



Harrow Mental Health Information Directory Factsheet

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Housing & Homelessness

This factsheet provides information and guidance on several options available for support and guidance on housing issues. It also contains further details of key services in Harrow that can be contacted for further specialist advice, related to housing for people with mental health problems.

Quick reference guide

If you become homeless suddenly and do not have a friend or relative to stay with and require emergency housing please contact:

Homeless Assessment Team

Under the Homeless Reduction Act 2017 every local authority is required to advise all people threatened with homelessness within 56 days, whether you are single or a family. If you think you are going to be made homeless it is important to contact the local authority as soon as possible.

If the council places you in emergency housing as a result of being homeless, it will likely be in a bed & breakfast and/ or will likely be outside of London, this is due to the current shortage of housing in London. It is unlikely that the council will be able to offer accommodation to unaccompanied adults or couples without children, this is again due to the shortage of accommodation in London.

The Homeless assessment team can be reached on 0208 424 1093 their phone lines are open 9am-5pm Monday to Friday. You can also reach out to them via the following link where you can fill out their online enquiry form:

<https://www.harrow.gov.uk/housing-property/homelessness>

Shelter (National telephone advice line)

Tel: 0808 800 4444(Helpline), 0808 1644 660 (Emergency Helpline)

Email: info@shelter.org.uk

Website: <https://england.shelter.org.uk/>

This advice line is open Monday-Friday 8am- 8pm and on weekends and bank holidays from 9am-5pm. The advice line and offers advice, guidance and specialist information on housing and direct you to local support services available to support you in the long term. Please note that the service can get very busy, so you may be kept on hold for up to an hour before you talk to an adviser. It is useful to have relevant documents such as tenancy agreements with you when you get through to a counsellor.

Am I entitled to help?

The Homeless Reduction Act (2017) came into effect in April 2018. The Act amends Part 7 of the Housing Act 1996 and places new duties on local authorities.

The local authority has the following duties:

- to provide free tailored advice on homelessness issues.
- to make enquiries re eligibility
- to assess and draw up a Personal Housing Plan (PHP)

The local authority has a duty to provide advisory services to all Harrow residents, however there are a number of specified vulnerable groups that may be eligible for emergency support/relief duty.

These groups include:

- Care leavers aged 18-20
- Victims of domestic abuse
- Persons leaving hospital
- Persons pregnant or have dependents under 16 years
- Persons over 65 years
- Persons suffering from ongoing physical disability or learning disability
- Persons suffering from a mental illness or impairment

You will not automatically qualify for housing if you fit into one of these vulnerable groups. You will need to be assessed first and you will be asked to bring with you evidence of your diagnosis, supporting letters from your psychiatrist or care co-ordinator, as well as details about any treatments

undertaken. There may be other circumstances in which individuals are classified as vulnerable, so it is advisable to contact Harrow Housing Advice in the first instance.

Homeless and threatened with homelessness

You will be considered legally homeless if you have no accommodation, which is available and reasonable for you and your dependents to live in. You will also be considered homeless if you have accommodation but cannot get into it. For example, if you have somewhere to stay with friends or relatives but have been asked to leave, or if you are at risk of violence in your home, you will be considered to be threatened with homelessness.

If you are likely to be at risk of homelessness within 56 days, the local authority has a 'prevention duty' to prevent you from becoming homeless. This will involve providing you with information and advice on the steps you can take to prevent homelessness via a Personal Housing Plan (PHP). This is an agreement between you and the local authority on what steps you can take and how they can support you to achieve this. If you meet the above criteria and you are homeless, the local authority has a 'relief duty' to alleviate homelessness by providing emergency accommodation. This may be in the form of a hostel or a B&B and does not extend to permanent or secure accommodation.

Harrow Council Support

Harrow Housing Advice Service

Housing Advice: Emergency Accommodation

Civic Centre, Station Road, Harrow HA1 2XY.

Tel: 0208 424 1093 for an appointment Email: housing.advice@harrow.gov.uk

Emergency accommodation is a very limited resource which can only be offered to those who are actually roofless, are eligible and have a priority need.

Advice available by phone 9am-5pm Monday to Friday or to be contacted by a member of the team fill out the online form at the following address

<https://www.harrow.gov.uk/housing-property/homelessness>.

Sheltered Housing - Harrow Housing Assessment Team

Sheltered housing is available to those who are over the age of 60 and at risk of being homeless. While personal care is not provided you can be safe in the knowledge that it is close by if needed. This service is also ideal for people who are considering downsizing or are lonely where they currently live.

Civic Centre, Station Road, Harrow HA1 2XY

Tel: 020 8424 1093 during office hours | Email: locatahelp@harrow.gov.uk

Website: <https://www.harrow.gov.uk/housing-property/sheltered-housing>

Out of hours support

If you are at risk of homelessness out side of office hours, you can contact the **'Emergency Duty Social Worker Team'**. This number is only to be used out of hours only.

This service is available to help children and their families, elderly people, people with disabilities and people with mental health problems who have urgent and immediate need for emergency social services; for example people who are homeless or at risk.

Emergency out of hours contacts:

- **Out of hours - Social Services**

The emergency duty social worker is available weekends, bank holidays and between 5pm-9am weekdays. Call the standard homeless assessment number and you will be diverted to the emergency out of hours team
Tel: 0208 424 1093

- **CNWL Single Point of Access (SPA) 24 hour crisis line**

24 hours on Monday - Sunday and Bank Holidays

Tel: 0800 0234 650

The SPA provides emergency mental health support for existing service users and new referrals. If you are calling during office hours, and normally see a mental health professional please contact them first.

What to do if you are threatened with homelessness?

In order to evict you from your home, the landlord needs to follow a legal procedure.

- There are several reasons that a landlord may decide to evict you, examples being **rent arrears, violating a tenancy agreement or damage to property**. While there are some reasons that are out of your control, it is advisable to prioritise paying your rent and council tax bill when managing your finances, to avoid serious consequences.

- Make time to read your tenancy agreement to ensure you know what is expected of you as the tenant.
- If you are unwell or you are finding it difficult to manage your tenancy due to your mental health, you must inform your landlord of this. The landlord has a duty to show they have offered you support to manage your tenancy within Housing law if you have disclosed to them your mental health needs.
- If the landlord still decides to evict you, they will first issue you with a section 21 notice. This is a 2 month notice in writing that is asking you to leave your home. Please note, **you do not need to leave your home at this point**, but you **must** seek legal support. For legal advice as part of legal aid, you can contact the organisations outlined below:
- It is also advisable to contact Harrow Housing Advice using the contact information above to ask for any further support and advice that can be offered. As you are threatened with homelessness within 56 days.
- To complete the eviction, the landlord then needs to apply to the court for a possession order. This is normally issued, giving you 14 days' notice to vacate your home. If you receive this notice please seek legal advice **immediately** via the legal support listed below.
- If you do not leave on the date when the possession order expires, then the court may order bailiffs to attend your property. This experience may be very upsetting and stressful. It is important to note that bailiffs are not able to use physical violence or offensive language. Bailiffs are not able to force entry into your house, so they cannot gain entry if you do not open the door.

For further information about the eviction process, please visit the shelter website: https://england.shelter.org.uk/housing_advice/eviction

The website contains information on how to ask the council for help on homelessness, and how to assess if you're eligible for certain covers/assessments. Further useful factsheets are available from the National Homeless Advice Service (NHAS) factsheet:

<https://www.nhas.org.uk/public/factsheets-public-advice-guides>

These factsheets provide detailed information about your legal rights on various topics such as: rents, eviction, possession and illegal eviction.

Legal Housing Advice

Civil Legal Advice Line

Telephone: 0345 345 4 345

Monday-Friday 9am-8pm,

Saturday 9am-12:30pm.

You can also text 'legalaids' and your name to 80010 to ask CLA to call you back. This costs the same as a normal text message.
Refer to <https://www.gov.uk/civil-legal-advice> for more information.
If you live on a low income or benefits, Civil Legal Advice can give you free advice over the telephone.

Harrow Law Centre

The Lodge, 64 Pinner Road, Harrow, Middlesex, HA1 4HZ
Available by telephone weekdays from 9:30am-4:30pm 020 8863 4355 |
Email: info@harrowlawcentre.org.uk
Website: www.harrowlawcentre.org.uk/

Harrow Law Centre provides a free and independent legal advice service to people who live or work in the London Borough of Harrow. They offer advice on housing, welfare benefits, immigration and for victims of crime and for young people.

The Law Centre can also offer second tier advice to local community groups to assist their clients and to the voluntary sector if they feel they have been treated unfairly in funding applications administered by a public body.

Harrow CAB

Civic 6, Station Road, Harrow HA1 2XY
Telephone: 0808 250 5705 on Mondays & Tuesdays 9.30am – 3.30pm and
Thursdays & Fridays 9.30am-1pm
You can email them by filling out their online referral form which can be accessed here: <https://www.citizensadviceharrow.org.uk/email/> please note that this service is unavailable during office hours.
<https://www.citizensadviceharrow.org.uk/>

Free independent impartial advice to anyone who needs it. Harrow Citizens Advice Bureau can give advice on problems including benefits, debt, employment, housing, family, tax and consumer issues.

How to appeal against a decision

The first place to register an appeal against an unsuccessful or unsatisfactory housing application is with the Housing Assessment Team. You usually have 21 days to ask for a review on any decision that has been made. Harrow Housing Advice Centre or Harrow CAB may also be able offer you help with your appeal.

If you still feel aggrieved, you are entitled to appeal to the Local Government Ombudsman <http://www.lgo.org.uk/> . Their job is to investigate individual complaints about councils, all adult social care providers (including care homes and

home care agencies) and some other public service organisations. Although this can be a lengthy process, there have been several successful outcomes by people using this route.

For further information about the appeal process please visit:

https://england.shelter.org.uk/housing_advice/homelessness/guide/homeless_get_help_from_the_council/challenge_a_council_decision

<https://www.citizensadvice.org.uk/housing/homelessness/challenging-your-homeless-decision/if-you-disagree-with-your-homeless-application-decision/>

Housing Ombudsman Service

PO Box 152, Liverpool L33 7WQ

General Helpline Telephone 0300 111 3000 Mon to Fri 9.15am till 17.15pm

To make a complaint call 0300 061 0614 (8-30am to 5pm) | Email: info@housing-ombudsman.org.uk

Website: <https://www.housing-ombudsman.org.uk/>

What to do if you are rough sleeping

If you are rough sleeping then the first step is to contact the Housing advice team. If you are assessed and deemed not eligible for emergency housing then you need to consider where you can stay to keep yourself safe. The below information are organisations that may be able to support your situation.

Streetlink

Telephone 0300 500 0914, 24 hours a day for local services

Website: <https://www.streetlink.org.uk/>

You can contact Streetlink if you or someone you know is sleeping rough. They will locate the individual and inform local homelessness services who will aim to offer the most appropriate support. Please note it is important that the rough sleeper remains in the same position for several nights as he/she is unlikely to be visited on the first night. The easiest way is to alert Streetlink of a rough sleeper is through their website. If you think that the person you are calling about is under the age of 18, do not contact Streetlink but contact the police instead.

The Firm Foundation

Brigade House, Brigade Close, South Harrow, HA2 0LQ Telephone: 020 84265515

Email: office@firmfoundation.org.uk Website: <http://firmfoundation.org.uk/>

The Firm Foundation charity works across the Borough of Harrow assisting those who are single and homeless. They provide a Winter Night Shelter during January to March with bed spaces for male and female guests.

Single Homelessness Signposting Drop-in

The Firm Foundation run this drop in service weekly on Monday's & Friday's 2.00pm to 4.00pm at Harrow Baptist Church, College Road Harrow HA1 1BA, the drop in provides food, shower and a chat.

For more information please see: <https://firmfoundation.org.uk/>

Hostels and night shelters

There are currently no direct access hostels in Harrow, but there are a small number in neighbouring boroughs. Please note all hostels have a different referral process so it is advisable to ring in advance to ask. Many are operated on a first come, first served basis and you may have to get there early for a space.

Open Door

Open Door, 8 Bricket Road, St Albans AL1 3JX | Telephone: 01727 859113

Website: <https://opendoorstalbans.org/>

Open Door is open 365 days a year, 6pm to 8.15am. There is overnight accommodation for single homeless people in small dormitories. A cooked meal and hot drinks are provided in a welcoming atmosphere. Men and women are accommodated on separate floors each with bathroom facilities (up to 12 males and 4 females). A nurse is available for health advice.

Open Door St Albans also provide a drop-in shelter Monday to Friday from 2:30-4pm

Centrepont

Centrepont have a number of accommodations available between the ages of 16-25 including in Harrow, Ealing and Wembley. They will be able to accommodate a homeless person for 3-6 months and attempt to work with the homeless person on the road to recovery while they are there. Referrals must go through the relevant council.

Roxeth Gate Foyer

YMCA Roxeth Hill, Roxeth Hill, Harrow HA2 0JN | T 020 8832 1550|

Email: roxethgate@ymcaspg.org |

Website: <https://ymcastpaulsgroup.org/home/our-services/accommodation/hostels/hostel-ymca-roxeth-gate/>

Roxeth Gate hostel is a three storey building situated next to Christ Church Roxeth on Roxeth Hill. The hostel comprises of 42 flats, of which 28 are studio flats (two studio flats specifically cater for disabled residents) with shared bathroom facilities and 14 are one-bed flats. All rooms are fully furnished to include a bed, wardrobe, table and chairs. They each have their own kitchen fully equipped with cooking appliances and utensils, where residents are expected to prepare and cook their own meals.

Look Ahead-Livingstone House

7thFloor, Mahatma Gandhi House, 34 Wembley Hill Road, Wembley, HA9 8AD
Single homeless people with support needs, including those sleeping rough, women escaping domestic violence, refugees and those with alcohol, drug problems and/or mental health issues. Holds 92 spaces for men and women in separated accommodation for 1 night up to 1 year.

Phone: 020 8937 2573

Email: start@brent.gov.uk

<http://www.lookahead.org.uk>

Shelter from the Storm

Website: <http://sfts.org.uk/> E-mail: refer@sfts.org.uk

Free emergency night shelter in London providing bed, dinner and breakfast for up to 44 homeless people every night of the year. There are two male dorms each with 12 beds and one female dorm with 18 beds. Referrals are accepted from all London boroughs, locations and organisations. Self-referrals or referrals by members of the public on behalf of friends, family are not accepted, so please contact a local advice agency to be referred. They open at 6pm each day and close at 8am.

Homeless link <https://www.homeless.org.uk/search-homelessness-services>

Provides an online search for homelessness support and accommodation local to the postcode or area inputted.

No Second Night Out

No Second Night Out (NSNO) focuses on helping those who find themselves rough sleeping on the streets of London for the first time. Help is offered to prevent people needing to return to the streets; for many this will be returning to their home area, reconnecting with family and support networks. Clients can be referred to this service via Streetlink and there can be a waiting list as the service is over subscribed.

<https://www.mungos.org/magazine-article/stopping-homelessness-before-its-too-late/>

What to do if you are under 25 years and are homeless

If you are under 25 years and homeless or threatened with homelessness then initially you need to contact the housing advice team. There are some additional organisations that can specifically support this age group.

Centrepoint Helpline

Telephone: 0808 800 0661 (Monday-Friday, 9am-5pm).

If you're young and worried you might be homeless, the Centrepoint Helpline can offer advice to anyone in England aged 16-25. They can also help people worried about a young person they know.

New Horizon Youth Centre

68 Chalton Street, London, NW1 1JR | Telephone (general info): [0207 388 5560](tel:02073885560) Email: info@nhyouthcentre.org.uk | Website: <https://nhyouthcentre.org.uk>

They provide a vital support network for 16-24 year olds from hot food, showers and laundry to help with finding accommodation, training and employment. Other services include; counselling, drug and alcohol support, health, fitness, art, music and communication skills workshops. They also run a day centre 10:30am-4pm on Monday-Friday with a women only space available on Wednesday afternoons. They accept referrals from councils, statutory services, other charities and community organisations for any young Londoner aged 16-24 who is homeless or unsafe.

Nightstop London

UK helpline Telephone: 0207 939 1254 London Telephone: 0207 9391 234
Email: nightstop.london@depaulcharity.org.uk Website: <https://www.nightstop.org.uk/>

Nightstop London places young people aged from 16 to 25 who have nowhere to stay in trained volunteers' spare rooms across all of London. Young people receive a private room, a warm meal and somewhere safe to stay for the night, while support is given to secure a more permanent solution. Nightstop in London is delivered by [Depaul UK](https://www.depaulcharity.org.uk) - a national homelessness charity. Both London and UK wide helplines operate between 10am-4pm

DePaul UK - Willesden Hostel

Phone: 020 8 830 1100 Email: willesden@depaulcharity.org.uk
Website: <https://uk.depaulcharity.org.uk>

Provides accommodation for 17 people for up to two years between the ages of 16-25. Their phone lines are open between 9am-5pm. Applicant and referrer must complete an application form. Supported accommodation, has care professionals on hand.

Mental health specific housing support

If you are experiencing a mental health crisis and are about to become homeless but not being seen by the Community Mental Health Team, you are advised to go to Accident and Emergency (A&E), or call 999.

If you have a housing related problem and are already being helped by Bentley House, you can ask to speak with a housing adviser at Bentley house according to your area, i.e. East or West. Please ask your key professional for more details about this.

Bentley House CNWL, CMHT

15-21 Headstone Drive, Harrow, HA3 5UB

Telephone: 020 8424 7701 (Mon- Fri 9-5pm)

Mental Health Service Users leaving hospital

If it is decided that supported accommodation is required on leaving hospital, the case will be taken to a multidisciplinary SPOR, (Single Point of Referral), meeting, held fortnightly. These groups do not take direct referrals, as placements are co-ordinated and allocated by the participants at the fortnightly SPOR (Single Point of Referral) meeting. The usual placement length for people being accommodated by these services is 18-24 months, during which time key workers will be assisting with making plans for moving on to permanent accommodation. For example, they may begin bidding for housing using the Locata Scheme in preparation for the client moving out.

At this meeting the Care Co-ordinator will discuss the situation with the other professionals present as well as representatives of supported accommodation service providers in the area. They will look at what you are entitled to, what is available and look at placing you in a suitable accommodation after discharge. The below list are possible options that your professional would be able to refer you based on your needs.

Lookahead

Kings Buildings, 16 Smith Square, London, SW1P 3HQ.

Telephone: 0207 368 4600

Email: getintouch@lookahead.org.uk

Website: <https://www.lookahead.org.uk/>

Lookahead is one of the largest providers of specialist mental health support services across London and the South East. They offer a range of services including supported housing and have a residence for complex needs in Harrow.

Rosedale Court

75-79 Greenford Road, Harrow HA1 3QF

Telephone: 020 8864 2925

Website: <https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/rosedale-court>

Rosedale Court is a 22 bedded unit providing 24-hour support and rehabilitation to clients with enduring mental health problems. In order to get a referral you must speak to your GP.

Roxbourne Complex and Annexe

41 Rayners Lane, Harrow, HA2 OUE

Telephone: 0208 423 8200

Website: <https://www.cqc.org.uk/location/RV355/contact>

Roxbourne Complex & Annex is an inpatient rehabilitation unit. It provides care and support for people who have complex mental health problems and where previous placements have been unable to meet their needs.

Rethink Recovery House

13-17 Roxborough Road, Harrow, HA1 1NS

Telephone: 020 8861 3717

Website: [http://www.rethink.org/services-groups/services/rethink-recovery-house-\(harrow\)](http://www.rethink.org/services-groups/services/rethink-recovery-house-(harrow))

Rethink Recovery House is a residential home providing care for people with serious and enduring mental health difficulties. Up to seven beds are available for four to six months. The service aims to support clients' mental health through individualised support and enable them to move onto supported or independent living.

Domestic Violence specific support

If you need to leave your home due to domestic violence, there may be additional support you require according to your situation. These include safety planning, finding a refuge and legal steps you can take around property rights. If you are in an emergency situation and you are at risk, do not hesitate to call 999 and make a report to the police. You should be a priority need under the Harrow Council Housing assessment as it is not safe for you to return to your current accommodation due to the threat of violence. Below are specialist organisations that can support you with your options if you are in this situation.

Hestia (Harrow Domestic Abuse Support Service)

P. O Box 863, Harrow, HA1 4NR

Telephone: 020 7378 3100

Website: www.hestia.org

Hestia Harrow provide a floating support service for clients experiencing low to moderate domestic violence situations. Independent Domestic Violence Advocates (IDVA) are appointed to individuals experiencing moderate to severe circumstances.

National Domestic Violence Helpline

24-hour National Domestic Violence

Telephone Freephone Helpline: 0808 2000 247

Website: <http://www.nationaldomesticviolencehelpline.org.uk/>

The Freephone 24 Hour National Domestic Violence Helpline, is a national service for women experiencing domestic violence and others calling on their behalf.

The Helpline is staffed 24 hours a day can give support, help and information over the telephone. All calls are completely confidential.

Women's Aid

PO BOX 3245, Bristol, BS2 2EH.

Telephone: 0808 2000 247 | Email: helpline@womensaid.org.uk / info@womensaid.org.uk

Website: <https://www.womensaid.org.uk/>

Women's Aid is the national domestic violence charity that helps up to 250,000 women and children every year. They work to end violence against women and children, and support over 500 domestic and sexual violence services across the country.

You may also need to access Legal support if you are fleeing your home due to domestic violence. Depending on the type of property you have and if you are co-habiting or married, you may have some rights to your current property. A solicitor will be able to advise you about applying for an occupation order or non-molestation order to keep yourself and your dependents safe.

For further information about occupation orders, please visit:

<https://www.gov.uk/injunction-domestic-violence/eligibility-occupation>

Other emergency support

Harrow Food Bank

Harrow Foodbank Unit F2 Phoenix Business Centre, Harrow, Greater London HA1 2SP, UK Tel: 020 8416 7344 | Email: info@harrow.foodbank.org.uk

Harrow Foodbank can offer emergency food for those in need. Please contact to find out where you can collect a Food voucher.

Soul Kitchen Harrow

Email: soulkitchenharrow@gmail.com

Soul Kitchen provides free hot meals to those that need it, they issue dates for events that are held locally in Harrow. For further information please contact directly.

Support & Wellbeing Information Service Harrow (SWiSH)

SWiSH is for anyone in Harrow aged 18 years and over – those looking for help for themselves as well as carers and staff in local organisations. It can offer information or advice about a wide range of local services, including where to keep fit and well, manage finances, join social groups, look for work, start a course, access help with housing or welfare benefits or apply for a personal budget. You can call the SWiSH helpline on 020 8426 0929, Mon-Fri, 9.30am-5pm.



This factsheet was produced by Mind in Harrow

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