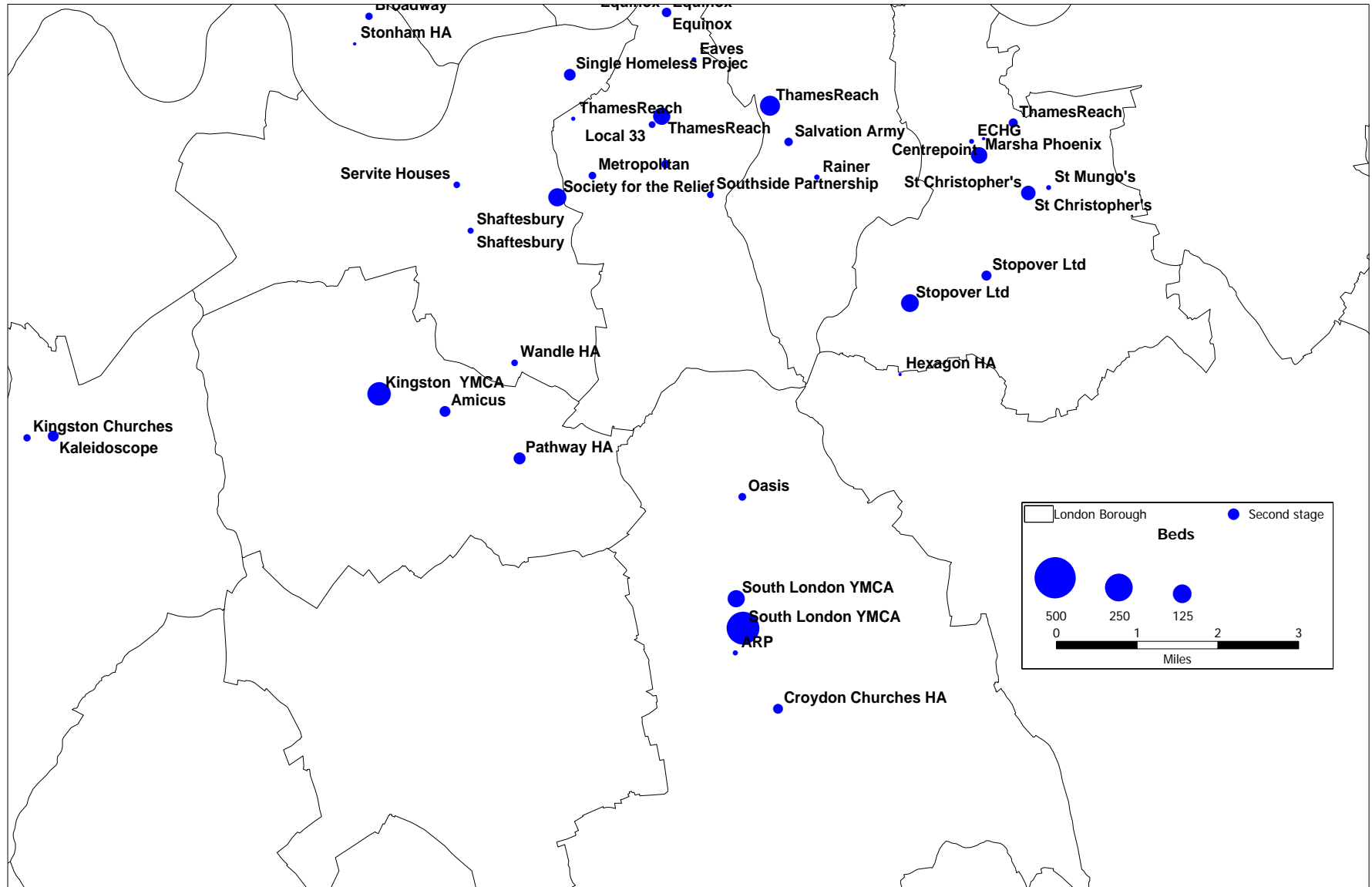
Second stage continued

Provider	Name of 2nd stage housing scheme	Beds	Postcode	Location	Clients	Support level
ThamesReach	Shroton Street Hostel	26	NW1 6UG	Westminster	Mixed	Supportive
ThamesReach	Southwark Projects	141	SE5 8RZ	Southwark	Mixed	Medium support
ThamesReach	Stamford Street Hostel	14	SE1 9NB	Southwark	Mixed	Supportive
The Renewal Programme	Step Up	10	E7 9AB	Newham	Mixed	Medium support
Trinity Homeless Projects	Barnhill	5	UB4 9HD	Hillingdon	Men	Medium support
Trinity Homeless Projects	Norwood Gardens	5	UB4 9LU	Hillingdon	Women	Medium support young people
Ujima Housing Group	Brent Refugee Project	4	NW10 8QE	Brent	Mixed	Medium support young people
Ujima Housing Group	Ujima Housing	8	HA9 6AR	Brent	Mixed	Medium support young people
United Anglo Caribbean Society	George Doyley House	40	UB1 1JL	Ealing	Mixed	Medium support
Waltham Forest Young People's Housing Project	Waltham Forest Young People's Housing Project	9	E11 1AY	Waltham Forest	Mixed	Medium support young people
Wandle Housing Association	Supported Housing for Young People	20	SW17 9NN	Wandsworth	Mixed	Medium support young people
Westway Housing Association	Westway House	10	W11 1QS	Kensington & Chelsea	Mixed	Supportive
Woodstock Housing Trust	Woodstock Hostel	19	W12 8LG	Hammersmith & Fulham	Men	Medium support young people
Wytham Hall Recovery Unit	Wytham Hall Recovery Unit	19	W9 2QJ	Westminster	Mixed	Medium support young people
YMCA	City YMCA - EC1	112	EC1Y 8SE	Islington	Mixed	Low support
YMCA	Barbican	48	EC2V 8EN	City	Mixed	Low support, up to 48 beds designated for homeless people in a 250 space multi-purpose hostel
YMCA	West London YMCA - Ealing Common Hostel	37	W5 2QB	Ealing	Mixed	

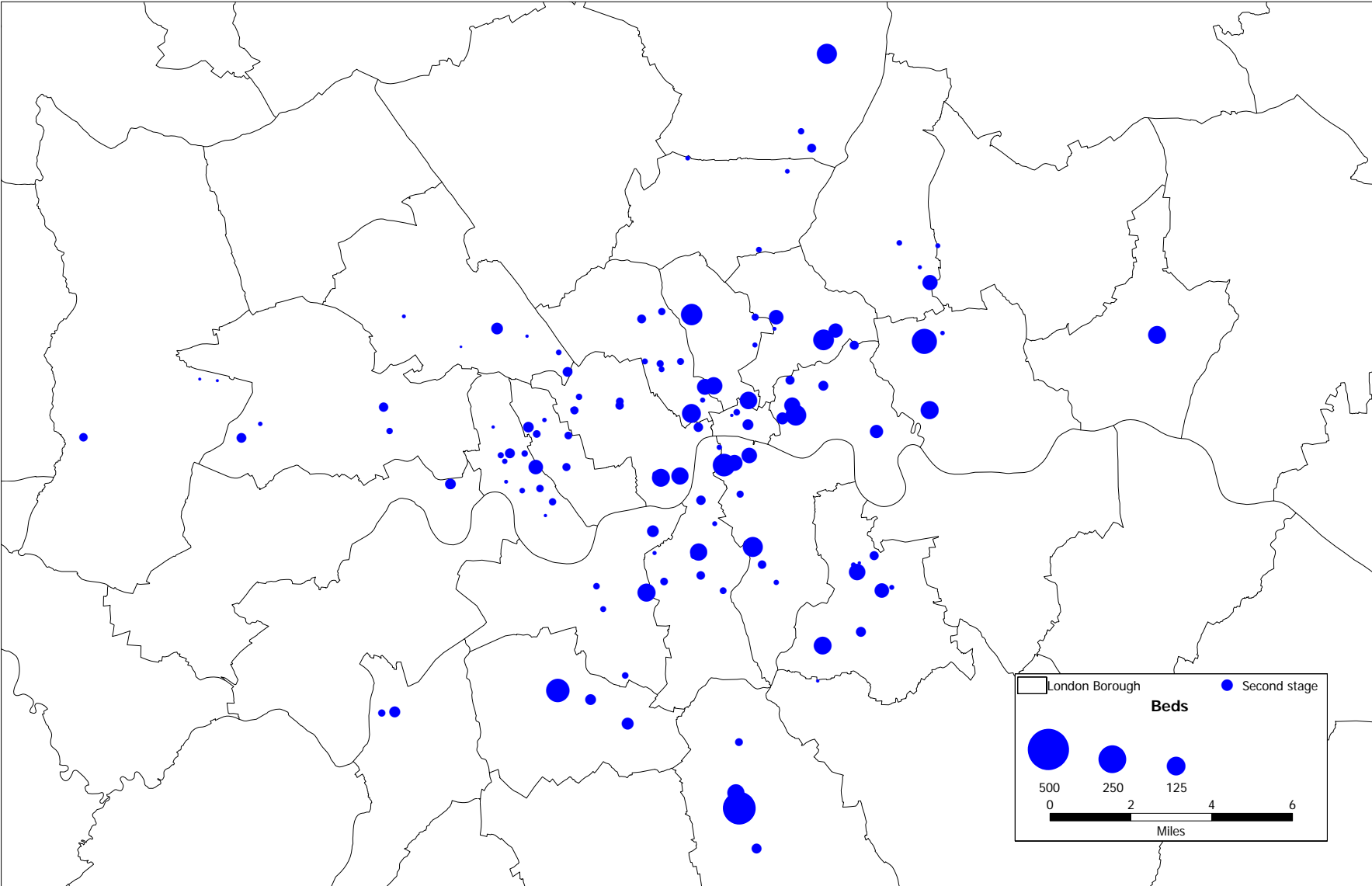
Second stage in North East London



Second stage in South London



Second stage by size



Floating support

This list shows 43 agencies delivering 97 floating support schemes, with the capacity to support 9,078 people. Capacity figures were not available for all schemes, and not all schemes will be operating at or even near full capacity, so this figure is something of an estimate. In addition, as we move away from the rough sleeping end of homelessness towards formerly homeless people who are now housed, it is more difficult to identify clearly which floating support schemes are primarily for homeless people: in a sense all floating support offers some prevention of homelessness. Floating support is almost entirely funded by Supporting People Grant, and is provided to people in their own homes. The support provider may own the property itself, but in many cases does not.

Provider	Scheme	Capacity	Borough(s)	Type of client
ARP	Bexley Community Support Service	75	Bexley	Substance abusers
ARP	Camden Tenancy Support Service	50	Camden	Substance abusers
ARP	Elephant & Castle Direct Access & Floating Support Lambeth		Lambeth	Substance abusers
ARP	Islington Floating Support Service	100	Islington	Substance abusers
ARP	Lambeth & Lewisham Floating Support Service	145	Lambeth, Lewisham	Substance abusers
ARP	New Cross Direct Access and Floating Support Lewisham		Lambeth, Southwark, Lewisham.	Substance abusers
ARP	Bexley Churches HA - Housing Support Service	65	Bexley	Varies
Cara Irish Housing Association	Greenwich and Islington FS Service	70	Greenwich/Islington	Varies
Cara Irish Housing Association	Gypsies and Travellers FS - Floating Support	20	Waltham Forest	Gypsies & Travellers
Cara Irish Housing Association	Service 47	120	Barnet, Enfield, Haringey, Waltham Forest.	Mainly Irish
CASA Support	Tenancy Support Services	37	Croydon	Varies
CAYSH	Young Adults Support Services	10	Croydon	Aged 16-30
Centrepont	Floating Support (Brent)	12	Brent	Varies
Centrepont	Floating Support (Richmond)	10	Richmond	Young
Centrepont	Floating Support (Wandsworth)	15	Wandsworth	Young
Centrepont	Floating Support (Westminster)	40	Westminster	Varies
Centrepont	Lewisham Safer Communities	15	Lewisham	Young

Floating support continued

Provider	Scheme	Capacity	Borough(s)	Type of client
Christian Action Housing	Elevate FS Service	120	Barnet, Enfield and Haringey	Survivors of domestic abuse
Croydon Churches	MH Floating Support Service	50	Croydon	Mental health issues
East Thames	East Living Floating Support	60	Newham, Tower Hamlets, Waltham Forest	Varies
East Thames	Floating Support Service	200	Newham, Redbridge, Tower Hamlets, Waltham Forest	Varies
Equinox	Floating Support (Wandsworth)	15	Wandsworth	Substance misusers
Family Mosaic	Hackney Generic FS	256	Hackney	Varies
Family Mosaic	Hackney Older People's FS	26	Hackney	Aged 55+
Family Mosaic	Islington Over 55s FS	16	Islington	Aged 55+
Family Mosaic	K&C FS Service	70	Kensington & Chelsea	Varies
Family Mosaic	TST North	375	Barnet, Enfield, Hackney, Haringey, Islington	Ex- rough sleepers
Haines House	Floating Support Service	20	Brent	Alcohol & drug users
Hexagon Housing Association	Greenwich Floating Support	19	Greenwich	Varies
Homeless Action in Barnet in touch	Tenancy Support	30	Barnet	Varies
in touch	Greenwich & Lewisham Mental Health FS	30	Greenwich, Lewisham	Mental health issues
in touch	Greenwich Young People FS	20	Greenwich	Aged 16-25
in touch	Lewisham Young People FS	10	Lewisham	Aged 16-25
InnisFree HA	Floating Support	54	Brent & Camden	Irish
Living Space	Living Space	20	Hackney, Tower Hamlets, City of London.	Mental health issues
London Cyrenians Housing	London Cyrenians Housing	55	Hounslow and Hillingdon	Aged 16-25
Look Ahead	Tower Hamlets (Poplar HARCA) FS Team	42	Tower Hamlets	Varies

Floating support continued

Provider	Scheme	Capacity	Borough(s)	Type of client
Look Ahead	TST East		Newham, Tower H	Ex- rough sleepers
Look Ahead	West London FS (Brent)		Brent	Varies
Look Ahead	West London FS (H&F)		Hammersmith & Fulham	Varies
Look Ahead	West London FS (Harrow)		Harrow	Varies
Look Ahead	West London FS (Hillingdon)		Hillingdon	Varies
Look Ahead	West London FS (Hounslow)		Hounslow	Varies
Look Ahead	West London FS (K&C)		Kensington & Chelsea	Varies
Look Ahead	West London FS Service (Ealing)		Ealing	Varies
Metropolitan Support Trust	Enfield MH FS Scheme	17	Enfield	mental health issues
Metropolitan Support Trust	TST	67	Lambeth, Merton, Richmond upon Thames, Wandsworth	Varies
MIND	Independent Living Team	6	Haringey	Refugees
Notting Hill Housing	Hounslow Mental Health FS	13	Hounslow	Mental health issues
Notting Hill Housing	K&C Mental Health FS	55	Kensington & Chelsea	Mental health issues
Notting Hill/PCHA	Brent Community Housing	285	Brent	Varies
One Support	Lewisham YP Visiting Support Service	10	Lewisham	Aged 16-25
One Support	Camden Generic FS	600	Camden	Varies
One Support	Community Link (Camden)	68	Camden	Mental health issues
One Support	Enfield Connect	160	Enfield	Varies
One Support	Hackney FS Service	190	Hackney	Varies
One Support	Key Support	459	Haringey	Varies
One Support	Lambeth Tenancy Support Service	500	Lambeth	Varies
Outward Housing	FS Service	42	Hackney	Ex- rough sleepers & Newlon tenants
Penrose HA	Harrow Ex-offenders FS service	15	Harrow	Ex-offenders
Peter Bedford HS	Outreach Service	14	Islington	Varies
Providence Row	CATHZO Floating Support	100	Tower Hamlets	Varies
Quaker Social Action	Homelink	100	Hackney and Tower Hamlets	Non-priority people
Rugby Portobello Trust	Rugby Portobello Trust	20	Kensington and Ch.	Aged 16-25

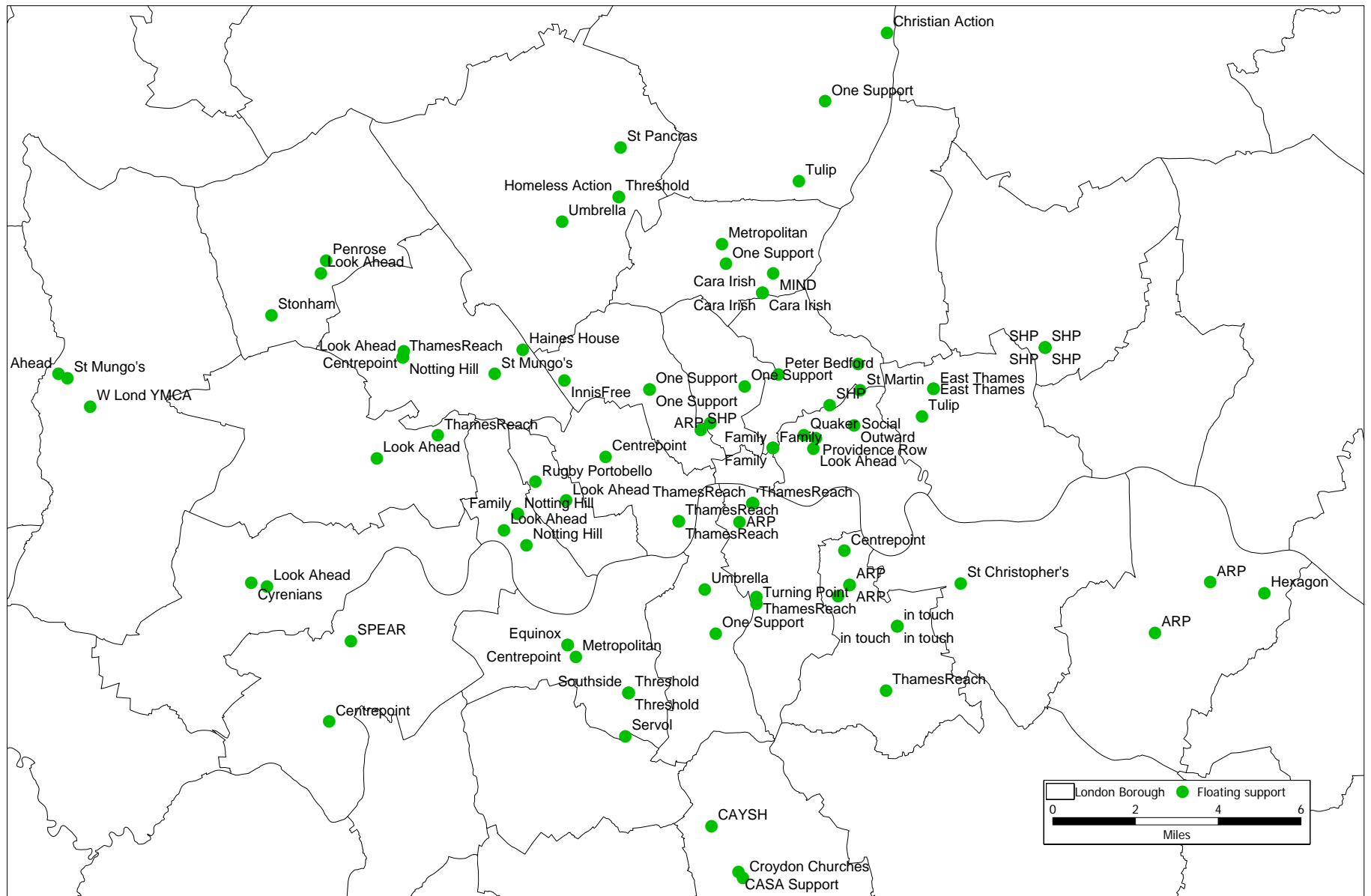
Floating support continued

Provider	Scheme	Capacity	Borough(s)	Type of client
Servol Community Trust	Wandsworth FS	12	Wandsworth	Mental health issues
SHP	Hackney Generic Floating Support	220	Hackney	Varies
SHP	Islington Generic Floating Support	230	Islington	Varies
SHP	Newham ASBO FS	10	Newham	ASBOs
SHP	Newham Floating Support	32	Newham	Ex-offenders with substance abuse issues
SHP	PPO Floating Support	60	Barking & Dagenham, Islington, Newham, Redbridge, Tower Hamlets, Waltham Forest	Prolific and other priority offenders
SHP	Redbridge Wraparound & Stepdown FS	81	Redbridge	Substance abusers
Southside Partnership	Community Outreach	150	Southwark	Mental health issues
SPEAR	Tenancy Support Team	32	Richmond upon Thames	Varies
St Christopher's Fellowship	Greenwich FS Service	61	Greenwich	Aged 16-25
St Martin of Tours	Hackney Vulnerable YP FS	15	Hackney	Aged 16-24
St Mungo's	Brent Ex-offenders FS	50	Brent	Ex-offenders
St Mungo's	Hillingdon Ex-offenders FS	50	Hillingdon	Ex-offenders
St Mungo's	North West TST	500	Brent, Camden and Westminster	Ex-rough sleepers
St Pancras Humanist HA	Barnet FS	47	Barnet	Varies
Stonham	Rayners Lane Floating Support Service	40	Harrow	Rayners Lane Estate residents
ThamesReach	Brent Reach	50	Brent	Mental health issues
ThamesReach	H&F Reach	70	Hammersmith & Fulham	Varies
ThamesReach	Lewisham Reach	165	Lewisham	Aged 21+
ThamesReach	Southwark Reach	300	Southwark	Aged 21-60
ThamesReach	TST South East	500	Bexley, Bromley, Greenwich, Lambeth, Lewisham, Southwark	Ex-rough sleepers

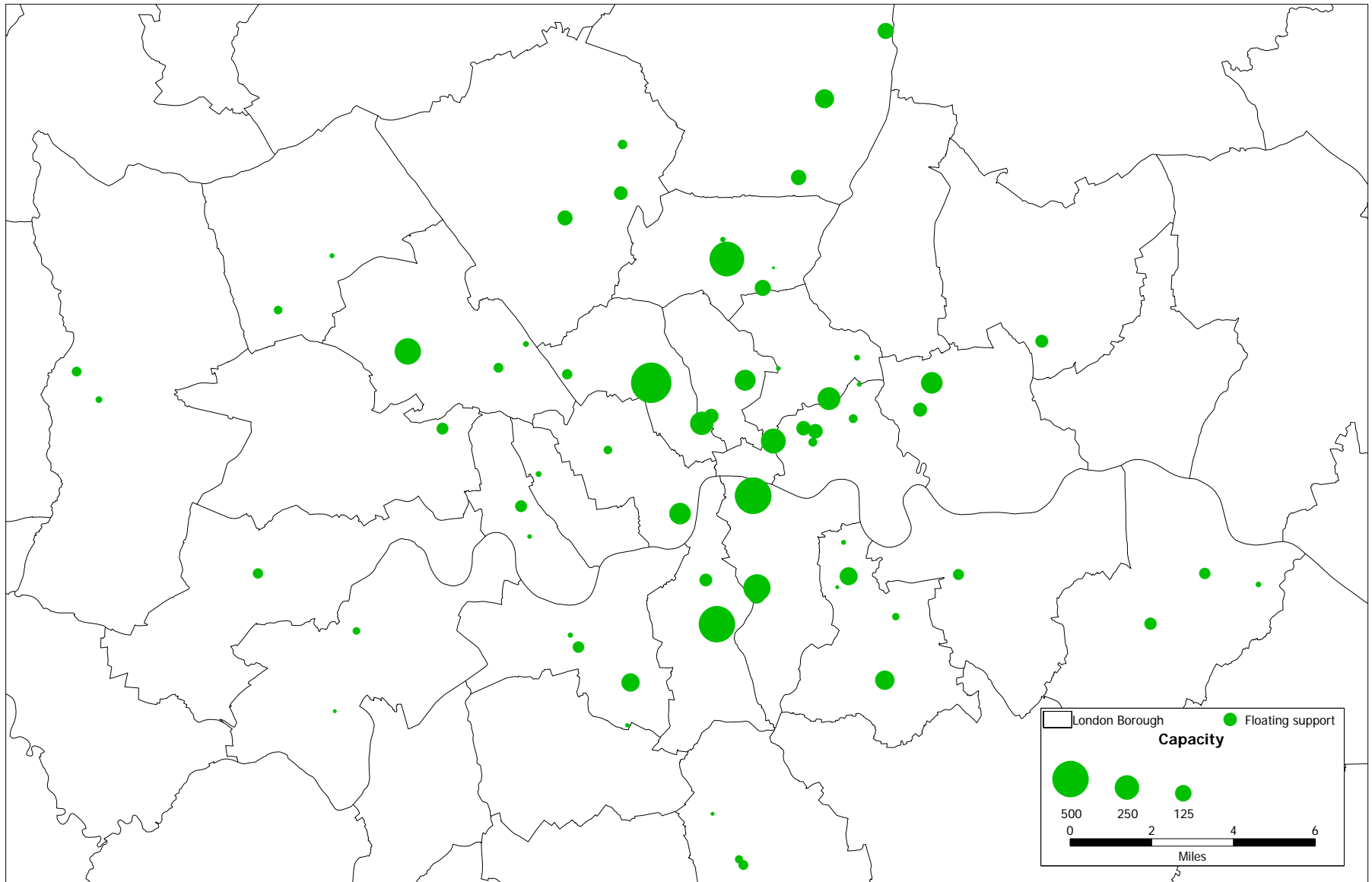
Floating support continued

Provider	Scheme	Capacity	Borough(s)	Type of client
ThamesReach	TST South West	425	Croydon, Lambeth, Merton, Southwark, Wandsworth	Ex-rough sleepers
ThamesReach	Westminster City-Wide FS Team	200	Westminster	Varies
ThamesReach	Westminster Mental Health FS Team	100	Westminster	People on enhanced CPA
Threshold	Foundation Project	90	Brent	Varies
Threshold	Merton & Wandsworth Support Service	20	Merton, Wandsworth	Varies
Threshold	Wandsworth Private Rented Scheme	20	Wandsworth	Mental health & substance abuse issues
Tulip	Enfield FS Service	110	Enfield	Varies
Tulip	FS Service	92	Newham	Mental health issues
Turning Point	Southwark Floating Support Scheme	140	Southwark	Mental health support needs who are on CPA
Umbrella	Community Inclusion Service (Barnet)	107	Barnet	Varies
Umbrella	Community Inclusion Service (Lambeth)	80	Lambeth	Mental health issues
West London YMCA	West London YMCA - Uxbridge FS	26	Hillingdon	aged 16-35

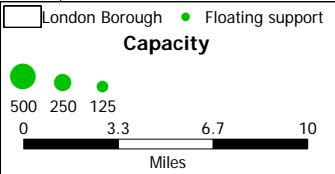
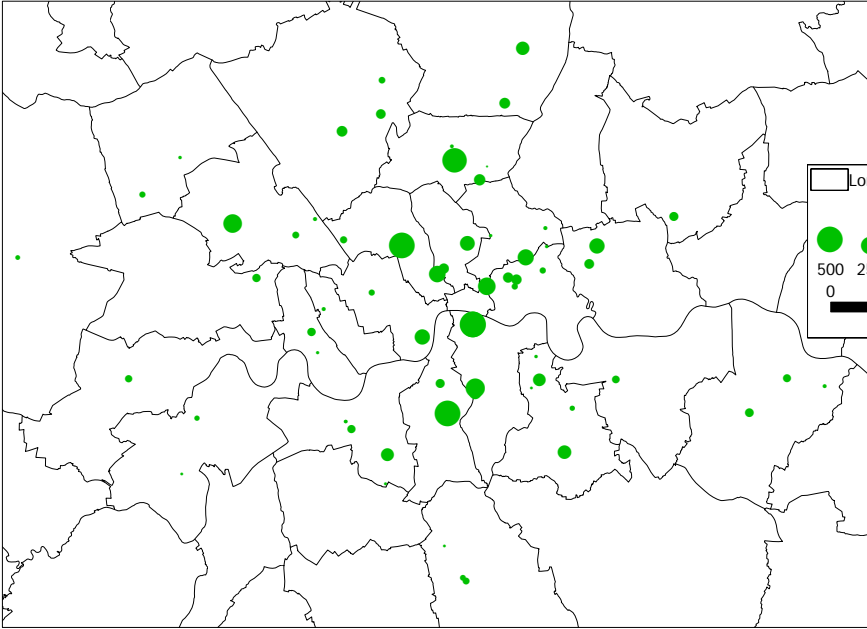
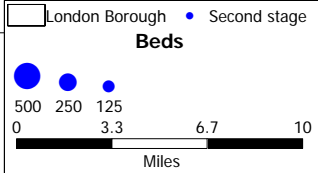
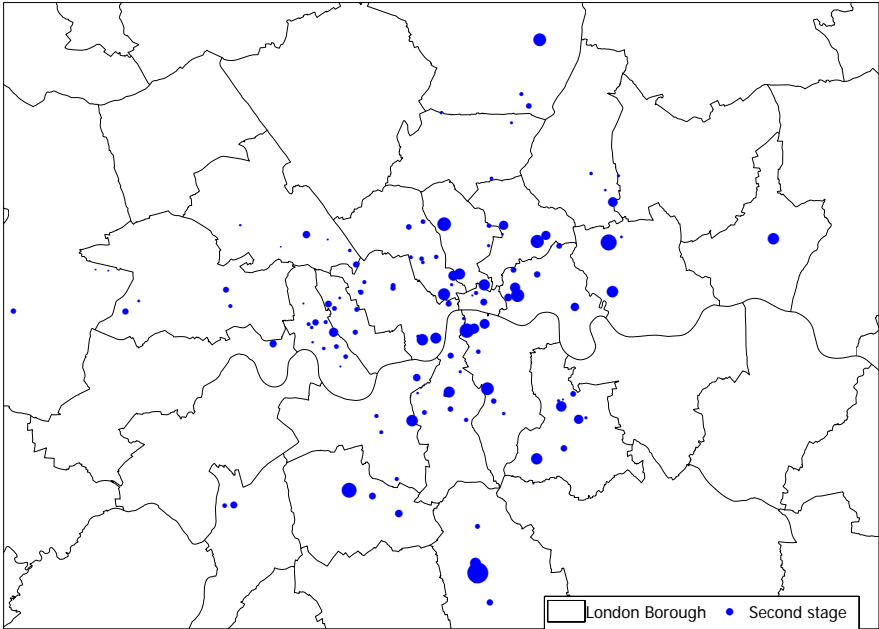
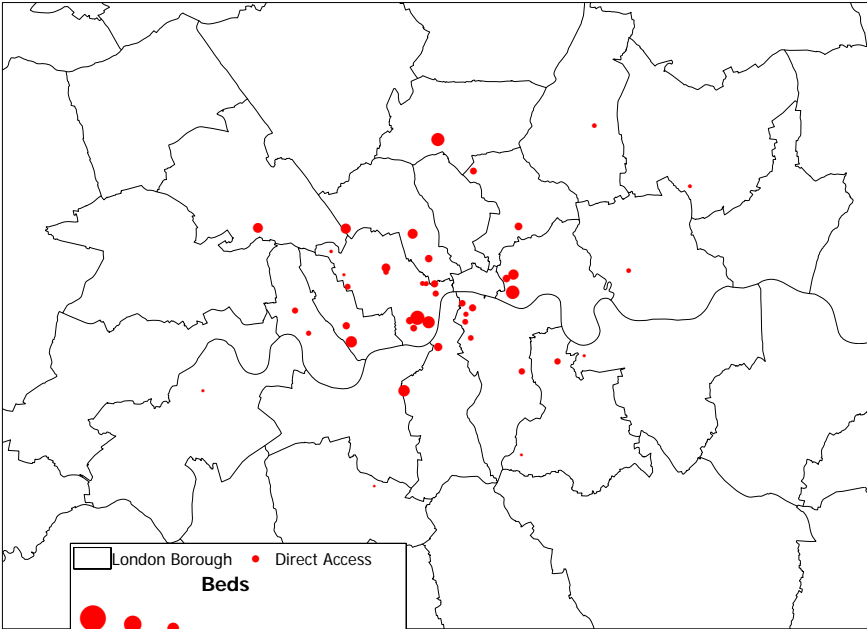
Floating support schemes



Floating support schemes by size



Different types of accommodation



Support services

All the remaining services have been characterised as ‘support services’. Again, the boundaries of this subsector are rather subjective. For example most services, from outreach through day centres to accommodation, do provide advice of some kind. Here we have created a separate category of services which only provide advice. Similarly, we have created a category of ‘offender services’ to cover services which directly tackle offending behaviour. Arguably accommodation provided for offenders also constitutes an offender service. Health services are also problematic, because many NHS services treat homeless people within the mainstream. Here we have picked out dedicated services.

Specialist support services are relatively few in number, and people are often prepared to travel further to reach them. In some cases they may also provide telephone-based services, or hosted services in other premises. For these reasons their exact location may well be less significant than the locations of (say) day centres.

Advice

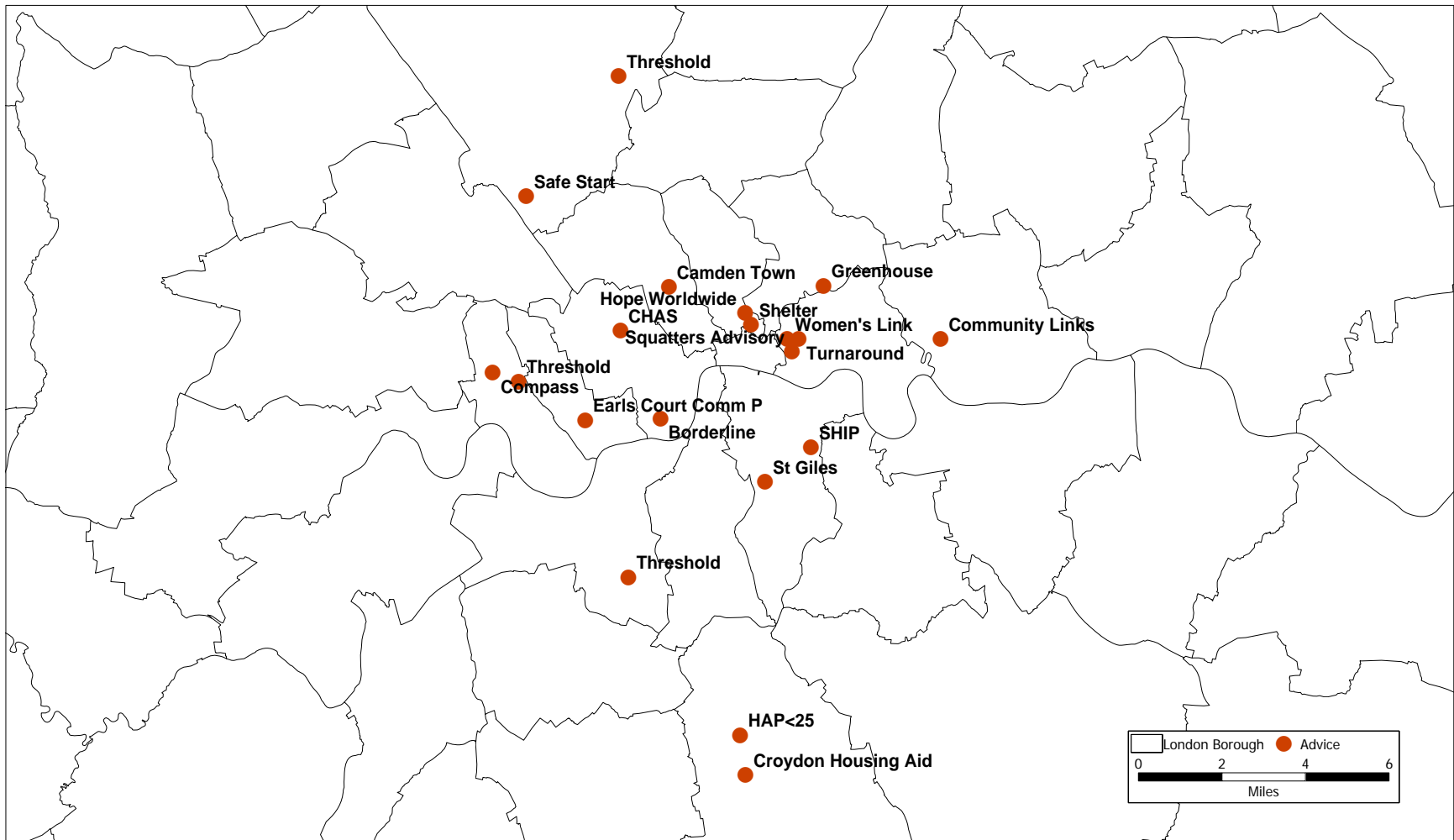
There are 21 advice services listed here, delivered by 18 providers.

Advice services	Borough	Staff	Services
Advisory Service for Squatters	Tower Hamlets	12 V	Advice on squatting
Borderline	Westminster	4 FT	Advice for Scottish people
Camden Town Neighbourhood Advice Centre	Camden	3 V	Advice for the local community on issues including housing, and homelessness
CHAS - Central London	Westminster	5 FT, 3 PT, V	Telephone advice on all aspects of housing with the aim of preventing homelessness
Community Links	Newham	80 FT & PT , 50-100 sessional and V	Advice and information on debt, housing and welfare benefits.
Croydon Housing Aid Society	Croydon	2 FT, 2 PT	Advice and casework on all aspects of housing, including finding accommodation, housing rights, rent arrears, benefits
Earls Court Community Project	Kensington & Chelsea	12 FT , 5 PT, 5 V	Advice, counselling and support for people with a range of problems, including alcohol or drug abuse, prostitution, poverty

Advice services continued

Advice services	Borough	Staff	Services
Greenhouse Walk-In (Thamesreach)	Hackney	several	Free health care services and housing and welfare advice for homeless people in Hackney
HAP<25	Croydon	10 FT & PT	Advice and support for young people aged 16-25 who are homeless, or at risk of homelessness.
Hope Worldwide	Islington	6 FT, 10 V	Advice for homeless people, including referrals to hostels and assistance with finding private rented accommodation
Project Compass	Hammersmith & Fulham	n/a	Advice and guidance for ex-service personnel who have a history of, or are at risk of homelessness
Safe Start Foundation	Barnet	12 FT	Housing advice, referral and placement service for single homeless people and unemployed people
Shelter - London Housing Aid Services		9 FT	Specialist housing advice and advocacy service for anyone with a housing problem in London
Southwark Homeless Information Project (SHIP)	Southwark	all V	Advice and information on homelessness, housing rights, illegal eviction and alleged 'Unauthorised Occupation'
St Giles Trust	Southwark	5 FT	Brief intervention services for people in housing need with additional support needs
Threshold, Barnet	Barnet	5 FT , 2 PT, 4 V	Advice, information and casework on housing problems and homelessness for people without dependent children.
Threshold, Hammersmith	Hammersmith & Fulham	4 FT, 5 PT	As above
Threshold, Wandsworth	Wandsworth	13 FT, 2 PT	As above
Turnaround Resources E1	Tower Hamlets	6 V	Resource centre for rough sleepers, ex-rough sleepers and unemployed people
Women's Link	Tower Hamlets	3 FT, 14 V	Housing advice service run by women for single women without children

Advice

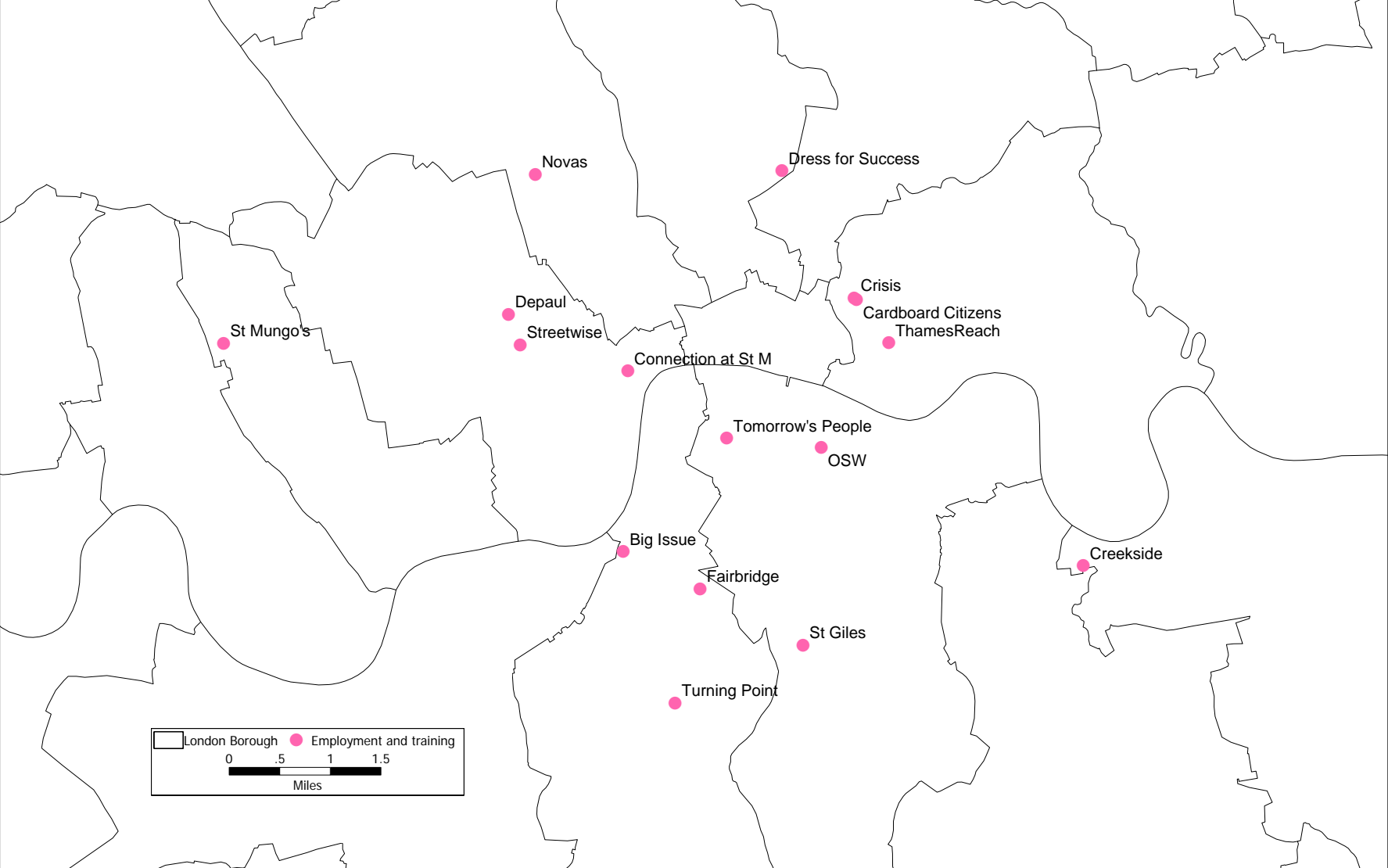


Employment and training services

This list covers 17 different providers of education, employment and training services. Many hostels and day centres also provide employment and training services, and it has not generally been possible to list these separately. We have tried to list those day centres which mainly focus on employment, or which have a substantial provision in this area, which might attract clients not using the main facilities. These distinctions are fairly subjective.

Employment & Training	Borough	Staff	Services
Big Issue	Lambeth	2 FT	Support for vendors of the magazine
Cardboard Citizens	Tower H	18 FT, 2 PT	Homeless people's professional theatre company
Connection at St Martin's - Workspace	Westm	8 FT	Vocational guidance and advice
Creekside Learning Centre (NACRO)	Greenwich	1 FT	Help with finding work, education or training
Crisis Skylight	Tower H	6 FT, 7 PT, 100+ V	Workshops including arts, bicycle repairs, woodwork and yoga, plus education including ESOL, CLAIT, ECDL and basic skills
Depaul Trust - Drive Ahead Project	Westm	3 FT	Six week employability courses for young homeless people
Dress for Success	Islington	2 FT	Free clothing for to help disadvantaged women at interview
Fairbridge in London	Lambeth	19 FT, 2 V	For young people not in education, training or employment
Novas Scarman (PATH, NEW)			Training, qualifications, and employment opportunities
Off the Streets and into Work (OSW)	Southwark	21 FT	Co-ordinator of training and employment services
St Giles Trust	Southwark	6 FT	ESF training and job placement
St Mungo's - Bridge Training Centre (also at other locations)	Ken & Ch	6 FT	Career guidance and IT training for homeless people
Streetwise Opera	Westm	4 FT, V	Building self-esteem through participation in opera productions
Thamesreach Grow and Streetshine programmes	Tower H		Employment schemes for homeless people
Tomorrow's People	Southwark	23 FT, 3V	Advice, support and practical help for unemployed people
Trinity - Streetworks	Hillingdon	3 FT, 3 PT	Training and employment centre
Turning Point	Lambeth		Work and education preparation (substance misuse clients)

Employment and training

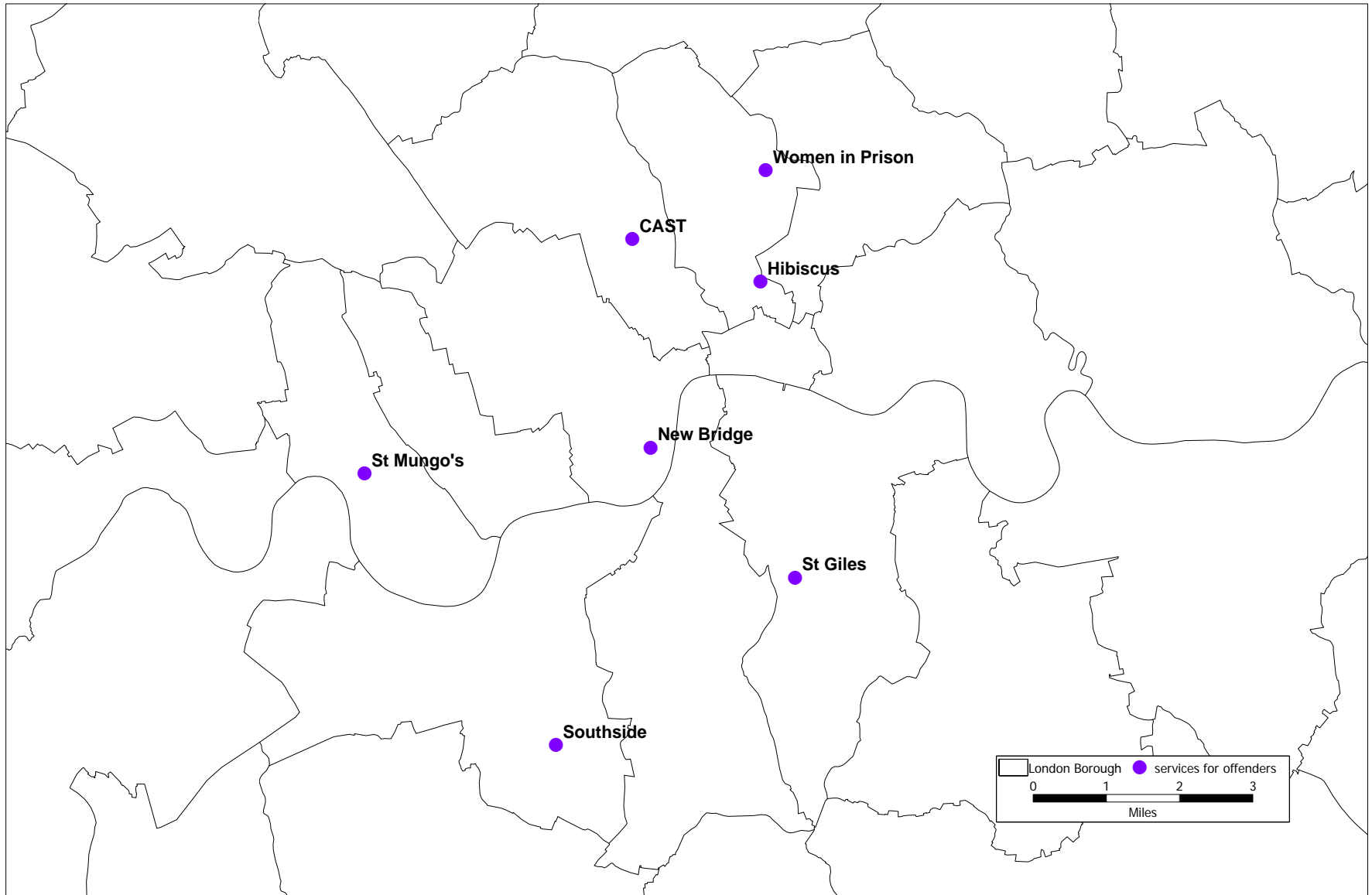


Offender services

This list covers 9 providers of offender services. The map on p61 shows the head office locations of these agencies, rather than their service delivery locations; these are often in prison as well as community settings.

Offender services	Borough	Staff	Services
Creative and Supportive Trust (CAST)	Camden	5 FT, 1 PT	Training and education for women ex-offenders, women coming out of drug/alcohol rehab centres or mental health units
FPWP Hibiscus	Islington	10 FT , 3 PT, 25 V	Welfare advice for British and foreign national women in the British criminal justice system
Nacro	Lambeth	1500 FT & PT , 800 V	Promotes the care and resettlement of offenders into the community and community involvement in crime prevention
New Bridge	Westminster	16 FT & PT, 200 V	Support for prisoners through a national network of Volunteer and resettlement services
New Horizon	Camden	19 FT, 11 PT, 15 V	Meet at the gate service from HMP Holloway
Southside Prison Project	Wandsworth		Emotional and practical support for offenders and ex-offenders with mental health needs in prison and after release
St Giles Trust	Southwark	100	Prison and community-based services to help ex-offenders into jobs and homes, peer-advisor scheme with NVQ-trained prisoners delivering advice
St Mungo's	Hammersmith & Fulham	1000 FT & PT, V	Prison and community-based services to help ex-offenders to resettle. Specialist service for Muslim prisoners
Women in Prison	Islington	14 FT, 11 V	Advice and support for women at risk of going to prison, in prison and after release

Offender services



Drug and alcohol services

This list covers 53 drug and alcohol services, delivered by 20 different providers. It concentrates on services which provide specific interventions in relation to substance misuse: it does not provide a separate listing of hostels and day centres which are largely used by people with substance misuse problems. It also does not cover services provided under the Drug Interventions Programme (DIP). These services take their referrals from the courts, and as such they stand somewhat outside the mainstream of the voluntary sector.

Provider	Postcode	Borough	Services
Addaction	NW10 9SU	Brent	Range of services including DRR structured programmes
Addaction	E9 7QL	Hackney	Harm minimisation and risk reduction advice for drug users.
Addaction	E1 0AQ	Tower Hamlets	Assessment, prescribing, support & access to other services
Addiction Support & Care Agency	TW9 2LL	Richmond	Information, advice and counselling for people with alcohol related problems. Harm reduction advice and information.
Angel Drug Services	EC1V 7LQ	Islington	Advice, information and support for people with drug related problems, their families and friends.
ARP	DA6 8AH	Bexley	Community Support Service
ARP	SW9 9TQ	Lambeth	Direct access treatment
ARP	SE1 6DF	Southwark	Direct access treatment
ARP	N1 9JE	Islington	Direct access treatment
ARP	SE14 6AF	Lewisham	Direct access treatment
ARP	N1 9JF	Islington	Direct access treatment
Blenheim CDP	SE1 0HS	Southwark	Tier 2 advice, information and onward referral
Blenheim CDP	UB8 1QT	Hillingdon	Tier 3 Structured Day Programme
Blenheim CDP	N17 6RA	Haringey	Advice for users of Crack Cocaine and Poly-drug users in the Borough of Haringey
Blenheim CDP	SE5 0EE	Southwark	Service for Crack/Cocaine users, their family and friends in Southwark
Blenheim CDP	E5 0QR	Hackney	Crack/Cocaine Programme
Blenheim CDP	W10 5SY	Kensington & Chelsea	Outreach on local estates in the Royal Borough of Kensington and Chelsea in partnership with Youth Outreach Teams
Blenheim CDP	SE1 5LU	Southwark	Open access service providing links to a variety of treatment options for clients with primary opiate dependency in the borough of Southwark
Blenheim CDP	SW9 8RR	Lambeth	Service for crack/cocaine and stimulant users, their family and friends in Lambeth
Blenheim CDP	SW9 0JU	Lambeth	Psychosocial Structured Day Programme based mainly on the cognitive behavioural treatment

Drug and alcohol services continued

Provider	Postcode	Borough	Services
Blenheim CDP	SE18 6EG	Greenwich	Advice, support and treatment to reduce harm to both individuals and the wider community in Greenwich Borough
Blenheim CDP	SE23 3HN	Lewisham	Advice and support for crack/cocaine and poly drug users in Greenwich
Blenheim CDP	W10 5SY	Kensington & Chelsea	Treatment options for clients with substance misuse problems in the Royal Borough of Kensington and Chelsea
Blenheim CDP	SE23 3HN	Lewisham	Advice and information in Lewisham
Blenheim CDP	SE5 0DP	Southwark	Structured day programme that offers intensive community based intervention and support for drug users
Blenheim CDP	SW8 4AJ	Wandsworth	Work with crack, cocaine and other stimulant users in the borough of Wandsworth
CASA	NW5 1AG	Camden	Care planning counselling/psychotherapy; structured day programmes;
City and Hackney Alcohol Service	E2 8DY	Hackney	Advice, assessment, individual counselling, group work, structured day programme and detox for adults (18+) with alcohol problems.
City and Hackney Alcohol Service	E8 3RN	Hackney	Range of services for people who have alcohol related problems, and support and help for their families and friends.
Compass	E2 9NN	Tower Hamlets	help and advice to those with drug and solvent misuse related problems.
Cranstoun	EC1 2PY	City of London	Specialist residential service for people in crisis related to their drug use
Cranstoun	N1 4PB	Islington	Helps drug users who may have lost their support contacts, or may have never been in contact with drug services
Cranstoun	CR8 2JA	Croydon	Residential treatment and rehabilitation service
CRI	BR1 1DG	Bromley	Advice, information and counselling for drug users. Complementary therapies. Needle exchange.
Drug & Alcohol Service for London (DASL)	E15 4LD	Newham	Counselling, day programmes, outreach
Drugline	IG2 6LR	Redbridge	Information and support around drugs, alcohol and other addictions. Drop-in services. One-to-one counselling.
Equinox	SE11 4TQ	Southwark	Detoxification for people with drug and alcohol related problems
Equinox	CR4 3UD	Merton	Counselling and advice for problem drinkers, their partners, families and friends
Equinox	N7 6RE	Islington	Day centre for street drinkers, many of whom are homeless or in insecure accommodation
Hillingdon Action Group for Addiction Management (HAGAM)	UB8 1JP	Hillingdon	Alcohol and drug counselling for people with drink or drug problems
Kaleidoscope Project	KT2 6RN	Kingston upon Thames	Range of services for drug users, particularly heroin users. Methadone dispensing and needle exchange

Drug and alcohol services continued

Provider	Postcode	Borough	Services
Mainliners	SW16 6LG	Lambeth	Assessment, counselling, support, and information for people with drug related problems
Mainliners	SE1 4AG	Southwark	Services for people affected by HIV, hepatitis, drugs, sex work
Rugby House	W10 5NQ	Kensington & Chelsea	Advice, information and counselling for those with concerns around alcohol
Synergy	RM1 4HP	Havering	Services for adults experiencing problems with alcohol or drugs
Turning Point	N2 9PN	Barnet	Community drug and alcohol service and aims to reduce the harm related to drug and/or alcohol use and drug related crime
Turning Point	W12 8PB	Hammersmith & Fulham	Advice, information and counselling for drug users. Needle exchange. Services for stimulant users
Turning Point	N12 8NU	Barnet	Voluntary day programme available to any Barnet resident with substance misuse problems.
Turning Point (Hungerford Drug Project)	W1D 6QR	Westminster	Treatment programme offers information, treatment, advice and support for people with substance misuse problems in a variety of settings
Turning Point	NW10 4UP	Brent	Comprehensive substitute prescribing services for people living in the London borough of Brent
Westminster Drug Project	W9 3RU	Westminster	Drug treatment services
Westminster Drug Project	IG1 2DR	Redbridge	Drug treatment services
Westminster Drug Project	SW18 4DB	Wandsworth	Drug treatment services

Health services

Most health services are provided by the NHS rather than the voluntary sector, and homeless people are increasingly treated in mainstream services. These range from GP's surgeries to hospital A&E departments. This list covers 11 providers of large-scale physical and mental health services which are specific to homeless people. It does not attempt to cover smaller-scale services, such as surgeries provided in day centres and hostels, often on a part time basis.

Health services	Postcode	Borough	Services
Brent Health And Homlessness Team	10 8XW	Brent	Primary health care for homeless people.
Cardinal Hume Centre Surgery	SW1P 2BG	Westminster	Drop-in primary health care service for homeless people
Central London Action on Street Health (CLASH)	W1B 5NA	Central London, Camden, Islington, Kensington and Chelsea	Information, advice, counselling on drugs, HIV & other health issues. Outreach with young homeless people, drug users, gay men, sex workers.
Focus Homeless Outreach Team	N1 9JY	Camden	Community mental health team offering support to single homeless people with mental health problems
Great Chapel St Medical Centre	W1F 8FL	Westminster	Walk in medical centre for homeless people not registered with a doctor
Health E1 - Homeless Medical Centre	E1 6PU	Tower Hamlets	Specialist health service for people who are homeless in the London E1 area
Joint Homeless Team (JHT)		Kensington & Chelsea	Mental health care, social care and access to housing for single homeless people in hostels and on the street
Joint Homeless Team (JHT)	W1D 3HZ	Westminster	Social work and psychiatric support for homeless people with mental health problems.
Kings Cross Primary Health Care Centre	N1 9JY	Islington	Drop-in primary health care service for homeless people
Medecins du Monde UK (Praxis)	E2 0EF	Tower Hamlets	Walk-in information, support and advocacy to help people access health services, particularly those who are vulnerable and not registered with a GP
START Team		Lambeth Southwark and Lewisham	Multi-disciplinary community mental health team for single homeless people