

Housing advice and support services for Southwark residents

CONTENTS:

1. Housing Advice and Assistance
2. Money and Work
3. Support and Well-being
4. Housing Associations
5. Hospitals and Health services
6. Emergency contacts

1. Housing advice and assistance

London Borough of Southwark services-

- **Homelessness Advice**

A telephone service advising on homelessness and services on offer from Southwark.

- During working hours contact number: 020 7525 5950
- Out of Hours contact number: 020 7525 5000

- **Tenancy Relations Service (TRS)**

The TRS is an impartial service who offers advice and assistance to those in the private rented sector. If you are facing issues with your landlord such as harassment or possible illegal eviction, then the TRS may be able to help. Further to this, they offer advice on your rights in your rented home as well as your landlords responsibilities.

- Drop in advice service: 25 Bournemouth Road, Peckham, SE15 4UJ- Monday to Friday 9am-4pm (Wednesdays from 10am)
- Contact number: 020 7525 4113
- Email address: tenancy.relations@southwark.gov.uk

- **No First Night Out Team**

Provide rapid intensive support, advice and assistance to single people at imminent risk of a first night sleeping rough. They prevent homelessness by providing intervention and advice and work in partnership with relevant agencies to target single people at risk of sleeping rough.

- **Housing First**

Provide a flexible person centred approach to support homeless customers with multiple and complex needs accepted for a Housing First service. The personalised support provided will enable the customers to sustain a tenancy and address any other needs that are identified. Customers to be considered for this service are agreed at the *Complex Needs Panel*.

- **Sustain Team**

Southwark's tenancy sustain team aims to help existing vulnerable council tenants to sustain their tenancy when they are at risk of losing their home. The sustain team are experienced in helping tenants with mental or physical health needs, those with physical or learning difficulties, younger or older tenants or those for who English is not their first language.

- Contact number: 020 7525 4126
- Email address: sustain@southwark.gov.uk

- **Sheltered Accommodation Team**

Sheltered housing offers a housing management service to elderly people capable of living independently either through their own abilities or with a care package. It is

LIST OF SERVICES

primarily for older retired people of pension credit age (62 years and six months from April 2015) and people with disabilities and support needs (55 years and above). Please note that sheltered housing is not a residential home.

- Register at: www.southwark.gov.uk/housingregistration
- **Private Sector Housing Enforcement Team (Environmental Health)**
 - Contact number: 0207 525 3114
 - Email address: Residential.regen@southwark.gov.uk
- **Southwark Anti-Social Behaviour Team**

If you are suffering anti-social behaviour (including noise complaints), please visit:

 - Website: www.southwark.gov.uk/noise-and-antisocial-behaviour
 - Contact number: 020 7525 5777

Other services/ agencies-

- **Citizens Advice Bureau (CAB)**

The CAB offers advice in person, over the phone and via email on a variety of problems. If you need advice on your housing situation or help with bidding, contact your local CAB.

 - Address: Southwark's CABs can be found in Peckham and Bermondsey
 - Websate: www.citizensadvice.southwark.org.uk/
- **Shelter Southwark**

Shelter offer advice on all housing related issues as well as advocacy should you need it. If you want to speak to member of the team call:

 - Contact number: 0207 525 4364
 - Or email: southwark@shelter.org.uk
 - Drop in service: 25 Bournemouth Road, Peckham, SE15 4UJ- Monday & Wednesday 10am-1pm
- **Crisis**

If you are homeless or at risk of being made homeless, you can get free help from Crisis. They offer education, training and support.

 - Contact number: 0300 636 1967
 - Address:
Crisis Skylight London, 66 Commercial Street, London, E1 6LT
Monday-Thursday 9am-8pm, Friday 9am-6pm, Saturday & Sunday 11am-5pm
- **Solace Women's Aid**

If you would like advice on any issues relating to domestic violence or threatened violence contact the Solace team. They offer free practical advice as well as advising on other relevant services that might help you:

 - Free advice line: 0808 802 5565
 - Email: advice@solacewomensaid.org

LIST OF SERVICES

- **Stonewall Housing**

Stonewall Housing is the specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support provider in England. They provide housing support for LGBT people in their own homes, supported housing for young LGBT people, as well as free, confidential housing advice for LGBT people of all ages.

- Contact number - 020 7359 5767 (Monday-Friday 10am-1pm)
- Website - www.stonewallhousing.org/

- **St. Giles Trust**

The trust help to give help and support in finding work, homes and support to disadvantaged individuals and young people.

- Website: www.stgilesstrust.com
- Email: info@stgilestrust.org.uk
- Contact number: 020 7708 8000

- **Southwark Law centre**

Offering advice and representation on employment, housing, immigration and possession cases.

- Contact number: 020 7732 2008

- **Bidding help**: Sessions are available at:

- Bells Garden Community Centre, 19 Buller Close, Peckham, London SE15 6UJ.
Thursdays: 10am - 1pm

- **Look Ahead Housing**

Look Ahead supports thousands of people across London and the South East with a diverse range of needs, helping them to make individual choices, achieve goals and take control of their own lives by providing tailor-made support, care and accommodation services.

- Contact number: 020 7368 4600
- Email address: getintouch@lookahead.org.uk
- Website: www.lookahead.org.uk/

- **Back on track housing**

Back on Track Housing is a charity organisation which aims to support vulnerable person/family prior to and on release to prevent homelessness, the chain of cycles of homelessness and re-offending among who are not eligible under the Housing Act. We provide hand-holding services to bridge the gap and relieve poverty among homeless and vulnerable person.

- Contact number: 07850581011
- Email address: admin@backontrackhousing.co.uk

2. Money and work

London Borough of Southwark services-

- **The Financial Inclusion Team (FIT)**

FIT provide advice and assistance to those in both social and private sector housing. FIT are responsible for the councils Rent arrears and Discretionary Housing Payment (DHP) funds.

- Online email submission form: www.southwark.gov.uk/finding-a-new-home/financial-support-for-people-renting

- **Southwark Local Support Team**

The team can support you in accessing your full entitlement to benefits as well as managing the Southwark Emergency Support Scheme and the Hardship Fund. To find out more about how the Local Support Team may be able to help you, please visit:

- Online email submission form:
www.forms.southwark.gov.uk/ShowForm.asp?fm_fid=1417&np=1
- Contact Number: 020 7525 2434

- **No Recourse To Public Funds Team (NRPF)**

NRPF helps people who have no access to welfare benefits. This includes those who may be subject to immigration control or refused asylum seekers.

- More information: www.southwark.gov.uk/births-deaths-marriage-and-citizenship/immigration-and-citizenship/no-recourse-to-public-funds-nrpf
- Contact number: 020 7525 4496
- Address: Aylesbury Neighbourhood Housing Office, Thurlow Street, London, SE17 2TZ

- **Aylesbury Regeneration Team**

If you are a resident of the Aylesbury estate and need advice on rehousing costs due to the regeneration scheme taking place, please use the following to contact the council's team:

- Online email submission form: www.southwark.gov.uk/regeneration/aylesbury-estate/the-aylesbury-estate?emailUsContact=2801

- **Income Officers**

To find out who your income officer is for your area, please use the following link and search 'income officer':

- Website: www.southwark.gov.uk/

Other services/ agencies-

- **Citizens Advice Bureau (CAB)**

The CAB offers advice in person, over the phone and via email on a variety of problems. For money concerns, they can offer specialist drop in sessions to help with completing applications for welfare benefits as well as advice on debt concerns.

- Southwark's CABs can be found in Peckham and Bermondsey:
www.citizensadvice.org.uk/southwark
- Peckham advice line: 0344 499 4134 (Monday, Wednesday, Thursday & Friday 9.30am-4pm, Tuesday 9.30am-7pm)

LIST OF SERVICES

- Email enquiry form: www.citizensadvice.org.uk/advice/email-enquiry-form
- **Job Centre Plus**

There are two job centres in Southwark, one in London Bridge and another in Peckham. Advisors can help you to find employment and advise on any benefits you are receiving. They can also help you to apply for benefits you are entitled to but are not currently receiving.

 - Addresses:
London Bridge- Coburg House, 63-67 Newington Causeway, London SE1 6LS
Peckham- 24-26 Peckham High St, London SE15 5DS
 - Contact Number (Monday-Friday 8am-6pm): 0800 055 6688
- **Benefit help:**
 - www.entitledto.com
 - www.LHA.gov.uk
- **London Mutual credit union**

Offers a range of affordable financial products such as loans to Southwark residents.

 - Website: www.creditunion.co.uk
- **Southwark Works**

Southwark Works is an employment support service that helps unemployed residents with tailored help to improve employment prospects.

 - Website: www.southwarkworks.com
 - Email: info@southwarkworks.org.uk
 - Contact number: 020 7740 8200/ 0800 052 0540
- **Thames Reach**

Thames Reach support homeless, vulnerable and isolated people with a range of activities, services and accommodation projects. The employment academy is dedicated to helping people in South London find work.

 - Drop in service: 29 Peckham Road, SE5 8UA, Monday-Thursday 10am-4pm & Friday 10am-1pm
 - Phone: 0203 617 6070 / 0203 664 9516
 - Email: employmentacademy@thamesreach.org.uk
 - Website: <http://www.employmentacademy.org.uk/welcome/>
- **Step Change**

Step change offer free debt advice and help people to become debt free.

 - Contact number: 0800 138 1111
 - Website: <http://www.stepchange.org>

3. Support and well-being

London Borough of Southwark services-

- **Pause Team**

Pause works with women who have experienced, or are at risk of, repeat removals of children from their care. Through an intense programme of support, it aims to break this cycle and give women the opportunity to; reflect, tackle destructive patterns of behaviour, and to develop new skills and responses that can help them create a more positive future.

- Contact number: 020 7525 5489
- Email address: pause@southwark.gov.uk

- **Sustain Team**

Southwark's tenancy sustain team aims to help existing vulnerable council tenants to sustain their tenancy when they are at risk of losing their home. The sustain team are experienced in helping tenants with mental or physical health needs, those with physical or learning difficulties, younger or older tenants or those for who English is not their first language.

- Contact number: 020 7525 4126
- Email address: sustain@southwark.gov.uk

- **Southwark Anti-Social Behaviour Team**

If you are suffering from anti-social behaviour (including noise complaints), please visit:

- Website: <https://www.southwark.gov.uk/noise-and-antisocial-behaviour>

Other services/ agencies-

- **Shelter**

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services.

- Help Line: 08082520143
- Emergency Help Line: 08082 746 877

- **Solace Women's Aid**

If you would like advice on any issues relating to domestic violence or threatened violence contact the Solace team. They offer free practical advice as well as advising on other relevant services that might help you

- Email address: advice@solacewomensaid.org
- Contact number: 020 7593 1290

- **National Stalking Helpline**

- Contact number: 0800 802 0300 (open 9.30am to 5pm weekdays except Wednesday from 1pm to 4pm)
- Website: <http://www.stalkinghelpline.org>
- Email: advice@stalkinghelpline.org

LIST OF SERVICES

- **Manna Day Centre**

The Manna Day Centre supports homeless people in the heart of London, with breakfast and lunch, hot showers, housing and wellbeing advice and access to computers.

- Drop in service at: 12 Melior Street, SE1 3QP, 7 days a week 8.30am to 1.30pm.
- Contact number: 0207 357 9363
- Email address: mail@mannasociety.org.uk
- Website: www.mannasociety.org.uk

- **Centre Point**

Centrepoint provides a safe place to live for more than 2,900 young people, aged 16-25, every year in London and the north east of England.

- Contact number: 0845 466 3400
- Website: www.centrepoint.org.uk

- **Change Grow Live**

CGL is a free, safe and confidential drug and alcohol service for any adult over the age of 18 who lives in the London Borough of Southwark. The service supports all people from any background, who use any kind of drug and/or alcohol and who want to recover or change. CGL work with individuals, families and communities to prevent and reduce harm, to promote recovery and to challenge the inequalities linked to alcohol and drug misuse.

- Contact number: 0207 358 7266
- Email address: elizabeth.campbell@cgl.org.uk
- Website: www.changegrowlive.org

- **Support for those with disabilities & specific conditions**

- Website: www.together-uk.org/southwark-wellbeing-hub/the-directory/hub-category/disabilities-specific-conditions/

- **Specific support groups for ethnic groups**

- Latin American Women's Rights Service
- Latin American Disabled People's Project
- Indo-American Refugee Migrant Organisation

- **Support groups for young people**

- Look Ahead Housing
- Food banks- Pecan (121A Peckham High Street, SE15 5SE) – you must have a valid food voucher from your caseworker/support worker.

- **Street Link- for rough sleepers**

Street Link help to connect rough sleepers to local support services.

- Contact number: 0800 500 0914
- Website: www.streetlink.org.uk

4. Housing Associations

Are you a resident of a Housing Association? You may be able to access help and support from your housing association.

Below is a list of contact details for various housing associations in the borough

- **Wandle**

Wandle are a provider of homes for rent (social and affordable), shared ownership, outright sale, and supported housing. We also have a small portfolio of commercial properties and garages.

 - Contact number: 0300 2000 120
 - Email address: customerservices@wandle.com
 - Website: www.wandle.com
- **London & Quadrant**

L&Q is one of the UK's leading housing associations and one of London's largest residential developers in London and the South East.

 - Contact number: 0300 456 9998
 - Website: www.lqgroup.org.uk
- **Peabody Care and Support**

Peabody provides care and support for 8,000 people across London, Essex and the South East. They have a varied health; wealth and wellbeing programme to encourage our customers to look after themselves better, build up self-esteem and get more out of their local communities.

 - Contact number: 020 7089 1000
 - Website: www.peabody.org.uk/care-support
- **Hyde**

Hyde housing have around 50,000 homes in management in London and the South East of England with more than 100,000 residents.

 - Website: www.hyde-housing.co.uk
 - Contact number: 0800 3282 282
- **Notting Hill Genesis (NHG)**

NHG works in the community, providing homes for lower-income households. They are one of the largest housing associations in London and the south-east,

 - Website: www.nhhg.org.uk
 - Contact number: 033 3000 3000
- **Lambeth & Southwark Housing Association**

This is a small housing association, providing affordable homes and services in the south London boroughs of Lambeth, Southwark and Lewisham since 1927. Homes range in size from single people's flats to large family houses, and manage women-only accommodation and alms house properties.

 - Contact number: 020 7735 3935
 - Email address: info@lsha.org.uk
 - Website: www.lsha.org.uk
- **Ekaya Housing Association**

LIST OF SERVICES

Is a housing association who provides support for young single black women living in London. It operates within the Housing and Social Care industries. It operates across 7 London boroughs.

- Email: info@ekaya.co.uk
- Contact number: 020 7091 1800
- Website: www.ekaya.co.uk

- **Habinteg**

Habinteg champion inclusion by providing and promoting accessible homes and neighbourhoods that welcome and include everyone. They work to include disabled people, offering places to live that meet their needs and provide the highest levels of independence, choice and control over their daily lives.

- Email: direct@habinteg.org.uk
- Contact number: 020 7822 8700
- Website: www.habinteg.org.uk

- **London District Housing Association**

The London District Housing Association provides key workers and Ministry of Defence serving and ex-serving personnel, with good quality accommodation at an affordable price. They recognise the important role played by key-workers and MoD personnel in enhancing the quality of lives of those who live in London as well as other cities and towns across Britain.

- Email: enquiries@londondha.com
- Contact number: 020 7940 7294
- Website: www.londondha.com

- **Southwark & London Diocesan Housing Association Ltd**

Southwark & London Diocesan Housing Association Ltd are a church run housing association based in Southwark.

- Contact number: 020 7089 1370
- Website: www.southwark.anglican.org

- **Hexagon Housing Association**

A housing association working in partnership with Local Authorities across South East London to meet housing and care needs.

- Email: customer_desk@hexagon.org.uk
- Contact number: 020 8778 6699
- Website: www.hexagon.org.uk

5. Hospitals and Health Services

The below services are all based within Southwark

- **Guy's and St Thomas'**

- Address:
 - Great Maze Pond,
London
SE1 9RT

LIST OF SERVICES

- Contact number: 020 7188 7188
- Website: www.guysandstthomas.nhs.uk/Home.aspx

- **South London & Maudsley NHS Trust**
 - Address:
 - Michael Rutter Centre
Camberwell
London
SE5 8AZ
 - Contact number: 020 3228 6000
 - Website: www.slam.nhs.uk

- **King's College Hospital**
 - Address:
 - Denmark Hill
Brixton
London
SE5 9RS
 - Contact number: 020 3299 9000
 - Website: www.kch.nhs.uk

- **HYP Southwark**

HYP offer confidential advice on sexual health, drugs and alcohol issues. They offer emergency contraception, free condoms, pregnancy tests, STI screenings and treatments for under 25s living or studying in the borough.

 - Address: 1 Addington Square, Camberwell, SE5 7JZ
 - Opening times: Mondays and Thursdays 2.30pm to 5.30pm

6. Emergency

- Dial **999** for help if you're at risk of violence or in any other emergency.
- If you're feeling really low and need to talk, you can call the **Samaritans** for free on [116 123](tel:116123).
- **Out of hours** emergency homelessness line: 020 7525 5000