



# WINTER SHELTERS 2011-2012

## ABOUT WINTER SHELTERS

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

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

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

## ABOUT THIS LISTING

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

The winter shelters are listed under the boroughs in which they operate, so some appear more than once. Crisis at Christmas operates a service across London, and is included under this heading as the first entry.

### **FOR FURTHER INFORMATION AND ANY COMMENTS ABOUT THE LISTING PLEASE CONTACT:**

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Tel: 020 7840 4468, email: [sheena.barbour@homelesslink.org.uk](mailto:sheena.barbour@homelesslink.org.uk)

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

*Version 3: December 2011*

## CRISIS AT CHRISTMAS

- Open:** 23 – 30 December 2011
- Referral address:** See below.
- Phone:** 0844 251 0111
- Gender:** Mixed.
- Age:** 18+
- Target group:** Rough sleepers and those with specialist needs, including substance abuse. Specialist centres for vulnerable women and those with high dependency needs.
- Referral procedure:** Drop in at one of 5 day centres: Finsbury Park (venue to be confirmed); Stratford (Newham College, Stratford Campus, Welfare Road, E15 4HT); Bermondsey (City of London Academy, Lynton Road, SE1 5LA); Hammersmith (Ealing, Hammersmith and West London College, Hammersmith Campus, Gliddon Road, W14 9BL); Deptford Reach (Speedwell Street, SE8 4AT).
- Spaces:** Approx 1200 spaces across 5 centres.
- Shelter hours:** Access to shelters via 5 day centres. Hourly minibuses (9.15am-2pm) to day centres from local pick up points: for Finsbury Park - Kings Cross, Mornington Crescent, Finsbury Park station; for Stratford - Spitalfields Market, Hackney Town Hall, Stratford station; for Bermondsey - Temple, Waterloo (St Johns), London Bridge (Southwark Street), Bermondsey station; for Hammersmith - Broadway Day Centre, Victoria, Chelsea Methodist Church. Also via Deptford Reach Day Centre.
- Rules:** No violence or weapons. No alcohol.
- Further information:** Phone project on above number or visit Crisis website [www.crisis.org.uk/pages/christmas.html](http://www.crisis.org.uk/pages/christmas.html) - leaflets available with full details in a range of languages.

## BARNET

### BARNET CHURCHES WINTER SHELTER

- Open:** 1 October 2011 – 31 March 2012 (except 23-30 December during Crisis at Christmas opening).
- Referral address:** c/o Homeless Action in Barnet, 36b Woodhouse Road, N12 0RG.
- Phone:** 020 8446 8400
- Gender:** Mixed
- Age:** 18+
- Target group:** Single homeless people sleeping rough in LB Barnet who are attending Homeless Action in Barnet's day centre. Will not accept people who turn up under the influence of drugs and/or alcohol or who display aggressive/violent behaviour.
- Referral procedure:** Only accept referrals from Homeless Action in Barnet's day centre (details above). Do not accept self referrals or referrals from any other agency. Phone or drop in to Homeless Action in Barnet Mon, Tues, Thurs 9am-3pm, Weds, Fri 12 noon-3pm. Interview.
- Spaces:** 15
- Shelter hours:** Shelter opens 7.30pm. Last admission 8.30pm. No re-admission after booking in. Must leave by 8.30am.
- Rules:** Alcohol, smoking, dogs and offensive weapons are not allowed inside the church buildings. Violent or threatening behaviour is not tolerated.

## BRENT

### ROUTE 18 WINTER SHELTER

- Open:** 12 December 2010 – 31 March 2012 (may be closed 23rd-30th during Crisis at Christmas opening).
- Referral address:** c/o CHC – Community Centre, 60 Ashford Road, London, NW2 6TU
- Phone:** 020 8208 8590
- Gender:** Mixed. Separate areas may be available for women in some venues.
- Age:** 18+
- Target group:** Verified rough sleepers and single, non-priority homeless people with low support needs who are living in Brent. Unable to accept those with high support needs around alcohol and/or drug use, or those with a history of violence or sex offences.
- Referral procedure:** Accept self or agency referrals via CHC. Phone Mon-Thurs 9.30am-4.30pm and Fri 10.30am-4pm.
- Spaces:** 15-30.
- Shelter hours:** Shelter opens 7.30pm. Last admission 8.30pm. No re-admission once booked in. Must leave by 7.30am.
- Rules:** No alcohol, drugs or smoking allowed in, or outside the venues. Guest agreement. If rules are broken, will lose place. Violence not tolerated and will result in a ban.

## BROMLEY

### 5000 PROJECT

- Open:** 5 December 2001 – 28 February 2012
- Referral address:** Bromley United Reform Church, 20 Widmore Road, Bromley BR1 1RY
- Phone:** 020 8477 0257, 07879 008523
- Gender:** Mixed. Separate areas may be available for women in some venues.
- Age:** 18+
- Target group:** Homeless people. Will accept couples. Priority given to people with a local connection. Unable to accept arsonists, sex offenders and those with a history of violence.
- Referral procedure:** Accept self or agency referrals. Phone daily 10am-3pm to check vacancies. Application form and interview.
- Spaces:** 12.
- Shelter hours:** Shelter opens 8pm. Last admission 8.45pm. No re-admission once booked in. Must leave by 8am.
- Rules:** No alcohol or smoking allowed on the premises.

## CAMDEN

### C4WS HOMELESS PROJECT

<b>Open:</b>	<b>2 November 2011 – 1 April 2012</b>
<b>Referral address:</b>	See below.
<b>Phone:</b>	07515 507970
<b>Gender:</b>	Mixed. Includes a separate area for women in each venue.
<b>Age:</b>	18+
<b>Target group:</b>	Homeless people with no other accommodation options. No local connection required but must be accessing support from a Camden agency.
<b>Referral procedure:</b>	Accept referrals from Camden agencies only. Phone 9am-5pm to check vacancy details. If there is a vacancy, people are given directions to the shelter for that evening. Do not turn up at venue without phoning first. All places must be booked in advance.
<b>Spaces:</b>	15
<b>Shelter hours:</b>	Shelter opens 7.30pm. Last admission 8pm. Must leave by 8.45am.
<b>Rules:</b>	No alcohol allowed on premises. No smoking inside church buildings. Must register with welfare manager. Anti-social behaviour not tolerated. Must accept C4WS ethos and accept terms of stay.

## EALING

### EALING CHURCHES WINTER NIGHT SHELTER

<b>Open:</b>	<b>3 January – 31 March 2012</b>
<b>Referral address:</b>	See below.
<b>Phone:</b>	07930 378263
<b>Email:</b>	ecwns.office@yahoo.com
<b>Website:</b>	www.ecwns.org.uk
<b>Gender:</b>	Mixed.
<b>Age:</b>	18+
<b>Target group:</b>	Single homeless people, including rough sleepers, in the Borough of Ealing Priority given to people with a local connection.
<b>Referral procedure:</b>	Only accept referrals from Acton Homeless Concern, St Mungos and Ealing Soup Kitchen. Phone to check vacancy details.
<b>Spaces:</b>	14
<b>Shelter hours:</b>	Shelter opens 7.30pm.
<b>Rules:</b>	No alcohol to be consumed on church premises. Smoking permitted outdoors.

## HACKNEY

### HACKNEY WINTER NIGHT SHELTER

<b>Open:</b>	<b>1 January – 31 March 2012</b>
<b>Phone:</b>	07702 799543
<b>Website:</b>	www.hwns.org.uk
<b>Email:</b>	link@hwns.org.uk
<b>Gender:</b>	Mixed. Includes a separate area for women.
<b>Age:</b>	18+
<b>Target group:</b>	Single homeless people, including rough sleepers.
<b>Referral procedure:</b>	Self or agency referrals. Phone 9am-9pm daily – the number will be on the website - to check vacancy and venue details. Must turn up at venue no more than 15 minutes before opening time. All places must be booked in advance.
<b>Spaces:</b>	25.
<b>Shelter hours:</b>	Shelter opens 8pm Mon-Sat and 7pm Sun. Last admission 8.30pm Mon-Sat, 7.30pm Sun. No re-admission once booked in. Must leave by 8am.
<b>Rules:</b>	No alcohol or drugs allowed on premises. People who are abusive, threatening or disruptive will be asked to leave and may be barred.

## HAMMERSMITH & FULHAM

### WEST LONDON CHURCHES NIGHTSHELTER

<b>Open:</b>	<b>7 November 2011 – 1 April 2012</b>
<b>Referral address:</b>	See below.
<b>Phone:</b>	020 7351 4948
<b>Gender:</b>	Mixed. Includes a separate area for women.
<b>Age:</b>	18+
<b>Target group:</b>	Single homeless people sleeping rough in West London boroughs of Hammersmith & Fulham and Kensington & Chelsea, including those with a range of support needs. Will not accept people exhibiting abusive behaviour, people with a history of arson or violence, or people with high support needs around substance use or mental health who are not linked into appropriate services.
<b>Referral procedure:</b>	Only accept self referrals. Phone Mon-Fri 9am-5pm to check venue and vacancies. Registration in person only. Priority given to people who stayed the previous night.
<b>Spaces:</b>	35
<b>Shelter hours:</b>	Must arrive at venue by 8pm. No re-admission once booked in. Must leave by 7am.
<b>Rules:</b>	No alcohol or drugs allowed in or outside the venues. No smoking inside the venues. Anti-social behaviour not tolerated.

## HARINGEY

### HARINGEY CHURCHES WINTER SHELTER (ALL PEOPLE ALL PLACES)

- Open:** 11 December 2011 – 10 March 2012
- Referral address:** see below
- Email:** [lia@allpeopleallplaces.org](mailto:lia@allpeopleallplaces.org)
- Gender:** Mixed.
- Age:** 18+
- Target group:** Homeless people with low support needs, including rough sleepers. Must have a local connection to Haringey. “Must want to break the cycle of homelessness.”
- Referral procedure:** Accept referrals from any agency. Email [lia@allpeopleallplaces.org](mailto:lia@allpeopleallplaces.org) with all referrals.
- Spaces:** 12.
- Shelter hours:** Shelter opens at 8pm with last admission at 8.30pm. No re-admission once booked in. Must leave by 8.15am.
- Rules:** No alcohol allowed on the premises. No smoking allowed inside church buildings. Anti-social behaviour will not be tolerated. Must sign guest agreement.
- Further information:** There is a contact number for the shelter – 07949 361721 – available Mon-Fri 10.30am-5pm for further information, but this cannot be used for making referrals.

## HARROW

### FIRM FOUNDATION WINTER NIGHT SHELTER

- Open:** 4 January – 28 March 2012
- Referral address:** Email or phone, see below.
- Email:** [housingoptions@hillingdon.gov.uk](mailto:housingoptions@hillingdon.gov.uk)
- Phone:** 07979 836403
- Gender:** Men.
- Age:** 18+
- Target group:** Rough sleepers, people without recourse to public funds and asylum seekers.
- Referral procedure:** Accept referrals from recognised homeless agencies, priority given to those with a local connection. Phone Mon-Fri 9am-4.30pm.
- Spaces:** 10.
- Shelter hours:** Shelter opens at 7pm. No entry after 7.30pm. No readmission once booked in. Must leave by 7.30am..
- Rules:** No alcohol allowed in the building. Alcohol can be handed in if necessary. Smoking allowed only in designated outside area.

## HILLINGDON

### HILLINGDON WINTER NIGHT SHELTER

<b>Open:</b>	<b>16 January – 26 February 2012</b>
<b>Referral address:</b>	See below.
<b>Phone:</b>	01895 250147
<b>Gender:</b>	Men.
<b>Age:</b>	18 -65
<b>Target group:</b>	Rough sleepers. Must have a local connection to Hillingdon. Will not accept people under the influence of alcohol or drugs, or those exhibiting violent or threatening behaviour.
<b>Referral procedure:</b>	Accept self referrals and referrals from any agency. Phone Mon-Fri 9am-5pm. Referral form.
<b>Spaces:</b>	10.
<b>Shelter hours:</b>	Must leave by 8am.
<b>Rules:</b>	Residents must sign behaviour agreement.

## ISLINGTON

### CARIS ISLINGTON CHURCHES COLD WEATHER SHELTER

<b>Open:</b>	<b>1 January – 31 March 2012</b>
<b>Phone:</b>	07913 020738
<b>Shelter hours:</b>	Opens 7.30pm. Last admission 8pm. No readmission once booked in. Must leave by 8.30am.
<b>Gender:</b>	Mixed. Includes a separate area for women.
<b>Age:</b>	18+
<b>Target group:</b>	Single homeless people. Priority given to those with a local connection to LB Islington. Will not accept people with high support needs or those assessed as high risk.
<b>Referral procedure:</b>	Self referrals and referrals from and agency, priority given to local Islington agencies. Phone 9am-11pm to check vacancies and venue details. Registration form. If appropriate, given directions to that evening's shelter. All places must be booked in advance.
<b>Spaces:</b>	15
<b>Rules:</b>	No alcohol, drugs, smoking or pets allowed on premises. Zero tolerance to violence. Guest agreement must be signed.

### **QUAKER CHRISTMAS SHELTER**

**Open:** 23 – 30 December 2011  
**Referral address:** Union Chapel, Compton Avenue, Highbury, London N1 2XD  
**Phone:** 07833 123155  
**Shelter hours:** Last admission 8pm. Must leave by 7am.  
**Gender:** Mixed. Includes a separate area for women.  
**Age:** 18+  
**Target group:** Anyone who is homeless over the Christmas period, including refugees, and particularly rough sleepers. Local connection not required. Can accept people with dogs.  
**Referral procedure:** Self referrals and referrals from Islington Outreach Forum agencies (includes Islington DAAT, The Whitaker Centre, The Pillion Trust, New Horizon, Focus and Angel Drug Services) or other agencies that can provide ongoing support. Phone to check vacancies and book a bed. Require NI number and CHAIN number.  
**Spaces:** 25  
**Rules:** No alcohol or drugs allowed on premises. Smoking allowed outside.

## **KENSINGTON & CHELSEA**

### **WEST LONDON CHURCHES NIGHTSHELTER**

**Open:** 7 November 2011 – 1 April 2012  
**Referral address:** See below.  
**Phone:** 020 7351 4948  
**Gender:** Mixed. Includes a separate area for women.  
**Age:** 18+  
**Target group:** Single homeless people sleeping rough in West London boroughs of Hammersmith & Fulham and Kensington & Chelsea, including those with a range of support needs. Will not accept people exhibiting abusive behaviour, people with a history of arson or violence, or people with high support needs around substance use or mental health who are not linked into appropriate services.  
**Referral procedure:** Only accept self referrals. Phone Mon-Fri 9am-5pm to check venue and vacancies. Registration in person only. Priority given to people who stayed the previous night.  
**Spaces:** 35  
**Shelter hours:** Must arrive at venue by 8pm. No re-admission once booked in. Must leave by 7am.  
**Rules:** No alcohol or drugs allowed in or outside the venues. No smoking inside the venues. Anti-social behaviour not tolerated.

## KINGSTON UPON THAMES

### KINGSTON CHURCHES WINTER NIGHTSHELTER

<b>Open:</b>	<b>1 December 2011 – 28 February 2012</b>
<b>Referral address:</b>	c/o KCAH, 36a Fife Road, Kingston upon Thames KT1 1SU
<b>Phone:</b>	020 8255 7400
<b>Gender:</b>	Mixed. Some venues have a separate room for women.
<b>Age:</b>	18+
<b>Target group:</b>	Single homeless people, including rough sleepers. Will not accept people under the influence of alcohol or drugs, or those exhibiting violent or threatening behaviour.
<b>Referral procedure:</b>	Accept self or agency referrals. Phone or call in Mon-Fri 10am-1pm for an informal interview and to be placed on the list for that evening.
<b>Spaces:</b>	12
<b>Shelter hours:</b>	Must arrive at venue by 8.15pm. No re-admission once booked in. Must leave by 8am.
<b>Rules:</b>	No alcohol or smoking allowed on the premises.

## LAMBETH

### THE ROBES PROJECT

<b>Open:</b>	<b>6 November 2011 – 1 April 2012 (except closed 23-30 December during Crisis at Christmas opening)</b>
<b>Referral address:</b>	c/o South London Mission, Bermondsey Church Hall, 256 Bermondsey Street, SE1 3UJ.
<b>Phone:</b>	020 7407 2014.
<b>Gender:</b>	Mixed.
<b>Age:</b>	18+
<b>Target group:</b>	Homeless people with low-medium support needs.
<b>Referral procedure:</b>	Accept agency referrals only from Manna Centre, Spires Centre, Ace of Clubs, St Mungo's SPOT Team and Southwark Day centre for Asylum Seekers. Visit the referral agencies during their opening times and ask for a referral. Cannot just turn up at the door without an assessment.
<b>Spaces:</b>	15
<b>Shelter hours:</b>	Shelter opens 7pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.
<b>Rules:</b>	No alcohol or smoking allowed in church buildings. If rules are broken, will lose place. Violent or aggressive behaviour not tolerated and will result in a ban.

## LEWISHAM

### 999 CLUB WINTER SHELTER

**Open:** 1 December 2011 – mid March 2012  
**Referral address:** 21 Deptford Broadway, London SE8 4PA  
**Phone:** 020 8691 7734  
**Gender:** Mixed.  
**Age:** 18+  
**Target group:** Homeless people.  
**Referral procedure:** Accept self referrals and agency referrals. Phone Mon-Fri 9.30am-5pm to check.  
**Spaces:** 25  
**Shelter hours:** Shelter opens 9pm. Last admission 10pm. No re-admission once booked in. Must leave by 7am.  
**Rules:** No alcohol or smoking allowed in building.  
**Further information:** Please note the Nightshelter is likely to be fully booked for the duration and is unlikely to have vacancies.

## SOUTHWARK

### THE ROBES PROJECT

**Open:** 6 November 2011 – 1 April 2012 (except closed 23-30 December during Crisis at Christmas opening)  
**Referral address:** c/o South London Mission, Bermondsey Church Hall, 256 Bermondsey Street, SE1 3UJ.  
**Phone:** 020 7407 2014.  
**Gender:** Mixed.  
**Age:** 18+  
**Target group:** Homeless people with low-medium support needs.  
**Referral procedure:** Accept agency referrals only from Manna Centre, Spires Centre, Ace of Clubs, St Mungo's SPOT Team and Southwark Day centre for Asylum Seekers. Visit the referral agencies during their opening times and ask for a referral. Cannot just turn up at the door without an assessment.  
**Spaces:** 15  
**Shelter hours:** Shelter opens 7pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.  
**Rules:** No alcohol or smoking allowed in church buildings. If rules are broken, will lose place. Violent or aggressive behaviour not tolerated and will result in a ban.

# WALTHAM FOREST

## **FOREST CHURCHES EMERGENCY NIGHT SHELTER**

**Open:** 1 November 2011 – 31 March 2012

**Phone:** 07587 191500

**Gender:** Mixed. Can usually set up separate area for women.

**Age:** 18+

**Target group:** Street homeless men and women sleeping rough who have a Waltham Forest connection.

**Referral procedure:** Accept referrals via 2 local day centres - Fountain Day Centre (Mon-Sat 8am-3pm at 3 Staffa Road, Leyton, E10 7PY) and Greenleaf Road Day Centre (Thurs-Sat 12.30pm-3pm at 67-69 Greenleaf Road, Walthamstow, E17 6QP). Call in before 5pm. Phone Mon-Fri 9am-5pm for information only.

**Spaces:** 25

**Shelter hours:** Doors open at 8pm. Must leave after breakfast by 8am.

**Rules:** Must sign welcome agreement outlining the boundaries.