

Housing & Homelessness

This factsheet gives information on different kinds of help and advice available. It lists full details of key Harrow services that can be contacted if you need support or advice related to housing for people with mental health problems.

Quick reference summary

If you become homeless suddenly and do not have a friend or relative to stay with, contact:

Harrow Housing Assessment Team

PO Box 65, Civic Centre, Station Road, Harrow HA1 2XG

Phone during office hours: 020 8424 1093

Email: homeless@harrow.gov.uk

Website: http://www.harrow.gov.uk/info/200198/housing_options/551/sheltered_housing/4

Phone for emergencies out-of-hours: Emergencies: 020 8863 5611 (out of hours)

(This service is available to people with mental health problems who have urgent and immediate need for emergency social services, such as being homeless, will need to provide proof of ID, Proof of income and proof of medical requirements or hospital discharge note)

Shelter National telephone advice line

Tel: 0808 800 4444

Email: info@shelter.org.uk

Website: <http://england.shelter.org.uk/home>

This advice line is open seven days a week from 8am to midnight and offers immediate, practical assistance, information on your rights, advice and guidance and information on specialist or local support services to help you longer term.

Am I entitled to help?

Under the Housing Act (1996) local councils have a duty to provide accommodation for some people who are homeless. If you are homeless and have a mental illness you may be counted as being in priority need and should be offered emergency accommodation. To be assessed as suffering from a mental illness, Housing Services will request evidence such as your diagnosis from a doctor and whether you are receiving treatment.

Click the following link to the Citizen's Advice Bureau's '**Advice Guide**' (Includes definition of 'vulnerable' person)

http://www.adviceguide.org.uk/index/your_family/home_and_neighbourhood_index_ew.htm

Homeless or threatened with homelessness

You will be considered legally homeless if you have no accommodation, which is available and reasonable for you and your household to live in. This includes accommodation in another country. You will also be 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 you are at risk of violence in your home. You will be considered to be threatened with homelessness, if you are likely to be homeless within 28 days (in Scotland, two months).

Priority need

You will be counted as in 'priority need' for housing if you are homeless and:

- You are pregnant
- You have dependent children under 16, or under 19 if they are in full- time education
- You are homeless because of an emergency such as a flood or a fire
- You are aged 16 or 17 (this does not apply in Northern Ireland)

You may also be in priority need if you fall into one of the following groups. In some cases, you may have to show that your situation has made you vulnerable:

- You are elderly, or have a physical or mental illness or disability
- You are over 18 but at risk of exploitation or have been in care
- You are at risk of domestic violence or other threats of violence
- You are homeless after leaving hospital, prison or the armed forces.

Harrow Council Support

Sheltered Housing - Harrow Housing Assessment Team

'We assess all housing applications including applications received from people who are claiming to be homeless and existing tenants who want an alternative home.'

PO Box 65, Civic Centre, Station Road, Harrow HA1 2XY

Tel: 020 8424 1093 during office hours

Email: locatahelp@harrow.gov.uk

Website: http://www.harrow.gov.uk/info/200198/housing_options/551/sheltered_housing

Homelessness - Homelessness assessment

If you or anyone you think is going to be homeless contact the team, this will help prevent you from becoming homeless and enable you to take up any housing options that maybe offered.

PO Box 65, Civic Centre, Station Road, Harrow HA1 2XY

Tel: 0208 424 1093 Emergencies: 020 8863 5611 (out of hours)

Website: http://www.harrow.gov.uk/info/200069/looking_for_a_home/76/homelessness

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**' 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.

Tel: 020 8424 0999

- **Mental Health Services 24 hour crisis line**

After 5pm and before 8am on weekdays. 24 hours on Saturdays, Sundays and Bank Holidays

Tel: 0800 0234 650 or 020 8869 2304

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. Harrow Housing Advice Centre CAB may be able offer you help with your appeal (see below for details).

If you still feel aggrieved, you are entitled to appeal to the Local Government Ombudsman <http://www.lgo.org.uk/>. Although this can be a lengthy process, there have been several successful outcomes by people using this route.

Housing Ombudsman Service

81 Aldwych, London WC2B 4HN

Phone: 0300 111 3000 (lines are open Monday to Friday from 9:15 to 17:15)

Fax: 020 7831 1942

Email: info@housing-ombudsman.org.uk

Website: <http://www.housing-ombudsman.org.uk/default.aspx>

Harrow Housing Advice Service

Housing Advice: Emergency Accommodation

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 Monday, Tuesday, Thursday or Friday. For an appointment, please contact us.

P.O. Box 65 Civic 1, Civic Centre, Station Road, Harrow HA1 2XY.

Tel: 0208 424 1093 for an appointment or email: housingadvice@harrow.gov.uk

Single Young Homeless Person's Service

Harrow Churches Housing Association

We provide housing with support in shared properties for vulnerable young people aged 18 to 24 who have been homeless or living in care, or who can no longer live with their families.

First floor, 13 St Johns Road, Harrow, Middlesex HA1 2EE

Tel: 020 8424 2776

Homeless Forum Drop-in Centre

Weekly on Wednesday's 2.00 p.m. to 4.00 p.m. at Victoria Hall on Sheepcote Road, Harrow, the YMCA hold a drop-in session for single homeless people. They have a variety of services on offer; advice, practical face-to-face advice from housing and support agencies. They also manage a Rent Deposit Scheme in conjunction with the London Borough of Harrow so that people can secure private rented accommodation in the area.

Night Shelters and direct access hostels

There are currently (April 2007) no direct access hostels in Harrow, but there are a small number in neighbouring boroughs.

New Hope Night Shelter in Central Watford

The Sanctuary Night Shelter provides Watford's only emergency accommodation, as well as support, meals and laundry facilities. Staff work with other services to provide a tailored package for each person while helping them towards moving into more stable accommodation.

Tel: 01923 801 188

Access is by referral from The Haven Support Centre Telephone: 01923 801382 between 9am and 12.30pm.

Open Door in St Albans

'Open Door is open 365 days a year, the opening hours are currently 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.

Rules in the night shelter are kept to a minimum - no drink or drugs on the premises and no violence. Guests can stay for up to four weeks during which time workers aim to help them find other accommodation.'

Open Door, 8 Bricket Road, St Albans AL1 3JX

Tel: 01727 859113

Website: www.opendoorstalbens-district.org

DENS Night Shelter in Hemel Hempstead

Need advice and a warm secure bed? Each night we provide a hot meal, drinks, showers, washing facilities, TV and internet access and friendly, approachable staff to help you get back on your feet.

For a referral please contact Housing Options Service or Hemel Police Station

Tel: 01442 262274

Email: office@dens.org.uk

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

Homeless London website

Here you can find full details of both residential and non-residential services for homeless people in London. This site includes details on hostels and other accommodation London wide, (as well as details on vacancies, costs and facilities), and various other support services.

www.homelesslondon.org

Mental health specific housing support in Harrow

If you have a housing related problem and are already being helped by the Community Mental Health Team for your area, you are advised to contact them first, as they will be able to co-ordinate any support you may need:

Harrow Assessment and Brief Treatment Team

839 Honeypot Lane, Stanmore, Middlesex HA7 1AT

Tel: **020 8951 3770**

Harrow Community Recovery Team

Atkins House, 19 Marshall Close, Harrow HA1 4DH

Tel: **020 8422 9443**

Harrow Home Treatment Team

Northwick Park Hospital, Watford Road, Harrow HA1 3UJ

Tel: **020 8869 2690**

Out-of-Hours Urgent Advice Line

Tel: **0800 0234 650**

The Out-of-Hours Urgent Advice Line is a telephone service primarily for users of mental health and learning disabilities services, and their friends, carers and relatives.

It provides crisis support, information, advice and signposting to mental health and learning disability services in the boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, and Westminster.

The line is open Monday to Friday from 5pm to 8am and is a 24 hour service at weekends and bank holidays.

Harrow Assertive Outreach Team

Bentley House, 15-21 Headstone Drive, Harrow HA3 5QX

Tel: **020 8424 7730**

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

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. 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.

Metropolitan Support Trust

The scheme aims to provide support to vulnerable people with a mental health diagnosis, in order to enable them to sustain their tenancy, and work towards helping users to achieve living independently in the community. Part of the Metropolitan Housing Partnership.'

Harrow Assertive Outreach Team

Bentley House, 15-21 Headstone Drive, Harrow HA3 5QX Tel: 020 8424 7730

'We offer practical help, care, support, relapse prevention services including home treatment. We aim to maintain clients in their own homes, encouraging and teaching them to reach their full potential, living an independent life.'

www.cnwl.nhs.uk/service/harrow-assertive-outreach-team

Rosedale Court

75-79 Greenford Road, Harrow HA1 3QF Tel: 020 8864 2925

Rosedale Court is a 22 bedded unit providing 24-hour support and rehabilitation to clients with enduring mental health problems.'

www.cnwl.nhs.uk/service/rosedale-court

Roxbourne Complex and Annexe

41 Rayners Lane, Harrow, HA2 0UE Tel: 020 8423 8200

Roxbourne Complex & Annexe 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.'

www.cnwl.nhs.uk/service/roxbourne

Rethink Recovery House

13-17 Roxborough Road, Harrow, HA1 1NS Tel: 020 8861 3717

'Six 24-hour staffed residential crisis and assessment places. Liaison with all mental health and allied services in Harrow.'

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

Reablement

Byron Park Neighbourhood Resource Centre, Christchurch Avenue, Wealdstone, Harrow HA3 5BD Tel: 020 8901 2680

Supported community based accommodation for people who need a degree of support in meeting their everyday living needs.' If you are a resident of Harrow, 18 years of age or over, and you feel you might benefit from a short period of support in your home. It maybe that you are: returning home after spending some time in hospital, have a physical disability, feeling frail and need support to remain in your own home and want to regain skills and confidence to live independently

http://www.harrow.gov.uk/info/200050/help_for_adults/74/reablement-planned_short_term_intensive_help

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.

DOMESTIC VIOLENCE

If you need to leave your home due to domestic violence there are some local and national groups who could support you. However, in an emergency and if you are at risk, phone 999 to tell the police.

Hestia Women's Aid Harrow

P. O Box 863, Harrow, HA1 4NR

Tel: Refuge: 020 8357 0126; Support: 020 8422 7252; Support & Drop in: 020 8864 7575

www.hestia.org

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

Created by:

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