

Are you homeless? About to become Homeless?

In some circumstances the council have a duty to house you, but those circumstances are limited to those who fall within certain categories and are being forced into homelessness, rather than choosing it. Ask us for professional advice to find out if you fall within this category.

If you are unemployed or in education, go to the jobcentre and make sure you are getting all the benefits you are entitled to, if you are unsure as to what you are entitled to please ask an Adviser at Alone in London for guidance.

Alone in London

Telephone: 0207 278 4224

Open: 9am – 1pm and 2pm – 4.30pm

Or you can call in for service details and assistance

Unit 6
48 Provost Street
London
N1 7SU

Outside these times, if you are homeless or about to become homeless and need emergency accommodation here are some useful numbers:

Shelter Housing Advice Helpline

Telephone: 0808 800 4444

Advice and information on housing problems and homelessness. Areas include: housing rights and information on finding accommodation

Open: 8am – 8pm daily

Visit website: www.shelter.org.uk

Local Authority (council)

In some cases, your local authority **may be** obliged to accommodate you under the Housing Act or Children's Act. Homeless Applications can be taken at Housing Options / Homeless Persons Unit. Local Authority out-of-hours emergency contact numbers are listed below.

If you can, take ID (birth certificate, passport, NI card, medical card); proof of income, and a letter from your landlord, or parent / carer, if you have been evicted. Tell them you want to submit a homelessness application. By law they are obliged to allow you to submit an application. (Housing Act 1996 Part V11)

If it is out of office hours, and you are under 16 years old, phone: **118 700** (Directory) and ask for the number of your local town hall or, ask for the **out-of-hours** number for **Social Services** in your area, and to speak to the **duty social worker**.

You can also get help from:

Childline

0800 1111

Open: 24 hours

Website: www.childline.org.uk

Please phone or contact your nearest police station if you are in danger. The police can contact the duty social work team for you.

Local Authority Out of Hours Emergency Numbers:

Barking and Dagenham - 020 8594 8356; Barnet - 020 8359 2000; Bexley - 020 8303 7777; Brent - 020 8937 1234; Bromley - 020 8464 4848; Camden - 020 7974 4444; City of London - 020 7606 3030; Croydon - 020 726 6000; Ealing - 020 8825 5000; Enfield - 020 8379 1000; Greenwich - 020 8854 8888; Hackney - 020 8356 2300; Hammersmith & Fulham - 020 8748 8588; Haringey - 020 8348 3148; Harrow - 020 8863 5611; Havering - 01708 433999; Hillingdon - 01895 250697; Hounslow - 020 8583 2222; Islington - 020 7226 2000; Kensington & Chelsea - 020 7373 2213; Kingston-upon-Thames - 020 8770 5000; Lambeth - 020 7926 1000; Lewisham - 020 8778 0877; Merton - 020 8770 5000; Newham 020 30 2000.; Redbridge - 020 8553 5825; Richmond - 020 8744 2442; Southwark - 020 7525 5000; Sutton - 020 8770 5000; Tower Hamlets - 020 7364 7000.; Waltham Forest - 020 8496 3000; Wandsworth - 020 8871 6000; Westminster - 020 7286 7412.

Helplines:

London Street Rescue

0870 383 3333

Help for anyone sleeping rough within the M25 area

0870 383 3333

www.streetrescue.org

Runaway Helpline

0808 800 7070

Help and advice for children and young people who have run away from home or care, or who have been forced to leave

24 hour

www.missingpeople.org.uk/runaways

Message Home

0800 700 740

Advice and support to adults who are missing

24 Hour

www.missingpeople.org.uk

Get Connected

0808 808 4994

Free connection to local and national services and sources of help
(under 25)

1pm – 11pm Daily

www.getconnected.org.uk

Samaritans

0845 790 9090

Support for people experiencing emotional distress or despair, including those
which could lead to suicide

24 hour

www.samaritans.org.uk

Saneline

0845 767 8000

Mental health helpline providing information and emotional support to anyone
affected by mental health issues.

www.sane.org.uk

National Domestic Violence Helpline

0808 2000 247

Information and support for women who are experiencing physical, emotional or
sexual violence in the home

24 hour

www.womensaid.org.uk / www.refuge.org.uk

Broken Rainbow

0845 260 4460

Helpline service for lesbians, gay men. Bisexual and transgender people
experiencing domestic violence

www.broken-rainbow.org.uk

Men's Advice Line

0808 801 0327

Advice information and support for men who are experiencing domestic abuse

www.mensadvice.org.uk

The POPPY Project

020 7735 2062

Accommodation and support for women who have been trafficked into
prostitution.

www.eaves4women.co.uk

Brook Young People's Information Service

0800 018 5023

Information, support and signposting service on sexual health, contraception,
pregnancy and abortion.

Mon - Fri 9am – 5pm

www.brook.org.uk

The Havens

London's Sexual Assault referral centres

Camberwell 020 3299 1599

Paddington 020 7886 1101

Whitechapel 020 7247 4787

www.thehavens.co.uk

NSPCC

020 791 9600

Sexual Exploitation Service

Project for girls and boys concerned about sexual exploitation

Age 12 – 21

www.nspcc.org.uk

NHS Direct

0845 4647

Health advice and information

24 Hours

www.nhsdirect.nhs.uk

THT Direct

0845 122 1200

Provides emotional, information and advice of people affected by HIV

www.tht.org.uk

Frank

0800 776 600

Advice for anyone concerned about drugs or solvent misuse.

24 hours

www.talktofrank.com

Drinkline

0800 917 8282

Advice and information for anyone concerned about alcohol misuse

24 hours

www.knowyourlimits.gov.uk

Refugee Council

Provides impartial advice on the asylum process, support and entitlements to refugees and asylum seekers

London advice line: 020 7346 6777

Open Mon, Tues, Thurs, Fri: 10am – 1pm and 2 – 4pm, Wed 2-4pm

www.refugeecouncil.org.uk

Stonewall

0800 050 2020

Information and advice on legal rights, counselling and support services for lesbian, gay and bi-sexual people.

www.stonewall.org.uk

Voice

0808 800 5792

Advice information and advocacy service of children in care

Mon – Fri

9.30am – 5.30pm

www.voiceyp.org

Parentline Plus

0808 800 2222

Helpline for anyone involved in caring for children

24 hour

www.parentlineplus.org.uk

Benefits Agency (Jobcentre Plus)

To make a fresh claim

0800 055 6688

Queries about an existing claim for Jobseekers Allowance ,Income Support and Incapacity Benefit

0845 377 6001

www.jobcentreplus.gov.uk