

HOUNSLOW SERVICE GUIDE

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Who is Considered Homeless?

A person does not need to be sleeping rough to be considered homeless. The Housing Act 1996 defines a person as homeless if they either:

- Have no accommodation available to occupy
- Are at risk of violence or domestic abuse
- Have accommodation but it is not reasonable for them to continue to occupy it
- Have accommodation but cannot secure entry to it
- Have no legal right to occupy their accommodation
- Live in a mobile home or houseboat but have no place to put it or live in it

People are considered threatened with homelessness if:

- It is likely that they will become homeless within 56 days
- They have been given a valid section 21 notice in respect of their only accommodation, and the notice expires within 56 days

Everyone living in the UK is entitled to register and consult with a GP.

Per NHS England policy, there is no requirement to provide:

- ID
- Proof of Address
- NHS Number
- Proof of Immigration Status

First Steps

For adults sleeping rough:

Refer to StreetLink. StreetLink will request the location where the person is rough sleeping, the time they were/are at that location, plus any additional information that will help the team identify the individual, such as a physical description: **Website:** <https://thestreetlink.org.uk/>

For all adults who are homeless or threatened with homelessness:

- **The person should contact Hounslow Council at the earliest opportunity:**
- **Complete the form at <https://www.hounslow.gov.uk/xfp/form/474>**
- **Alternatively, telephone 020 8583 3942, 9am – 5pm, Mon to Fri**
- **Out of hours emergency line: 020 8583 2222 (after 7:30pm)**

Certain public authorities have a statutory duty to refer (D2R), and (with the individual's consent) must notify the Local Authority about people who are homeless, or who are at risk of becoming homeless within the next 56 days. While GPs and Primary Care are not subject to this duty, any Primary Care staff member can use the referral process to inform the Local Authority about homeless or at risk people who are not yet in contact with Local Authority services:

- With the individual's consent, email Dutytorefer@hounslow.gov.uk, including the individual's full name and date of birth, most recent address, contact details, and a brief summary of their current situation. Attach any relevant documents.

For young people aged 17 or under who are homeless, threatened with homelessness, or not safe in their home:

Refer to Hounslow Children and Families service:

- Telephone 020 8583 6600
- Alternatively, complete an Early Help or Safeguarding referral online at <https://earlyhelp.hounslow.gov.uk/web/portal/pages/professional>

People Sleeping Rough

StreetLink

Connects people sleeping rough with their local street outreach team. StreetLink will request the location where the person is rough sleeping, the time they were/are at that location, plus any additional information that will help the team identify the individual, such as a physical description. <https://thestreetlink.org.uk/>

Crisis

Crisis focus on supporting people who face the most barriers and cannot access support elsewhere. Examples are people unable to use public services because of their immigration status, or people who need extra support accessing services. Contact StreetLink in the first instance. If they cannot assist:

0300 636 1967

london@crisis.org.uk

Severe Weather Emergency Protocol (SWEP)

While SWEP is active during periods of extreme weather, all people sleeping rough are entitled to emergency accommodation regardless of immigration status, residence or priority needs, and additional capacity emergency beds will be made available. During SWEP, refer people sleeping rough to emergency accommodation through Hounslow Council (020 8583 3942, 9am – 5pm, Mon to Fri; 020 8583 2222 after 7:30pm) or Streetlink (See Details above)

Day Centres, Drop-Ins, Facilities and Food

Holy Trinity Church:

6 High St, Hounslow TW3 1HG

0208 577 9048, info@HTHounslow.org.uk

Thurs and Sat, 9:30am – 11:30am

Olive Branch Crisis Drop-In: Free Hot Food and Beverages, Showers, Clothing Bank

Tues 2pm, Thurs and Fri 3pm Free Takeaway Food

Muslim Hands Open Kitchen:

514 Great West Road, Hounslow, TW5 0TE

07801 179 990

Every day, 1pm – 2pm Free Hot Food

Food Parcels					
	Contact Details	Opening Hours	Eligibility	Access	Referrals
Feltham Food Bank	102 Hounslow Road Feltham TW14 0AX, 07448 831 297 07783368928, felthamfoodbank@gmail.com	Sundays 9.30 to 11.30	Any vulnerable resident	Collection	Referral needed. https://docs.google.com/forms/d/e/1FAIpQLScyc5u7gxqs5k9WgRJc25jqABC1ajBVuR6yx9SXCPHaX2Ow/viewform?gxid=-8203366 Check with organisation before referring as due to high numbers they have had to temporarily close their waiting list
Hounslow Community Foodbox	Rose Community Centre, Hawthorn Road, Brentford, TW8 8NT 07719 891787 during opening hours, 07718 263614 other times info@hounslowfoodbox.org.uk	Tuesdays to Fridays 10am – 1pm, Saturdays 10am – 12 noon	Any vulnerable resident	Collect or delivery	By referral only (including non-food items such as toiletries on request). Referrals are available from a wide variety of NHS, Council and Voluntary Sector organisations, including all Hounslow GP surgeries.

Anne Shine Charity UK	9-10 Central Parade, Sparrow Farm Feltham TW14 0DH	Fridays 10am – 4pm (potential to access support Thursday afternoons also if needed) Coffee morning for older residents Free Thursdays 11am – 1pm	Any vulnerable resident	Collect	Drop in referral not needed
Riverside Vineyard Storehouse	Air Park Way, Feltham, TW13 7JX	Thursdays 10am – 12 noon, 2nd & 4th Friday of each month 10am – 12 noon Saturdays 10am – 12 noon	Open to residents in any TW postcode	Collect	Referral needed (1 referral = 6 food visits) Storehouse Referrals — Riverside Vineyard
Hope Church Hounslow	St Pauls Bath Road, Hounslow, TW3 3DA Church of the Good Shepherd Beavers Lane, TW4 6HJ 07763 083049, info@hopehounslow.org.uk	St Paul's Food Bank: Wednesdays 9.30 – 11.30am Church of the Good Shepherd Food Bank: Thursdays 11.00am – 12.30pm	Residents of TW3, TW4, TW5, TW6 and parts of UB2 and UB3 postcodes	Collect	Referral needed (1 referral = 6 visits) However, people can drop in and we will give an emergency bag and explain how to get a referral. A referral is expected after the emergency bag has been given Professional organisations who would like to refer should contact the food
Chiswick SDA Church – Fight Hunger, Feed Hope food bank.	Stamford Brook Road, Chiswick, W6 0XW Mini-bus collects residents from locations	Saturdays 2pm to 3.45pm Tuesdays 4 – 6pm	Open to all residents who need support	Collect	Referral not needed – drop in Shower service for homeless service users provides a place where they can shower, select clean clothes and have a hot meal

	across Hounslow				
The Salvation Army	Bedfont Lane, TW14 9NJ	Wednesdays from 10am - 12pm	Open to all who require advice, food support or just someone to talk to.	Collect	Referral not needed – drop in Community Support Drop In: a weekly drop-in session providing employment support, food support, and professional advice and guidance
The Soup Kitchen	Those in need of emergency food can call 07463853385 and leave a message	No set hours / days	Open to all	To be agreed with the provider	Referral not needed
Feedo Needo	Westlink House 981 Great West Road Brentford TW8 9D	Monday to Friday 9am to 5pm			Food Bank Toiletries Clothing Outreach (street food distribution)
Holy Trinity	High Street, Hounslow TW3 1HG Food Distribution in the church car park next to the police station (including vegetables, pastries, hot food, meat)	Tuesdays at 3pm Thursdays & Fridays at 3pm	Open to all residents who need support	Collect	Referral not needed
Cooked Meals					
Food with Love		Free Meals delivered Mondays, Wednesdays and Fridays –	Hounslow residents who cannot cook for themselves	cooked meals delivered free for vulnerable	By referral only, each parcel contains 3 meals for each days covering period to next delivery date
Hounslow Multi-Cultural Centre	Home delivery £7 per meal if collected / £7.50 per meal for delivery	Mondays, Tuesdays, Wednesdays and Fridays (12.30pm if collecting from the centre)	Vulnerable Hounslow residents who cannot cook for themselves	delivery of cooked meals or collections from the centre (12.30pm)	Referral not needed Vegetarian and non-vegetarian options available

Gurdwara Sri Guru Singh Sabha	Alice Way Hanworth Road Hounslow TW3 3UD	Monday to Sunday 6am to 8.30pm Open 365 days	Vulnerable Hounslow residents	Eat on site	Referral not needed Please note: <ul style="list-style-type: none"> • No outside takeaways allowed on site • Visitors need a head cover & removal of shoes • Not be under the influence of any intoxicant • ZERO tolerance against any abuse
St Mary and Pope Kryillos VI Church	Cooked meals distributed outside Hounslow Police Station Hot lunch served in the church hall. Residents are collected at 12 noon from outside Hounslow Police Station (and returned) by church bus Potential to accommodate between 50-60 homeless visitors. residents can make their own way to the church at Broad Walk, Heston TW5 9AB	Free Tuesdays, Thursdays and Fridays at 3pm Tuesdays and Thursdays 12 noon	Homeless and other vulnerable residents	Collect	Referral not needed
Muslim Hands - Open Kitchen	514 Great West Road, Hounslow, TW5 0TE 07801 179 990	7 days - Monday to Sunday 1pm to 2pm	Open to all residents who need support	Collect / eat in	Referral not needed – drop in
Holy Trinity	High Street, Hounslow TW3 1HG Crisis Drop-in at The	Thursdays , Friday and Saturdays 9.30 to 11.30am	Open to all residents who need support	Drop in	Referral not needed

	Warehouse Holy Trinity				
Bhakti Yoga Institute	Greville House Hazelmere Close Feltham TW14 9px 07554446739	Tuesdays and Saturdays between 12.30 and 1.30 pm	Open to all residents who need support	Open to all residents who need support Collection or delivery if a resident is housebou nd	A referral not essential but it would be helpful for the service to have an understanding of numbers
Cranford Community College	High Street Cranford, TW5 9PD Al's Diner - cooked meals available in the school dining	every Sunday from 1 to 2pm	Open to all residents who need support	Eat in	Turn up or contact Alan Fraser AFr@cranford.hounslow.sch.uk
Food Pantries, Supermarkets and Fridges					
Bridgelink Centre Community Pantry	Bridgelink Centre 373 Summerwood Road TW7 7QR	Thursdays 11am to 1pm	Households struggling to afford their weekly shop but who can afford a minimal fee	Collect	Referral not needed but residents must sign up as a member pay £5 for a shop of minimum 15 to 20 items (depending on family size).
Hope Church Hounslow Community Supermarket	St Pauls Bath Road, Hounslow, TW3 3DA	Mondays 9.30 – 10.30am	Residents of TW3, TW4, TW5, TW6 and parts of UB2 and UB3 postcodes	Collect	Membership only accessed through foodbank £4 per shop
Clayponds Community Centre	168 Clayponds Gardens Brentford W5 4RQ	Monday and Tuesday 9:30am to 10:30am	Open to all residents who need support	Collect	Referral not needed Free fruit and vegetables available – residents can bring along a bag to fill. Offered in partnership with the Felix Project.
Food with Love	Thornbury Road, Osterley	By Appointme nt only	Membershi p is open to all residents of Hounslow	Collection only by appointme nt delivery for vulnerable families	No referral needed Refferal required for delivery Community Pantry For a small subscription of £5, members of this pantry will be able to buy food, including fresh fruit and vegetables and store cupboard favourites, to the value of £30 or more

					Pet Food Pantry £5 per shop By appointment only
Hanworth Methodist Church Hanworth Community Cafe & Community Larder Warm space, M&S surplus food distribution, hygiene products & food larder.	Churchfields Avenue, Hanworth, TW13 5NT	Fridays 10am - 1 pm	Primarily targeted at Butts Farm/ Hanworth Village Ward residents but no one will be turned away	Collect	No referral needed
Clothing Banks					
St Luke's Clothing Bank Free secondhand clothes and shoes for adults (also new underwear, socks etc) Warm drinks/ refreshments	St Luke's Church, Kingsley Road, Hounslow East TW3 4AB	Tuesdays 1pm to 2.30pm	Open to all residents who need support	Collect	Referral not needed but people need to register in advance through the following form https://bit.ly/3gF9QrY They are currently prioritising people who haven't already visited
Little Village Pre-loved items for babies and children 0-5 years - clothing, cots and bedding, buggies, highchairs	1st Floor, Unit 27, Treaty Shopping Centre, High	Monday to Friday	Service Open to all residents who need support	Delivery following referral only	This is a pack and despatch hub, and items are sent to families, based on a full referral from statutory or voluntary sector partner https://littlevillagehq.org/make-areferral/
Riverside Vineyard Good quality pre-loved items for babies and children 0-5 years - Clothing and shoes, baby equipment, educational toys and books, etc	Air Park Way, Feltham, TW13 7JX	Thursdays 10am – 12 noon	Open to all residents in TW postcodes who need support	Collect	Referral Needed

General Homelessness and Housing

Hounslow Council Housing Team

Hounslow advice service

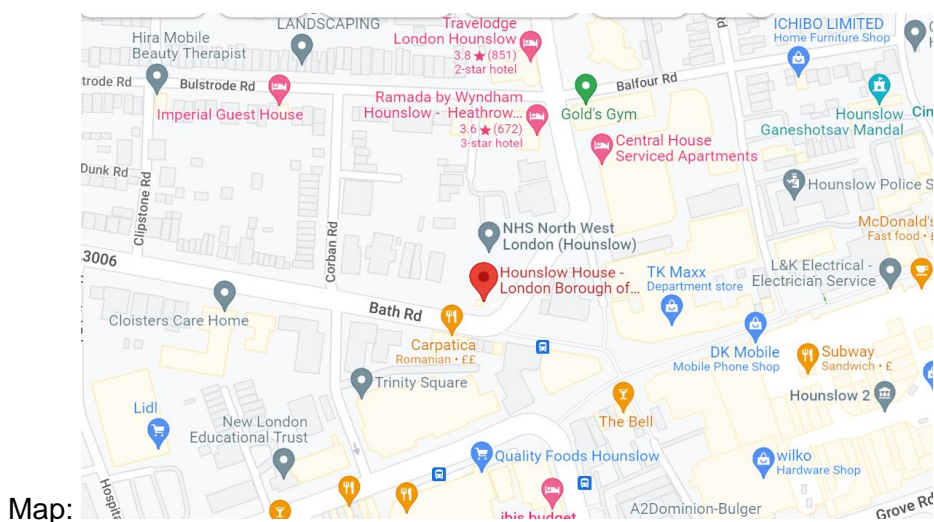
Opening hours: 09:30 – 17:00

Address: Hounslow House, 7 Bath Road, Hounslow TW3 3EB

Phone number: 0208 583 3942 Monday to Friday 9:30 – 6pm

Out of Hours emergency number: 0208 583 2222 (After 7:30pm)

Email address: myindependence@hounslow.gov.uk



Hounslow Housing Department (Homelessness)

If you're already homeless, or likely to become homeless within the next 8 weeks you can apply for help getting somewhere to live from your local council. This is known as making a homeless application. The council will look into your situation to decide what help they might be able to give you. The council might have to give you emergency housing straightaway while they look at your application, you should always ask for this. Many people need support with accessing help from the council: get support from other services you work with, from the local homelessness support service, Shelter, or your local Citizens Advice team.

Opening hours:

Address:

Phone number: 020 8583 3942 (9am to 5pm, Monday to Friday)

020 8583 2222 (outside office hours emergency number)

Email address:

<https://www.hounslow.gov.uk/info/20269/homelessness>

<https://www.hounslow.gov.uk/info/20000/housing>

Shelter

National charity providing advice on all aspects of housing and homelessness <https://england.shelter.org.uk/>

London Youth Gateway Service (under 25s): 0330 053 6091, 9:30am – 6pm, Mon to Fri.

London Emergency helpline: 0344 515 1540, 9:30am – 6pm, Mon to Fri.

National Emergency helpline: 0808 800 4444, 8am – 8pm Mon to Fri, 9am – 5pm Weekends and Bank Holidays.

Webchat: https://england.shelter.org.uk/get_help/webchat, 9am – 5pm, Mon to Fri.

Hounslow Housing Enforcement Team

The Housing Enforcement Team responds to requests for intervention by private tenants whose landlords will not carry out necessary work within their accommodation. They expect tenants to first write to their landlords or Managing Agent, with details of the problems, and give appropriate time for the works to be carried out. If disrepairs are not rectified by the landlord, despite the written request, the case can be reported to the team. housing.enforcement@hounslow.gov.uk

Alternatively, fill in the online form at

https://eforms.hounslow.gov.uk/%E2%80%8Cufs/%E2%80%8Cufsmain?%E2%80%8Cformid=%E2%80%8CA049_%E2%80%8CHOUSING_%E2%80%8CENQUIRY%E2%80%8C%E2%80%8C&ebz=%E2%80%8C1_1694435796652%E2%80%8C&ebd%E2%80%8C=0&ebz=%E2%80%8C1_1694435796652

Citizens Advice Hounslow

Provides free, confidential, impartial advice on welfare benefits, debt, housing, employment, consumer, relationship & family issues, immigration and other topics. <https://hounslowcabs.org.uk/>

0808 278 7830, Mon to Fri, 10am – 4pm

Drop ins:

Brentford & Chiswick Office, Town Hall, Heathfield Terrace, Chiswick W4 4JN

Mon and Wed, 10am – 12pm

Feltham Office, 2nd Floor, The Centre, High Street, Feltham TW13 4GU

Tues and Thurs, 10am – 12pm

Centrepoint

Provides specialist help and support for young people aged 16 – 25 who are homeless or at risk of homelessness. 0808 800 0661, Mon to Fri, 9am – 5pm Alternatively, contact via web form or web chat:

<https://centrepoint.org.uk/do-you-need-help>

Atlas of London's Homelessness Services

An interactive website developed by London Housing Foundation (LHF) to provide a clear overview of homelessness services in London.

<https://www.lhfatlas.org.uk/>

The Pavement

Magazine and service directory for homeless people, with up to date information about street kitchens and support across London. Also published physically, and distributed through hostels, day centres and surgeries.

<https://www.thepavement.org.uk/>

MECC Link London

Offers key information on healthy lifestyle topics, for use by professionals offering frontline help and support in communities across London.

<https://www.mecclink.co.uk/london/>

No Recourse to Public Funds (NRPF)

Your immigration status affects your right to receive support.

If you have limited leave to enter or remain, you will typically have 'no recourse to public funds (NRPF)'.

Having NRPF or lacking valid immigration permission means you are not eligible for homelessness assistance or housing allocation.

To determine if you have NRPF, you can refer to your residence permit card, biometric residence permit (BRP), or any relevant documents issued by the Home Office.

A person will have no recourse to public funds when they are 'subject to immigration control' (for example with limited leave to enter or remain in the country, or with no leave to enter or remain).

A person who is subject to immigration control cannot claim public funds (such as housing assistance), unless an exception applies. People with NRPF are entitled to register with an NHS GP.

NRPF Network

A national network safeguarding the welfare of destitute families, adults and care leavers who are unable to access benefits due to their immigration status. Provides information on rights and entitlements as well as training and guidance for Councils

<https://www.nrpfnetwork.org.uk/>

Migrant Londoners Hub

Contains information for professionals on supporting people with no recourse to public funds.

<https://www.london.gov.uk/programmesstrategies/communities-and-socialjustice/migrant-londoners-hub>

Mayor of London's Life Off the Streets Programme

Provides specific services and initiatives to support non-UK rough sleepers to find a sustainable route off the streets.

<https://www.london.gov.uk/programmesstrategies/communities-and-socialjustice/migrants-and-refugees/migration-andhomelessness>

Doctors of the World

Provides practical resources and training for NHS doctors, nurses and administrators working with excluded groups. Their Safe Surgeries initiative aims to improve access to primary care by supporting better GP registration policies.

<https://www.doctorsoftheworld.org.uk/ourwork/uk/>

Immigration advice service:

Citizens Advice Bureau

Feltham - The Centre, 2nd Floor (by the library), High Street, Feltham, TW13 4GU

Brentford and Chiswick Town Hall, Heathfield Terrace, Chiswick. W4 4JN

Adviceline - 0808 278 7830

www.hounslowcabs.org.uk

Hounslow domestic abuse advice service

Hounslow Domestic and sexual violence Outreach service

Provides free and confidential advice and support to anyone affected by domestic and sexual violence living in the London Borough of Hounslow. This can include Forced Marriage, so called "Honour" Based Violence, Stalking and Harassment.

Opening hours: Monday to Friday 9am to 5pm

Address: Hounslow House, 7 Bath Road, Hounslow, TW3 3EB

Phone number: 07810 031 780

Email address: Community.safety@hounslow.gov.uk

Hounslow One Stop Shop

The One Stop Shop provides free, confidential, support and advice for anyone living in Hounslow experiencing domestic and sexual violence or other forms of Violence Against Women and Girls.

If you need free, confidential advice or information, you can contact the Hounslow One Stop Shop on 07810 031 780 (Monday to Friday 9-5pm) or you can attend in person at the Hounslow One Stop Shop. The address is:

The Arts Centre
1st floor
Treaty Shopping Centre

Hounslow
TW3 1ES

No appointment needed.
Open every Wednesday from 10am - 12pm.

National Domestic Abuse Helpline: 24/7, 0808 2000 247

A team of highly-trained, female advisers. We won't judge you or tell you what to do; we are here to listen. We will empower you to understand your options and support you to make any decisions about the future. We can support you to increase your safety. We can talk in confidence, in many different languages, 24-hours a day, 365 days a year, for as long as you need.

SignHealth – Text 07800 003421, email da@signhealth.org.uk

SignHealth provides domestic abuse advice and support for Deaf adults and young people. Our domestic abuse service (previously known as DeafHope) is a unique, Deaf-led service for Deaf people who have or are experiencing domestic abuse. The service is the first and only one of its kind in the UK.

Galop LGBT+ Domestic Abuse Helpline: 0800 999 5428, email help@galop.org.uk

Our helpline is for LGBT+ people who have or are experiencing domestic abuse. We are also here for people supporting a survivor of domestic abuse; friends, families and those working with a survivor.

Men's Advice Line: 0808 801 0327, email info@mensadviceline.org.uk

We're here to support men experiencing domestic abuse. If you want to talk to someone, you can speak to our friendly and professional advisors on the phone, by email or on webchat. No pressure, no judgement, just help.

Support for perpetrators: Respect Phonenumber, 0808 802 4040

Choose to stop: We provide help for domestic violence perpetrators. You can talk to us in confidence about your violence and domestic abuse. A friendly Helpline Advisor will listen to you without judgement and give you honest advice.

Local Rape Crisis service

Rape Crisis centres provide free, specialist support and services to local women and girls who have experienced rape, child sexual abuse, sexual assault or any form of sexual violence. Some centres also provide support to local men and boys.

Sexual Violence (including rape, sexual assault, sexual abuse and sexual harassment)

If you would like to talk to someone you can call 07810 031 780 in confidence, to discuss your options and practical ways to stay safe. Open Monday to Friday 9am to 5pm.

Hounslow One Stop Shop

You can attend the Hounslow One Stop at the following address.

The Arts Centre
1st floor
Treaty Shopping Centre
Hounslow
TW3 1ES

No appointment needed.

Open every Wednesday from 10am - 12pm.

If you would like to talk to someone you can call 07810 031 780.

The Havens

[The Havens](#) is a specialist centres in London for people who have been raped or sexually assaulted. Urgent advice/appointments (24/7) – 020 3299 6900.

London Survivor's Gateway

[The London Survivors Gateway website](#) offers support to victims and survivors of rape and sexual abuse to access specialist services in London. Freephone – 0808 801 0860.

Monday 9am-5pm, Tuesday 9am-7pm, Wednesday 9.30am-3.30pm, Thursday 9am-7pm, Friday 9am-3pm

North London Rape Crisis (Solace Women's Aid)

Areas covered: Islington, Camden, Westminster, Barnet, Enfield, Kensington, Chelsea and Haringey

Phone number: 0808 8010305

Email: rapecrisis@solacewomensaid.org

West London Rape Crisis Centre (Women and Girls Network)

Areas covered: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow

Phone number: 0808 801 0860

Email: rcc@wgn.org.uk

West London (Women and Girls Network)

Areas covered: Brent, Bromley, Croydon, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea, Kingston, Lambeth, Lewisham, Merton, Richmond, Sutton, Wandsworth

Opening hours: Monday to Friday 10:00- 16:00, and from 18:00-21:00 on Wednesdays

Phone number: 0808 801 0660

Email: advice@wgn.org.uk

National Rape Crisis Helpline: 24/7, 0808 802 9999

If you are aged 16+ and have experienced rape, sexual assault, sexual abuse or any other type of sexual violence – or you're not sure what happened – you can talk to us. Our helpline is free, anonymous and confidential. If you get in touch, you can take the conversation at your own pace, and you only need to talk about what you are comfortable with sharing. The phone service is open 24/7, every day of the year.

Mental health crisis support

West London NHS Trust Rough Sleepers' Mental Health service

The West London NHS Trust rough sleepers service plays a key part in responding to the needs of rough sleepers, who also have mental health and physical health difficulties. They work flexible hours which include late-night and early morning shifts. They assess mental and physical health needs, and help rough sleepers to connect with relevant health and accommodation services. The team also provide some in-

reach support to those rough sleepers who are in temporary accommodation such as hostels or hotels. 020 8483 1795

Advice and support

If your situation is not urgent, but you have concerns about how low levels of mental health are affecting your daily life, you can talk to the council's First Contact Team.

Email adultsocialcare@hounslow.gov.uk or dial on **020 8583 3100, Monday to Friday between 9am - 5pm.**

Crisis Support/ Suicide Prevention Services

If someone is in danger, call 999 or take them to the nearest Accident & Emergency (A&E) Department.

NHS 111: call 111 or go to 111.nhs.uk

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Police 101: call 101

Call the police on 101 for non-emergency enquiries.

Single Point of Access (SPA) for Mental Health

The Mental Health Single Point of Access provides a single point of entry for referrals into secondary mental health services and support in a mental health crisis in the boroughs of Hounslow, Hammersmith and Fulham, and Ealing.

At times of mental health crisis, we work closely with our Crisis Assessment and Treatment Teams (CATT) and our partner organisations, to direct people to the most appropriate services to aid their recovery.

If you are in a mental health crisis, you can speak to the Mental Health Single Point of Access at any time of the day. You do not need to be referred.

Tel. 0800 328 4444

<https://www.westlondon.nhs.uk/our-services/adult/mental-health-services/single-point-access>

Safe Space Helpline run by MIND

The Safe Space Helpline is a specialist mental health helpline for adults living in Hounslow who are struggling or feeling overwhelmed. Callers are given emotional support and advice and will be signposted to services that aim to improve their mental wellbeing.

If you're facing a difficult situation or need to speak to someone, give us a call. We are also happy to support carers.

The helpline is open from **11am-11pm, 365 days a year. Tel: 020 3475 5185**

<https://www.hfehmind.org.uk/get-support/safe-space-hounslow-crisis-helpline/>

Safe Space

The Safe Space is a local hub for anyone who feels they are nearing crisis point. We are here to listen to what you need and work with you to help. This might be strategies to help you cope in the moment, a range of activities we provide free of charge, resources to take away or connecting you with practical local services. We offer face to face, telephone and video-conference support.

Tel. 0207 471 0584 (please leave a message and we will get back to you)

Safe Space Hounslow, Unit 27, Ground Floor, Treaty Centre, 44 High Street, Hounslow, TW3 1ES
[Hounslow Safe Space - Hammersmith, Fulham, Ealing and Hounslow Mind \(hfehmind.org.uk\)](https://www.hounslow-safe-space.org.uk)

Samaritans

Samaritans provide emotional support to anyone who is struggling to cope and needs someone to listen. The local branch in Ealing is open during the day and early evening.

Samaritans Ealing, Hammersmith and Hounslow, 26 Junction Road, Ealing, London W5 4XL

<https://www.samaritans.org/branches/ealing/>

Tel. 116 123 (every day, 24 hours a day) jo@samaritans.org www.samaritans.org

CALM (Campaign Against Living Miserably)

Calm are taking a stand against male suicide. They do it by provoking conversation, running life-saving services, and bringing people together so they reject living miserably, get help when they need it and don't die by suicide.

Tel. 0800 585858 (5pm- midnight every day) www.thecalmzone.net

Maytree

Maytree supports people in suicidal crisis in a non-medical setting in London. If you, or someone you know, could benefit from a one-off 4-night stay in a safe and confidential space, contact us.

Tel. 020 7263 7070 maytree@maytree.org.uk www.maytree.org.uk

Papyrus

Papyrus is a national charity for the prevention of suicide in young people under 35. Its HopeLineUK helpline is open to children, teenagers and young people who are worried about how they are feeling or anyone worried about a young person at risk of suicide.

0800 068 41 41 (24 hours a day, every day) SMS: 07860 039967

pat@papyrus-uk.org www.papyrus-uk.org/

Shout

Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. Shout is powered by a team of volunteers, who are at the heart of the service. We take people from crisis to calm every single day.

Text 'Shout' to 85258

Stay Alive app

The Stay Alive app is a pocket suicide prevention resource for the UK, packed full of useful information to help you stay safe. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. In addition to the resources, the app includes a safety plan, customisable reasons for living, and a life box where you can store photos that are important to you.

<https://prevent-suicide.org.uk/find-help-now/stay-alive-app/>

Ripple

Ripple is a free piece of downloadable software that is designed to present a visual prompt when a person searches for harmful key words or phrases relating to the topic of self-harm or suicide. Ripple displays a range of mental health helplines and guidance before any comments, videos and forums relating to harmful content are displayed. Through this initiative, a user feeling despair and searching for distressing material online will be urged to instead seek the support they require in order to improve their mental health and live a long and fulfilling life.

<https://www.ripplesuicideprevention.com/>

Mental Health Support for Adults

Talking Therapies Hounslow

We are a free NHS service for people who are registered with a GP in Hounslow. We can help you with common problems like stress, anxiety and depression. It could be that you're feeling low, having trouble sleeping, or feeling frightened. These are all things that we can help with. If you're not sure whether we are the right service for you, we typically help with emotional difficulties like:

Low mood/depression

Anxiety

Stress

Panic attacks

Low self-esteem

Specific fears (phobias)

You can access therapy in different ways. It can be face-to-face, in groups, over the phone, using video chat on your mobile, tablet or computer. We also offer online therapy.

To refer for this treatment visit your GP, or **self-refer** through the website [here](#).

Tel. 0300 123 0739 <https://www.westlondon.nhs.uk/hounslow-talking-therapies>

Anchor Counselling

We offer face to face and telephone counselling (for people registered with a GP in Hounslow) and have locations in Hounslow, Feltham, Chiswick and Brentford. We can help with a range of issues, including depression, anxiety, relationship problems, family problems, bereavement and loss and sometimes just coping with life generally.

To refer for this treatment visit your GP, or self-refer on the Hounslow Talking Therapies self-referral page [here](#).

Tel. 020 8867 7660 info@anchorcounselling.org

<https://www.anchorcounselling.org/individual-counselling>

Qwell

Qwell is a digital wellbeing service for over 18s. It offers live web chat with counsellors, peer support and opportunities to contribute to the site's content. Residents can register at:

<https://gov.kooth.com/nwlondon>

Good Thinking

[Good thinking is a digital site that supports Londoners to look after their mental health and wellbeing. It promotes self-care for the four most common mental health conditions \(anxiety, stress, low mood and sleep problems\) and has a range of resources including free NHS approved apps, articles, blogs, podcasts self-assessments, videos and workbooks.](#)

<https://www.good-thinking.uk>

Every Mind Matters

[NHS website which has expert advice and practical tips to improve your mental health and wellbeing.](https://www.nhs.uk/every-mind-matters/)

<https://www.nhs.uk/every-mind-matters/>

Sane

[Sane believes that no-one affected by mental illness should face crisis, distress or despair completely alone.](http://www.sane.org.uk/)

[SANEline Tel. 0300 304 7000 \(4-10pm, every day\)](http://www.sane.org.uk/)

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

Mental Health Support for Young People

Children's and Adolescent Mental Health Service (CAMHS)

CAMHS accept referrals of children with severe and/or complex emotional, behavioural and mental health difficulties from GPs and other professionals. They do not accept referrals from parents/carers.

They provide mental health assessment and treatment for children and young people (up to the age of 18) and their families.

<https://www.westlondon.nhs.uk/our-services/child-and-adolescent/camhs>

Circle, Ealing

Run by Mind, Circle is a safe space for children and young people who are in or nearing crisis. The service is open to those aged 5-18 years who are in distress. Rather than attending A&E, children and young people can receive clinical support in a relaxed, welcoming and calm environment. The service is open every day.

Circle, 46 South Ealing Road, Ealing

Opening times: Monday to Friday: 3.30pm-6.30pm, Weekends and Bank Holidays: 12.30pm-3.30pm

Drop-In Times: Monday to Friday: 3.30pm-6.30pm, Weekends and Bank Holidays: 12.30pm-3.30pm

Tel. 0203 4750 060

circleteam@hfehmind.org.uk

Hounslow Youth Counselling Service (HYCS)

HYCS offers a free one to one counselling service for young people ages 11-25 who live, work or studies in the borough. Its counselling centre is in Isleworth, but staff also work out of many of the borough's secondary schools.

Tel. 020 8568 1818 SMS. 0778 4481 308

ask@hycscounselling.co.uk

[Home \(hycscounselling.co.uk\)](http://hycscounselling.co.uk)

Childline

Childline is for young people up until the age of 19 and can support them with all their problems.

Tel. 0800 1111 (24 hours a day, every day)

<https://www.childline.org.uk>

Kooth

Kooth is a free, anonymous online mental health and wellbeing service aimed at 11-25 year olds. It offers one to one online sessions with counsellors, chat forums and the opportunity to read and contribute articles.

<https://gov.kooth.com/nwlondon>

The Mix

The Mix is here for 11-25 year olds to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts you have. The Mix can give you the information and support you need to deal with it all – for everything from homelessness to finding a job, from money to mental health, from break-ups to drugs.

Tel. 0808 808 4994 (4pm-11pm Monday to Saturday) <https://www.themix.org.uk/>

Text 'THEMIX' to 85258 (24/7)

Young Minds

Young Minds provides young people with tools to look after their mental health. Their website is full of [advice and information](#) on what to do if you're struggling with how you feel.

Text 'YM' to 85258 (24/7)

<https://www.youngminds.org.uk/>

Self-Harm

Calm Harm app

This free app was developed for the Stem4 charity and is aimed at teenagers. It provides tasks that help them to resist or manage the urge to self-harm.

<https://calmharm.co.uk/>

Alumina self-harm support group

Alumina is a free, online 7-week course for young people aged 11-19 who are struggling with self-harm. Each course has up to 14 young people, all accessing the sessions from their own phones, tablets or laptops across the UK. The courses take place on different evenings of the week and are run by friendly, trained counsellors and volunteer youth workers. No-one will see or hear you during the sessions – you'll just join in via the chatbox. We want to help you to find your next steps towards recovery, wherever you are on your journey.

<https://www.selfharm.co.uk/>

LifeSIGNS – Self-Injury Guidance & Network Support

LifeSIGNS is a small user-led charity creating understanding about self-injury. Founded in 2002, it's their mission to guide people who hurt themselves towards new ways of coping, when they're ready for the journey. They have a range of factsheets about self-injury.

www.lifesigns.org.uk/

National Self Harm Network Forum

The aims of this forum are to:

Support individuals who self-harm to reduce emotional distress and improve their quality of life

Support and provide information for family and carers of individuals who self-harm

Raise awareness of the needs of people who self-harm, dispel myths and combat discrimination

Empower and enable those that self-harm to seek alternatives to self-harm and further help where appropriate

www.nshn.co.uk/

Self injury Support

Self injury Support is a national organisation that supports girls and women affected by self-injury or self-harm. It provides confidential, non-judgmental emotional support around self-injury.

www.selfinjurysupport.org.uk/

Bereavement by Suicide

Suicide Bereavement Support Service

The Suicide Bereavement Support Service is a free and confidential service for adults living in North West London (Hounslow, Ealing, Hillingdon, Hammersmith & Fulham, Kensington & Chelsea, Westminster, Harrow and Brent). It offers emotional support and practical help to individuals and families bereaved by suicide and links them to relevant services.

Tel. 020 7259 8100 sbls@bwwmind.org.uk <https://bit.ly/CopingafterSuicide>

Gambling with Lives

Gambling with Lives was set up by the families and friends of young men who have taken their own lives as a direct result of gambling.

Tel. 07774 617771 support@gamblingwithlives.org

<https://www.gamblingwithlives.org/>

The Support After Suicide Partnership (SASP)

The Support After Suicide Partnership brings together suicide bereavement organisations and people with lived experience, to achieve a vision that everyone bereaved or affected by suicide is offered timely and appropriate support. Their website has details of organisations across the UK who offer support to people who have been bereaved or affected by suicide, and information on a wide range of resources.

<http://supportaftersuicide.org.uk/>

Survivors of Bereavement by Suicide (SoBS)

SoBS offers support for those bereaved or affected by suicide. Their helpline and email support service are staffed by trained volunteers who have been bereaved by suicide. There is a support group in central London that meets twice a month.

Tel. 0300 111 5065 (9am - 5pm Monday and Tuesday)

london@uksobs.org

<https://uksobs.org>

Suicide & Co.

Suicide & Co. supports people bereaved by suicide. It has a national helpline and offers free online counselling sessions to those who've been bereaved for six months or more.

Tel. 0800 054 8400 (9am-9pm Monday-Friday)

<https://www.suicideandco.org>

Help is at Hand Guide – Support after someone may have died by suicide

People who have been bereaved by suicide have used their experiences to produce this support guide to help others affected by someone taking their own life. It provides people affected by suicide with both emotional and practical support.

[HIAH Booklet 2021 V5-1-2.pdf \(supportaftersuicide.org.uk\)](#)

Beyond the Rough Rock - Supporting a Child who has been Bereaved through Suicide £5.99

Explaining to a child that someone has died by suicide is possibly one of the most difficult situations that a parent or carer might ever face. This booklet offers practical advice for families in the immediate days and weeks following a suicide.

[Beyond the Rough Rock: Supporting a Child Who Has Been Bereaved Through Suicide:](#)

[Amazon.co.uk: Stubbs, Di, Stokes, Julie, Baker, Heidi: 9780953912377: Books](#)

London GP practices providing specialist homelessness support:

Health E1 Homeless Medical Centre - Whitechapel

Opening hours: Monday to Friday, 08:00-18:30

Phone number: 020 7247 0090

Address: Health E1 Homeless Medical Centre, 9-11 Brick Lane, London, E1 6PU

Camden Health Improveent Practice (for homeless patients)

Opening hours: Monday to Friday, 09:00-17:00

Phone number: 02031824200

Address: 108 Hampstead Road, London, NW1 2LS

Great Chapel Street Medical Centre - Westminster

Opening hours: Monday to Friday, 09:00-17:00

Phone number: 020 7437 9360

Address: 4th Floor, Soho Centre for Health, 1 Frith Street, Soho, London, W1D 3HZ

The Doctor Hickey Surgery - Westminster

Opening hours: Monday to Friday, 09:30-12:30, 13:45-16:00

Phone number: 0207 222 8593

Address: 3-7 Arneway Street, Westminster, London, SW1P 2BG

Greenhouse Practice - Hackney

Opening hours: Monday to Friday, 08:00-18:30

Phone number: 020 8510 4490

Address: 19 Tudor Road, Hackney, London, E9 7SN

Drugs and Alcohol Support

Drug and alcohol support for young people

If you're under 18 and would like advice or support around drugs or alcohol, you can get free help through HYPE.

One to one support is given, using a non-judgemental approach, for as long as it is needed. The service meets young people in a safe and appropriate place that they feel comfortable in, be this at school, college or a youth centre.

Contact the team

Telephone: [01895 488675](tel:01895488675)

Email cnw-tr.archounslow@nhs.net

Drug and alcohol support for adults

If you're over 18 and would like support or advice around your own drug or alcohol use, or you are concerned about someone else, please contact ARC Hounslow.

ARC Hounslow is a service provided in partnership by CNWL and Phoenix Futures as a free and confidential service for people who live in the London Borough of Hounslow.

Many people turn to drink or drugs as a way of dealing with negative feelings, such as depression, stress, trauma or anxiety. The service can help people who are feeling that they may be developing drug or alcohol problems, as well as those who are dependent on substances.

A broad range of interventions are available through the service including:

- Full assessment of individual need and referrals to other services as needed
- One to one support
- A wide range of groups including peer support groups
- Recovery day programme
- Needle exchange and harm reduction advice
- Supported detoxification from alcohol
- Referrals to inpatient options when appropriate, including residential rehabilitation
- Employment support

Contact the team

Telephone: 01895 488675

Opening Times: Monday, Tuesday 10am to 4:30pm, Wednesday (1pm to 4:30pm), Thursday and Friday 10am to 4pm.

Email cnw-tr.archounslow@nhs.net

Alcoholic Anonymous

0800 9177 650 or contact us by email: help@aamail.org

Narcotics Anonymous

Opening Hours: 10am to Midnight

call [0300 999 1212](tel:03009991212) or email pi@ukna.org

Sexual Health Hounslow

Clinics—Isleworth, Hounslow and Feltham

Twickenham House (Isleworth)

Ground Floor
West Middlesex University Hospital
Twickenham Road
Isleworth
TW7 6AF

T: 020 8321 5718 (lines open 8am–12 noon Mon–Fri)

Heart of Hounslow Centre for Health

2nd Floor
92 Bath Road
Hounslow
TW3 3EL

T: 020 8630 3295 (lines open 8am–4pm Mon/Thu/Fri, 12 noon–4pm Tue and 1–4pm Wed)

Feltham Centre for Health

Top Floor
The Centre
Feltham
TW13 4GU

T: 020 8630 3760 (lines open 9am–4pm on Tuesdays only)

Sexual Health Hounslow offers same-day appointments instead of walk-in, and wait clinics for **urgent** problems. To book a same-day appointment, please call 020 8321 5718 or 020 8630 3295 Mon–Fri from 8am.

Sky Clinic – Sexual Health clinic for men who have sex with men and for transgender women

Heart of Hounslow 92 Bath Road TW3 3EL

02083215718

Every Friday 9am to 12:30pm

Offers sexual health screening, vaccinations, consultations and advice on sexual health and safe sex.

<https://www.chelwest.nhs.uk/services/hiv-sexual-health/clinics/sexual-health-hounslow/sky>

Sunflower Clinic

Free sexual health clinic for anyone working in the sex and adult entertainment industries

Heart of Hounslow 92 Bath Road TW3 3EL

02083215718

Every Tuesday 9am to 12pm

Offers sexual health screening, vaccinations, consultations/ treatment, sexual health result certificates (free of charge), emergency routine contraception and sexual health advice.

<https://www.chelwest.nhs.uk/services/hiv-sexual-health/clinics/sexual-health-hounslow/sunflower>

The young people clinic

Feltham, the centre, TW13 4GU

02083215718

Every Wednesday 4pm to 6pm (Walk in and wait, no appointment required).

Heart of Hounslow 92 Bath Road TW3 3EL

02083215718

Every Friday 2pm to 4pm (Walk in and wait, no appointment required).

Offers sexual health advice, contraception, advice for people with or without symptom, treatment, free condoms and c cards.

<https://www.chelwest.nhs.uk/services/hiv-sexual-health/clinics/sexual-health-hounslow/young-peoples-services>

Sexual health at your local pharmacy

Pharmacies support in Hounslow

The C Card Scheme provides access to free condoms in a variety of locations (called Outlets) across London. Once registered you can collect condoms or get advice from any Outlet displaying the Come Correct logo.

The **National Chlamydia Screening Programme (NCSP)** provides free chlamydia testing kits for 15 to 24 year olds who are sexually active.

Emergency Hormonal Contraception (EHC) is available and can prevent pregnancy after unprotected sex or if the contraception you have used has failed – for example, a condom has split or you have missed a pill.

See link for list of Hounslow pharmacies and further information

[Sexual health at your local pharmacy — Chelsea and Westminster Hospital NHS Foundation Trust \(chelwest.nhs.uk\)](https://www.chelwest.nhs.uk)

Services for people living with HIV

We provide outpatient clinics, peer support, psychology services and welfare support for people living with HIV at our main clinic at Twickenham House.

Patients requiring inpatient or other specialist care may be referred to our services at Chelsea and Westminster Hospital.

We offer appointments on Tuesday morning and afternoon and Thursday morning with the appropriate, specialist members of staff are available to support you.

To book or rearrange an appointment, please call **020 8321 5718** or **5675**.

If you require an emergency prescription or need to speak to someone urgently, please contact the Health Adviser Team on **020 8321 5675** or **020 8321 6831** or **020 8321 2566**. Please leave a message and the answerphone will be checked throughout the day Monday–Friday.

For further information please follow the link below

[Services for people living with HIV — Chelsea and Westminster Hospital NHS Foundation Trust \(chelwest.nhs.uk\)](https://www.chelwest.nhs.uk)

Dental Services

Whittington Health

Provides the following dental services:

- Adult Special Care Dentistry
- Paediatric Dentistry
- Oral Surgery Service
- Oral Health Promotion and Education
- Fluoride Varnish Programmes

Dental care is provided from community sites across

- Camden and Islington
- Haringey and Enfield
- Barnet, Brent and Harrow
- Hounslow, Ealing and Hillingdon

Who can make referrals into the service?

We accept referrals from general dental practitioners and other health/social care professionals. We aim to provide a high quality dental care service for patients with the goal of reducing health inequalities and improving the oral health of the local population.

020 3316 8353

<https://www.whittington.nhs.uk/document.ashx?id=6430>

Stop smoking support

If you're 12+ and would like support or advice to quit smoking, please contact Healthy Hounslow.

Healthy Hounslow is a service commissioned by the London Borough of Hounslow to provide a range of lifestyle services, including smoking cessation.

Many people smoke as they believe it helps to reduce their stress and anxiety. However, smoking is bad for your health and is an expensive habit. This service can help people who smoke, either to quit or cut down.

Support includes:

- Up to 6 months of free personalised support
- 1-1 sessions either face-to-face or via telephone
- Behavioural support and motivation to quit
- Nicotine Replacement Therapy or prescription medication (if applicable)
- Access to a free vape kit to help you quit

Contact the team

Telephone: 0204 559 8200

Opening Times: Monday – Friday, 9am to 5pm

Email: hello@healthyhounslow.co.uk