



WINTER SHELTERS

2015-2016

ABOUT WINTER SHELTERS

A range of Winter Shelters (or Cold Weather Shelters) operate in London each winter. Some open just for a week over Christmas, others are open for several months. They vary in size from about 10 to 30 spaces, although Crisis at Christmas accommodates several hundred people.

Most shelters are organised by local church groups and operate in a different church hall each night on a rota basis. Details of the venue for the night are given when someone is offered a place. The shelters are usually staffed by volunteers, offer basic accommodation in communal sleeping areas and provide breakfast and an evening meal. There is not usually a charge for staying in the shelter.

Referrals into a winter shelter are usually co-ordinated by one local organisation. Although they may take referrals directly from homeless individuals or from any agency, there is often an expectation that a referring agency will be responsible for providing ongoing support to the person and helping with their move on.

ABOUT THIS LISTING

This listing may be updated as the winter progresses and more information becomes available about some of the shelters.

The winter shelters are listed under the boroughs in which they operate, so some appear more than once. Crisis at Christmas operates a service across London, and is included as the first entry. Some boroughs are not listed at all, Housing Justice may be able to advise on projects operating in these areas.

The Homeless UK website www.homelessuk.org gives more details of the winter shelters as well as other emergency accommodation, advice and support services for homeless people.

Version 5: November 2015

PAN LONDON

CRISIS AT CHRISTMAS

Open: 22 – 30 December 2015

Referral address: See below

Phone: 0300 251 0111

Gender: Mixed.

Age: 18+

Target group: Rough sleepers and those with specialist needs, including substance abuse. Specialist centres for vulnerable women and those with high dependency needs.

Referral procedure: Drop in at one of 5 day centres: North London Day Centre (221 Gray's Inn Road, WC1X 8RA); South London Day Centre (City of London Academy, Lynton Road, SE1 5LA); East London Day Centre (The City Academy, Homerton Row, Hackney E9 6EA); West London Day Centre (Kensington Aldridge Academy, 1 Silchester Road, W10 6EX); South East London Day Centre (Lesoco, 2 Deptford Church Street, SE8 4RZ).

Spaces: Approx 800 spaces across 5 residential centres.

Shelter hours: Access to residential centres via 5 day centres. Transport to day centres from local pick up points: for North London – King's Cross, Mornington Crescent, Finsbury Park station; for Bermondsey - Temple, Waterloo (St Johns), London Bridge (Southwark Street), Bermondsey station; for Hammersmith - Broadway Day Centre, Victoria, Chelsea Methodist Church. Also via Deptford Reach Day Centre.

Rules: No alcohol, drugs, smoking, violence, weapons, dogs (however there is space at 1 Residential Centre for guests with dogs). All centres are dry centres except 1.

Further information: Phone project on above number or visit Crisis website www.crisis.org.uk/pages/christmas.html - leaflets available with full details in a range of languages.

BARNET

TOGETHER IN BARNET WINTER SHELTER

Open:	Together in Barnet Winter Shelter runs from 12 October 2015 to 27 March 2016. Provide bus fares to distant venues for guests not on benefits.
Referral address:	c/o Homeless Action in Barnet, 36b Woodhouse Road, N12 0RG.
Phone:	020 8446 8400
Gender:	Mixed
Age:	18+
Target group:	Single homeless people sleeping rough in LB Barnet who are attending Homeless Action in Barnet's day centre. Will not accept people who turn up under the influence of drugs and/or alcohol or who display aggressive/violent behaviour.
Referral procedure:	Only accept referrals from Homeless Action in Barnet's day centre, agencies in the Borough and agencies working with those with a Barnet connection. Will need to attend the Day Centre for an assessment before being referred to Shelter.
Spaces:	15
Shelter hours:	Shelter opens 7.30pm. Last admission 10pm, lights out 11pm. No re-admission. Must leave by 8.30am.
Rules:	No alcohol, dogs, offensive weapons or smoking inside the venue buildings. Violent or threatening behaviour is not tolerated.

BRENT

ASHFORD PLACE ASSESSMENT CENTRE

Open:	Open all year round
Phone:	020 8208 8595
Email:	outreach@ashfordplace.org.uk
Gender:	Mixed. Separate areas may be available for women in some venues.
Age:	18+
Target group:	CHAIN verified single homeless people with a local connection to LB Brent. May also accept homeless patients discharged from London hospitals with a local connection to Brent. Unable to accept people with a conviction for arson.
Referral procedure:	For CHAIN verified clients phone 020 8208 8595. Please refer people rough sleeping in Brent to StreetLink, available 24/7 either online at http://www.streetlink.org.uk/ or on 0300 500 0914. Rough sleepers from other boroughs but with local connection to Brent should be referred to rough sleeping referral line, 0300 500 0914 if not CHAIN registered.
Spaces:	25.
Shelter hours:	Shelter opens 7.30pm. Last admission 10pm.
Rules:	No alcohol, drugs or smoking allowed in or outside the venues. Guest agreement. If rules are broken, will lose place. Aggressive, threatening or violent behaviour not tolerated and will result in a ban.

BROMLEY

BROMLEY WINTER NIGHT SHELTER

Open:	3 December 2015 – Mid March 2016
Referral address:	c/o Bromley Council Homelessness Service, Civic Centre, Stockwell Close, Bromley BR1 3UH
Phone:	020 8464 4848
Gender:	Mixed.
Age:	18+
Target group:	Single homeless people. Will accept couples. Priority given to people with a local connection to LB Bromley. Unable to accept arsonists, sex offenders or people with a history of violence.
Referral procedure:	Accept referrals from any agency. Contact Bromley Council Homelessness Team for people with a local connection. Contact the shelter directly for other spaces. Application form and interview.
Spaces:	12.
Shelter hours:	Shelter opens 7.30pm-8.15pm. Beds reallocated after 8.30pm. Must leave by 7.30am. Breakfast served in a separate venue, open until 10am.
Rules:	Aggressive or threatening behaviour not tolerated. Will not admit people who are intoxicated when they arrive at the shelter.

CAMDEN

C4WS HOMELESS PROJECT NIGHT SHELTER

Open:	Open from 2 November 2015 to 24th March 2016, closing for a week at Christmas when guests go to Crisis at Christmas.
Referral address:	See below.
Phone:	07598 066712
Gender:	Mixed.
Age:	18+
Target group:	Homeless people, including those with a range of support needs. No local connection required.
Referral procedure:	Accept referrals from Camden-based agencies with whom we have a signed Service Level Agreement only. Phone to check vacancy details. If there is a vacancy, the referring agency is required to fill out a Guest Referral form on behalf of their client. If able to accept guest they will be given directions to the shelter for that evening. Guests should not turn up at the venue without their agency completing a referral first. All spaces must be booked in advance.
Spaces:	16
Shelter hours:	Shelter opens 7.30pm. Last admission 7.45pm. Must leave by 8.45am.
Rules:	No alcohol allowed on premises. No smoking inside church buildings. Must register with welfare manager. Anti-social behaviour not tolerated. Must accept C4WS ethos and accept terms of stay.

CROYDON

CROYDON CHURCHES FLOATING SHELTER

Open:	1 November 2015 – 31 March 2016 (except 22-30 December during Crisis at Christmas opening)
Referral address:	See below.
Phone:	07860 270278
Gender:	Mixed. Separate areas available for women.
Age:	18+
Target group:	Rough sleepers. Must have a local connection to LB Croydon. Unable to accept anyone who is aggressive or threatening, or those who are intoxicated when they arrive at the shelter.
Referral procedure:	Accept referrals from local agencies via Croydon Reach (020 7870 8855), Croydon SNAP Team (020 8667 0500). Phone daily 8am-4pm to check vacancies.
Spaces:	14
Shelter hours:	Shelter opens 7.30pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.
Rules:	No alcohol allowed. Smoking allowed outside. Must engage in move-on with referring agency.

EALING

EALING CHURCHES WINTER NIGHT SHELTER

Open:	25 November 2015 – 1 April 2016
Referral address:	See below.
Phone:	07930 378263
Email:	office@ecwns.org.uk
Website:	www.ecwns.org.uk
Gender:	Mixed.
Age:	18+
Target group:	Single homeless people, including rough sleepers, in the Borough of Ealing. Priority given to people with a local connection. Couples can be accommodated separately. Can arrange dog-sitters, but no dogs on site.
Referral procedure:	Only accept referrals from Acton Homeless Concern, St Mungo's Broadway and Ealing Soup Kitchen. Will consider taking occasional referrals from other agencies eg probation, Crisis, StreetLink. Phone to check vacancy details.
Spaces:	14
Shelter hours:	Shelter opens 7.30pm. Curfew at 11pm. Must leave by 8.30am.
Rules:	No alcohol to be consumed on church premises. Smoking permitted outdoors.

HACKNEY

HACKNEY WINTER NIGHT SHELTER

Open:	2 November 2015 – 31 March 2016
Phone:	07736160282/ 07736160281
Email:	link@hwns.org.uk
Website:	www.hwns.org.uk
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Single homeless people, including rough sleepers.
Referral procedure:	Self or agency referrals. Phone to check vacancy and venue details, leave message if get voicemail. All places must be booked in advance. Must turn up at venue between 8pm-8.30pm Mon-Sat, 7pm-7.30pm Sun.
Spaces:	15 from 2 Nov-23 Dec 2015, 25 from 30 Dec 2015-31 March 2016.
Shelter hours:	Shelter opens 8.30pm Mon-Sat and 7.30pm Sun. No re-admission once booked in. Must leave by 8am.
Rules:	No alcohol or drugs allowed on premises. People who are abusive, threatening or disruptive will be asked to leave and may be barred.

HAMMERSMITH & FULHAM

GLASS DOOR NIGHT SHELTERS

Open:	2 November 2015 to early April 2016
Referral address:	See below.
Phone:	020 7351 4948
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Single homeless people sleeping rough in West London, including those with a range of support needs. Can take referrals from other areas of London, space permitting. Will not accept people exhibiting abusive behaviour, people with a history of arson or violence, or people with high support needs around substance use or mental health who are not linked into appropriate services.
Referral procedure:	Shelters are open access to anyone can refer in. Phone Mon-Fri 9am-5pm to check venue and vacancies. Waiting list registration can be over the phone or online at: www.glassdoor.org.uk/ . Priority given to people who stayed the previous night.
Spaces:	35
Shelter hours:	Must arrive at venue by 8pm. No re-admission once booked in. Must leave by 7am.
Rules:	No alcohol or drugs allowed in or outside the venues. No smoking inside the venues. Anti-social behaviour not tolerated.

HARINGEY

HARINGEY CHURCHES WINTER SHELTER (ALL PEOPLE ALL PLACES)

Open:	1 December 2015 to 13 March 2016
Referral address:	see below
Email:	info@allpeopleallplaces.org
Gender:	Mixed. Some halls have separate areas for women.
Age:	18+
Target group:	Homeless people with low support needs, including rough sleepers. Must have a local connection to Haringey or Enfield. Take people with or without recourse to public funding. "Must want to break the cycle of homelessness."
Referral procedure:	Accept referrals from any agency. Email info@allpeopleallplaces.org with all referrals.
Spaces:	12.
Shelter hours:	Shelter opens at 8pm with last admission at 8.30pm. No re-admission once booked in. Must leave by 8am.
Rules:	No alcohol or drugs allowed on the premises. No smoking allowed inside church buildings. Anti-social behaviour will not be tolerated. Must sign guest agreement.

HARROW

FIRM FOUNDATION WINTER NIGHT SHELTER

Open:	4 January –27 March 2016
Referral address:	Phone, see below.
Phone:	020 8426 5515
Gender:	Men.
Age:	18+
Target group:	Rough sleepers, people without recourse to public funds and asylum seekers. Will not accept sex offenders, people with a history of violence and people with substantive alcohol, drug or mental health issues.
Referral procedure:	Accept referrals from recognised homeless agencies, priority given to those with a local connection. Phone Mon-Fri 9am-4pm.
Spaces:	10.
Shelter hours:	Shelter opens at 7pm. Must leave by 7.30am.
Rules:	No alcohol allowed in the building. Alcohol can be handed in if necessary. Smoking allowed only in designated outside area. 3 strike rule will lead to loss of bed space.

HAVERING

CATALYST NIGHT SHELTER

Open:	Open all year round
Referral address:	Sennen Cottage, Ockenden Road, Upminster RM14 2DN
Phone:	07894 448729, 07527 192161
Email:	contact@hope4havering.org
Website:	www.hope4havering.org
Gender:	Mixed.
Age:	18+
Target group:	Rough sleepers and homeless people with a connection to LB Havering. Can accept couples, must sleep separately.
Referral procedure:	Accept self-referrals and referrals from any agency, including prison and probation service. Contact project to arrange meeting. Application forms. Require details of any police records. Will not accept sex offenders, arsonists, people with a history of violence.
Spaces:	20.
Shelter hours:	Guests should arrive at 7.3pm each evening. Lights out 10pm-11pm. Must leave premises by 7.30am-8am.
Rules:	No drugs or alcohol allowed on the premises. Smoking allowed in designated areas only.

HOUNSLOW

THE SHELTER PROJECT HOUNSLOW (TSPH)

Open:	2nd January 2016 - 31st March 2016
Referral address:	See below.
Phone:	07804 654 510
Gender:	Men.
Age:	21-60+
Target group:	Homeless men with medium-high support needs. Must have a local connection to LB Hounslow. Will take in asylum seekers and those with irregular immigration status.
Referral procedure:	Accept referrals from Hounslow Outreach Team, NSNO, HPU Hounslow, Thames reach Hounslow (Project 3 & TRIO), iHear Partnership Hounslow (addictions service), Refugee Action, Street Legal West, Olive Branch Homeless Drop-in Hounslow. Project Coordination Office open 10am-5pm. Initially agency completes simple version of referral form with basic details. Referral forms completed by agency. All guests offered initial 28 night stay.
Spaces:	15.
Shelter hours:	Admission from 8pm, beds allocated by 8.30pm. All guests must leave by 7.30am-8am.
Rules:	Must sign agreement. No alcohol or drugs allowed - will hold for guest until they leave. Smoking allowed outside. Violent, drunken or inappropriate behaviour will result in immediate eviction.

ISLINGTON

CARIS ISLINGTON CHURCHES COLD WEATHER SHELTER

Open:	1 January – 31 March 2016
Phone:	07913 020738
Shelter hours:	Opens 7.30pm. Last admission 8pm. No readmission once booked in. Must leave by 8.30am.
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Single homeless people. Priority given to those with a local connection to LB Islington. Will not accept people with high support needs or those assessed as high risk.
Referral procedure:	Phone after completing and emailing one page registration form to iccws@hotmail.co.uk . If vacancy available, given directions to shelter for that evening. All places must be booked in advance.
Spaces:	15
Rules:	No alcohol, drugs, smoking or pets allowed on premises. Violence not tolerated. Guest agreement must be signed.

QUAKER CHRISTMAS SHELTER

Open:	23 – 30 December 2015
Referral address:	Union Chapel, Compton Avenue, Highbury Corner, London N1 2XD
Phone:	07833 123155
Shelter hours:	Last admission 8pm. Must leave after breakfast drop-in by 12 noon.
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Anyone who is homeless over the Christmas period, preference for those with an Islington connection, but will take others if there is space, especially refugees. Can accept people with dogs.
Referral procedure:	Self referrals and referrals from Islington Outreach Forum agencies (includes Islington DAAT, The Whitaker Centre, The Pilion Trust, New Horizon, Focus and Angel Drug Services) or other agencies that can provide ongoing support. Phone to check vacancies. Short phone interview as risk assessment. Request NI number and CHAIN number (if available).
Spaces:	26
Rules:	No alcohol or drugs allowed on premises. Smoking allowed outside.

KENSINGTON & CHELSEA

GLASS DOOR NIGHT SHELTERS

Open:	2 November 2015 to early April 2016
Referral address:	See below.
Phone:	020 7351 4948
Gender:	Mixed. Includes a separate area for women.
Age:	18+
Target group:	Single homeless people sleeping rough in West London, including those with a range of support needs. Can take referrals from other areas of London, space permitting. Will not accept people exhibiting abusive behaviour, people with a history of arson or violence, or people with high support needs around substance use or mental health who are not linked into appropriate services.
Referral procedure:	Shelters are open access to anyone can refer in. Phone Mon-Fri 9am-5pm to check venue and vacancies. Waiting list registration can be over the phone or online at: www.glassdoor.org.uk/ . Priority given to people who stayed the previous night.
Spaces:	35
Shelter hours:	Must arrive at venue by 8pm. No re-admission once booked in. Must leave by 7am.
Rules:	No alcohol or drugs allowed in or outside the venues. No smoking inside the venues. Anti-social behaviour not tolerated.

KINGSTON UPON THAMES

JOEL COMMUNITY TRUST NIGHT SHELTER – KINGSTON

Open:	Open all year round
Referral address:	KCAH, 36a Fife Road, Kingston upon Thames KT1 1SU
Phone:	020 8255 7400
Gender:	Mixed. Some venues have a separate room for women.
Age:	18+
Target group:	Single homeless people, including rough sleepers. Will not accept people under the influence of alcohol or drugs, or those exhibiting violent or threatening behaviour.
Referral procedure:	Accept self or agency referrals. Phone or call in Mon-Fri 10am-1pm for an informal interview and to be placed on the list for that evening.
Spaces:	12
Shelter hours:	Must arrive at venue by 7pm. No re-admission once booked in. Must leave by 9am.
Rules:	No alcohol allowed on the premises. Smoking permitted in patio area.

LAMBETH

THE ROBES PROJECT

Open:	1 November 2015 – 19 March 2016 (except 23-30 December during Crisis at Christmas opening)
Phone:	020 7407 5623
Email:	advice.worker@robes.org.uk
Gender:	Mixed. Most venues have a separate women's area.
Age:	18+
Target group:	Homeless people with low to medium support needs. Priority for those who would otherwise be rough sleeping.
Referral procedure:	ONLY accept referrals from The Manna Day Centre, Spires, Ace of Clubs, Southwark Day Centre for Asylum Seekers, Southwark SPOT team. Interview. Guest agreement to be signed before acceptance.
Spaces:	15
Shelter hours:	Shelter opens 7pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.
Rules:	No alcohol or smoking allowed in church buildings. If rules are broken, will lose place. Violent or aggressive behaviour not tolerated and will result in a ban.

LEWISHAM

999 CLUB WINTER SHELTER

Open:	1 December 2015 –13 March 2016
Referral address:	21 Deptford Broadway, London SE8 4PA
Phone:	020 8694 5797 ext 209
Gender:	Mixed.
Age:	18+
Target group:	Homeless people.
Referral procedure:	Agency referrals only.
Spaces:	30
Shelter hours:	Open 7.45pm – 7am. Guests must arrived by 8pm. No readmission is allowed.
Rules:	No alcohol or drugs allowed on the premises.
Further information:	Please note the Night shelter is likely to be fully booked for the duration but may have vacancies.

MERTON

MERTON WINTER NIGHT SHELTER

Open:	30 November 2015 – 14 March 2016
Referral address:	Tower Lodge, c/o YMCA LSW Wimbledon, 200 The Broadway, Wimbledon SW19 1RY
Phone:	020 8544 6697
Gender:	Mixed.
Age:	18+
Target group:	Homeless people with low to medium support needs.
Referral procedure:	Accept self-referrals and agency referrals. Most referrals from Faith in Action Homeless Project.
Spaces:	12
Shelter hours:	Shelter opens 6.30pm. Guests must arrive by 8pm and leave by 8.30am.
Rules:	Must sign guest agreement outlining house rules.

NEWHAM

NEWWAY

Open:	1 November 2015 – 1 March 2016
Referral address:	see below.
Email:	jonny@NEWwayproject.org
Website:	www.NEWwayproject.org
Gender:	Mixed.
Age:	18+
Target group:	Street homeless and those at immediate risk of rough sleeping. No local connection required. Cannot accept people with high support needs.
Referral procedure:	Accept referrals from TRIO (Thames Reach's Targeted Rapid Intervention Outreach), RAMP (the Refugee and Migrant Project), Bridges Breakfast, Children's Society, Whitechapel Mission and Crisis Skylight. Referring agencies need to complete a form.
Spaces:	15. Separate area for women where possible.
Shelter hours:	Shelter opens 7.30pm, guests must leave at 8.30am the following morning.
Rules:	No drugs or alcohol allowed on the premises. Must sign agreement.

REDBRIDGE

SALVATION ARMY REDBRIDGE COLD WEATHER SHELTER

Open: 3 December 2015 – 4 March 2016
Referral address: c/o Salvation Army, 15 Clements Road, Ilford IG1 1BH
Phone: 020 8220 4111
Gender: Mixed.
Age: 18+
Target group: Homeless people.
Referral procedure: All referrals must be verified rough sleepers registered at Welcome Project, 11 Green Lane, Ilford, phone 020 8220 4111.
Spaces: 25
Shelter hours: Shelter opens 8pm. No re-admission once booked in. Must leave by 7am.
Rules: No alcohol or drugs allowed in building.
Further information: Please note the Night shelter is likely to be fully booked for the duration but may have vacancies.

SOUTHWARK

THE ROBES PROJECT

Open: 1 November 2015 – 19 March 2016 (except 23-30 December during Crisis at Christmas opening)
Phone: 020 7407 5623
Email: advice.worker@robes.org.uk
Gender: Mixed. Most venues have a separate women's area.
Age: 18+
Target group: Homeless people with low to medium support needs. Priority for those who would otherwise be rough sleeping.
Referral procedure: ONLY accept referrals from The Manna Day Centre, Spires, Ace of Clubs, Southwark Day Centre for Asylum Seekers, Southwark SPOT team. Interview. Guest agreement to be signed before acceptance.
Spaces: 15
Shelter hours: Shelter opens 7pm. Last admission 8pm. No re-admission once booked in. Must leave by 8am.
Rules: No alcohol or smoking allowed in church buildings. If rules are broken, will lose place. Violent or aggressive behaviour not tolerated and will result in a ban.

TOWER HAMLETS

GROWTH

Open:	2 November 2015 – 2 June 2016
Email:	info@ thisisgrowth.org
Website:	www.thisisgrowth.org
Gender:	Mixed.
Age:	18+
Target group:	Street homeless and those at immediate risk of rough sleeping. Do not accept people with high support needs.
Referral procedure:	Referrals are only taken from Whitechapel Mission, Health E1, Crisis Skylight, U-Turn Women's Project, Praxis, Spitalfields Crypt Trust, Tower Hamlets Floating Support and City Gateway.
Spaces:	15
Shelter hours:	Must arrive at the shelter at 7pm for a 7.30pm entrance.
Rules:	No alcohol allowed on the premises. Guests must sign an agreement.

WALTHAM FOREST

FOREST CHURCHES EMERGENCY NIGHT SHELTER

Open:	1 November 2015 – 31 March 2016
Phone:	07739 870411
Email:	casework@forestnightshelter.org.uk
Gender:	Mixed. Separate area for women.
Age:	18+
Target group:	Street homeless men and women sleeping rough who have a Waltham Forest connection.
Referral procedure:	Accept referrals via the Fountain of Peace Day Centre (Mon-Fri 9.30am-3.30pm, Sat 9.30am-2.30pm at 3 Staffa Road, Leyton E10 7PY) and Housing Solutions (Cedar Wood House, Fulbourne Road, Walthamstow E17 4GG). Also accept self-referrals, phone above number before 2pm.
Spaces:	30
Shelter hours:	Lights out at 11pm. Must leave after breakfast by 7.30am.
Rules:	No alcohol or smoking on premises. Violent or threatening behaviour not tolerated.

WESTMINSTER

WESTMINSTER CHURCHES WINTER SHELTER

Open:	25 November 2015 – 30 May 2016
Address:	c/o West London Day Centre, 134-136 Seymour Place, London W1H 1NT
Phone:	020 7569 5900
Email:	karen.mwaniki@wlm.org.uk
Gender:	Mixed. Separate area for women.
Age:	25+
Target group:	Homeless men and women with low support needs. Can accept couples. Do not need a local connection.
Referral procedure:	Accept referrals via West London Day Centre.
Spaces:	15
Shelter hours:	Shelter open 7pm-7.30am. Last admission 9pm. Must leave after breakfast by 7.30am.
Rules:	No alcohol or drugs allowed on premises. Smoking allowed outside.