

Services for Rough Sleepers & Single Homeless People

REPORTING ROUGH SLEEPING

StreetLink Referrals & Thamesreach Rapid Respose Team

If you come across a rough sleeper in Merton or are rough sleeping yourself, you can make a referral or self-referral to StreetLink by completing an online referral form: www.streetlink.org.uk, or by contacting them by phone on 0300 500 0914.

All StreetLink referrals are passed on to the Thamesreach Rapid Response Team. The team will reach out to rough sleepers at their sleep sites 7 days a week, and can usually responds to a referral the same day. Those new to rough sleeping are taken to pan London 'No Second Night Out' hubs, others are referred to local support services for assistance and ongoing casework support. For more information about local casework support, please contact the council's Housing Strategy Team on 020 8545 3619 or 020 8545 4112. Email: HousingStrategy@merton.gov.uk

Severe Weather Emergency Protocol (SWEP)

Arrangements for the SWEP in Merton are as follows:

- If you become aware of a potential rough sleeper, please make a referral, with as much detail as possible about the individual and their location to:
 - Streetlink **during office hours** on 0300 500 0914 or complete an online referral form **at any time**: www.streetlink.org.uk
 - Housing Strategy Team **during office hours** on 07584 546 268 or 020 8545 3619 or 020 8 545 4112
 - Night Duty **during out-of-hours** on 020 8770 5000, who will, where appropriate, agree and arrange emergency accommodation

- Rough sleepers can also be advised to attend the Civic Centre, London Road, Morden SM4 5DX, **during office hours until 4pm** and ask to see a member of the Housing Options Team. Under the SWEP, the council will source emergency accommodation for anyone verified by the Thamesreach Rapid Response Team as a rough sleeper in the borough of Merton. We recognise however, that particularly outside of usual business hours, independent verification may not be possible and where this is the case, provision of the emergency accommodation will be at the discretion of the Emergency Duty Team officer.

- Rough sleepers placed out-of-hours should be advised to approach the Merton Housing Advice Service at the Civic Centre, London Road, Morden, SM4 5DX on the following business day, to discuss their options for alternative housing and to review their immediate accommodation needs in the light of the current weather conditions.

SHORT STAY ACCOMMODATION

Winter Night Shelter

Provides shelter for up to 14 rough sleepers at a time during the coldest winter months between late November and early March every year, at 14 different venues. The project provides meals, a safe and warm place to sleep, support and one to one case working for rough sleepers with low to medium support needs. Clients are also provided with help to access training, employment and move-on accommodation.

Night Life Shelter

A new night shelter opened on 6th January 2020 and will stay open until the end of March. The shelter can cater for 13 to 14 rough sleepers.

Website: www.southcroft.org

Spear Assessment Beds

Provides 4-bed temporary supported accommodation for rough sleepers in a shared house. Clients can stay for up to 6 months while they Access to this accommodation is by referrals only via Merton Council. Contact Housing Strategy Team on 020 8545 3619 or 020 8545 4112. Email:

HousingStrategy@merton.gov.uk

YMCA Wimbledon

A hostel for single homeless people with low or no support need, at 200 The Broadway, London SW19 1RY. Access to this accommodation is by referrals only. Tel: 020 8542 9055.

Evolve Housing & Support

Evolve provides short-stay accommodation for rough sleepers with low support needs. Access is by referrals only.

Website: www.evolvehousing.org.uk

MASH Hostel

A hostel for young single homeless people that can be accessed by rough sleepers up to the age of 25 with low, medium or high support need. The hostel is staffed 24 hours a day 7 days a week. Access is by referrals but clients can also approach the hostel direct. Tel: 020 8543 3677.

DAY / SUPPORT SERVICES**Faith in Action Drop-In Sessions**

Every Wednesday and Friday throughout the year, from 10am to 3pm, at the Salvation Army Hall, 109 Kingston Road, South Wimbledon SW19 1LT. Email: team@mertonfaithinaction.org

Welcomes all rough sleepers, street users and the precariously housed, as well as those who are socially excluded, vulnerable and isolated or who have mental health or addiction issues.

Services include:

- Breakfast, snacks and a home-cooked lunch
- Shower and laundry facilities
- Clothes and food parcels
- Supported internet access, giving assistance with online registration forms, job and housing applications, and benefit claims
- Help with access to local statutory and voluntary services such as the Community Drug & Alcohol Teams, Spear Housing, Street Rescue, and Merton Winter Night Shelters
- Help in the search for work: assistance with putting together CVs, looking for jobs, and making online applications. And we help service users get the best out of the Government's own jobs website Universal Jobmatch

Faith in Action A10 Project

Assist homeless persons and rough sleepers and those at risk of homelessness from Central & Eastern European countries. Service users can approach a bi-lingual worker based at the Faith in Action Drop-In for assistance, which includes help to obtain legal documentation, benefits claims, search for work & CV writing. The bi-lingual worker also accompanies clients to medical and other appointments where required.

Merton Horizons Project

The Merton Horizons Project provide rough sleepers with hot meals and a designated space to relax during the day from Mondays to Fridays until the end of March. The day service is located at the New Horizon Centre, South Lodge Avenue, Mitcham, London CR4 1LT. Clients using this day service can access community services offered by the New Horizon Centre, including advice on education, training and employment. Support services also visit rough sleepers at the centre to provide them with advice and assistance, including benefits advice, drug and alcohol services.

WDP Merton

Offers free and confidential treatment and support for individuals and their families affected by drug and alcohol problems. The service is free and open to all Merton residents aged 18 or over. Service

users can be referred by any professional, such as a housing support worker, social worker or nurse, or visit the service in person, at 7-8 Langdale Parade, Mitcham CR4 2YS during office hours, or at the YMCA Wimbledon, at 200 The Broadway, London SW19 1RY, every Tuesday morning.

Tel: 0300 303 4610. Email: info.merton@wdp.org.uk

Services include:

- Information, advice, support, assessment and drop-in
- One-to-one key working
- Group work and day programme
- Needle exchange and harm reduction services
- Substitute prescribing
- Specialist services for alcohol users
- Access to in-patient detox and residential rehab
- Health assessments and blood-borne virus screening & vaccination
- Counselling
- Self-help and mutual aid groups
- A health and wellbeing service for people who use substances at lower levels, including alcohol, club drugs, cannabis and cocaine
- Reintegration and Aftercare - education, training and employment (ETE) support
- Family and carers' support and advice
- Support for individuals in the criminal justice system

Wimbledon Sunshine Recovery Café

The Recovery Café supports adults (18 years+) with mental health issues from the South London boroughs of Wandsworth, Merton, Sutton, Richmond and Kingston. The Café, which is open 365 days a year, aims to support people to reduce their immediate crisis and anxiety, and to prepare a safety plan, drawing on resilience and coping mechanisms. They are an alternative for people who may present at A&E because of their mental health and are an out-of-hours service to support people when other services are closed.

The Café Helps customers discuss the nature of their crisis, identify the triggers to it, and to help them identify strengths and coping skills they might use to reduce their distress in order to successfully manage their own situations in the future. It also offers resilience building, recreation and leisure activities, peer-led support, signposting to partner agencies, risk assessment, and opportunities including complementary therapies, healthy eating sessions, Yoga, separate women and men's peer support groups, art therapy, Goals for the Week group and many others

The Café is at 296a Kingston Rd, Wimbledon Chase, London SW20 8LX. Tel: 07908 436 617 Email:

info@sunshinerecoverycafe.org

- Monday to Friday: 6pm - 11pm,
- Saturday Sunday and Bank holidays (including Christmas day and New Year's Day): 12noon - 11pm

Homeless or threatened with homelessness?

If you are think you will be made homeless in the next 56 days, you can approach any local authority in England, and ask for assistance. The council will assess your needs, and draw up a plan to help you resolve your housing problem.

If you need to contact us

Visit:

Housing Options
Merton Civic Centre
London Road

Morden

SM4 5DX

Email to: housingadvice@merton.gov.uk

Telephone: 020 8545 3636