

Homeless Link Access Guide

This guide is intended to provide information so that visitors with disabilities can make choices about how much help they may need when they visit Homeless Link.

Contacting Homeless Link

Homeless Link's office is open Monday to Friday from 9am to 5pm. The telephone switchboard is open during these hours.

If you require information about access, membership or other work please contact us on (020) 7960 3010 or by fax on (020) 7960 3011.

You can write to us at Homeless Link, First Floor, 10-13 Rushworth Street, London SE1 0RB or email us at info@homelesslink.org.uk. We can reply by letter, email or phone as requested.

Getting to Homeless Link

Underground - Southwark tube station is closest.

British Rail - London Bridge (15 to 20 minute walk) or Waterloo/Waterloo East (5 to 10 minute walk).

Bus - Bus routes 45, 63 and 100 stop nearby in Blackfriars Road.

Car - There are metered parking spaces on the street outside. There are no specific spaces reserved for disabled users - if requested in advance we may be able to arrange parking for disabled visitors at Blackfriars Settlement next door. Please contact us in advance of your visit if you would like to investigate this option.

Guide Dogs

Homeless Link premises are open to guide dogs and hearing dogs for the deaf.

Arriving at 10-13 Rushworth Street

The pavement outside the entrance on Rushworth Street is not ramped. The pavement immediately outside the building is 10 cm high. You may wish to notify us in advance of your time of arrival so we can ensure a staff member is available to help.

The entrance has an automatic door, which opens inwards. The reception desk inside is staffed from 9am to 5pm (not by Homeless Link employees).

Reaching Homeless Link's office

Homeless Link is situated on the first floor. Access is via one flight of stairs. The staff at the ground floor reception desk can direct you to the entrance.

For those visitors who do not wish to use the stairs, there is a lift available. We require 24 hours notice if you wish to use the lift so that we can ensure access is clear and someone is available to help. The lift is accessed via a heavy swing door from the ground floor reception, and access to the lift is sometimes cluttered as it is infrequently used and is often used to transport goods. The lift arrives directly in our conference room on the first floor.

Offices, Meeting Rooms and Reception

All of the Homeless Link office area is carpeted. The ground floor reception area has a combination of wooden and linoleum flooring.

The conference room, reception and main office area are on a single level with ramps in some places, but larger wheelchairs may find difficulty in entering some offices and assistance may be necessary in accessing some areas due to heavy fire doors with security locks. If you believe this may be a problem for you, please contact us in advance of your meeting.

Lighting is bright on the ground floor and in the Homeless Link corridors, but the Homeless Link reception and many office areas have subdued lighting.

If you are intending to attend a meeting at Homeless Link and have any special requirements (e.g. sign language interpretation or an induction loop) please notify the meeting organiser in advance.

Seating is available in the ground floor and first floor reception. There is a telephone in the Homeless Link reception if you need to make a call or the receptionist will be happy to assist you. If you need to order a taxi for when you leave, please ask the Homeless Link receptionist to arrange this.

Wheelchair Accessible Toilets

There is one wheelchair accessible toilet at Homeless Link, which is situated in the main office area on the first floor. The door to the wheelchair accessible toilet opens inwards. The toilet is fitted with fixed and retractable grab rails.

Homeless Link Services

Homeless Link is committed to equal opportunities both in our employment practices and the way in which we provide our services.

Homeless Link is working to improve its services to disabled people. Please let us know if there is anything that we can do to help you access our services and information.

Homeless Link
First Floor
10-13 Rushworth Street
London SE1 0RB

Telephone: 020 7960 3010
Fax: 020 7960 3011
Email: info@homelesslink.org.uk

You can find a map showing Rushworth Street and the surrounding area on the Internet at

<http://www.streetmap.co.uk/streetmap.dll?G2M?X=531818&Y=179756&A=Y&Z=1>