

YOUNG PEOPLE'S ROUGH SLEEPING CENSUS PILOT 2024

Local services information guide

Thank you for your help with our research.

If you would like support, below is a list of organisations that might be able to help you.

Camden Housing Department

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: 9am - 5pm

Address: 5 Pancreas Square, N1C 4AG

Phone number: 020 7974 4444

Email address: housingneedsenquiries@camden.gov.uk

Online Homelessness Application: <https://rcforms01.camden.gov.uk/homelessrefcam>

Out of hours Phone number: 020 7974 4444

New Horizons

Youth Centre provides young Londoners experiencing homelessness personalised support to give their potential a home.

Opening hours: Monday to Friday, 10:30am - 4:00pm (closed between 1:30-2:00pm)

Address: 68 Chalton St, London NW1 1JR

Phone number: 020 7388 5560

Camden's Domestic abuse advice service

Camden Safety Net is the domestic abuse service in Camden. We provide support to anyone that lives, works or studies in Camden.

Opening hours: 9am – 5pm

Address: 5 Pancreas Square. N1C 4AG

Phone number: 020 7974 2526

Email address: camdensafetynet@camden.gov.uk

London Ascent domestic abuse advice line: East London (Solace Women's Aid)

Immediate, free and confidential information, advice, advocacy and support for women and girls (14 years+) affected by gendered violence and abuse. The Advice Line is also open to professionals who need support on cases related to gendered violence.

Opening hours: Monday - Friday 10:00- 16:00, additional hours 18:00-20:00 on Tuesdays.

Phone number: 0808 802 5565

Email: advice@solacewomensaid.org

24-hour Mental Health Crisis Assessment Service

Mental Health crisis lines offer support and advice to people who are affected by urgent mental health issues, at any time of the day or night. Crisis lines are open to everyone: children and adults of all ages, and to people who haven't previously accessed mental health services.

Phone number: 0800 917 3333

Benefit/welfare advice service drop in

Kentish Town Job Centre, Tuesday and Thursday, 9.30am to 1pm

Kentish Town Library, Friday, 1.30 to 3.30pm

Other useful services:

StreetLink: 0300 500 0914

StreetLink exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them. You can contact StreetLink yourself, or a member of the public can help you to do this. StreetLink is not an emergency service and cannot directly provide accommodation. You can contact them online at www.streetlink.london

Shout: 24/7, Text SHOUT to 85258

Shout provides free, 24/7 text support for young people across the UK experiencing a mental health crisis. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Papyrus: 24/7, 0800 068 4141 or 07860 039967

Offers confidential advice and support if you're struggling with suicidal thoughts, and information about how to make a safety plan. Its helpline service is available to anybody under the age of 35 experiencing suicidal thoughts, or for anyone concerned that a young person could be thinking about suicide.

The Mix: www.themix.org.uk

The Mix is a UK based charity that provides free, confidential support for young people under 25 via online, social and mobile. The Mix isn't just about young people and mental health, it also provides support for relationship issues, working life, school life, housing, depression and any other issues all year round. Email or chat one-to-one online 4pm-11pm Monday to Friday or sign up for free counselling online.

Samaritans: 24/7, call 116 123

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. We offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. We won't judge you or tell you what to do, we'll listen to you

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.

Emergency services

These services cannot provide immediate, emergency support in person – for situations in which you feel in immediate danger or need emergency medical support, call 999.