

# Female rough sleeping services (updated October 2025)

This document aims to provide staff and service users with information on the services available for female rough sleepers in Westminster.

This document can be downloaded from [www.groundswell.org.uk/westminster-hhcp/health-directories](http://www.groundswell.org.uk/westminster-hhcp/health-directories).

Service	Details	Contact/referral details
<b>Emergency overnight provision</b>	<p>The Westminster Women's Safe Space (WWSS) offers 3 emergency respite rooms for the purpose of an emergency requiring an overnight stay (Housing benefit claim not required). Referrers are required to move these clients out the following day. Clients who access these beds could potentially move into the respite rooms in the body of the WWSS; however, this will depend on individual circumstances and suitability, as well as availability. This will be managed on a case-by-case basis.</p> <p>The WWSS offers a further 38 temporary respite rooms (for up to 3 months) for females currently rough sleeping or those who are at risk of rough sleeping and who are also currently experiencing or who are at risk of experiencing domestic abuse/violence against women and girls. All support needs are considered. Pets are also considered on a case-by-case basis. Each room consists of a bedroom and an en-suite bathroom. There are shared kitchens and laundry facilities in each of the clusters of either 3 or 5 rooms. 5 of the respite rooms are for women who have no recourse to public funds. Meals are not provided; however, food vouchers will be provided for those with no recourse to public funds. The assessment and reconnection workers</p>	<p>All those apart from residents with no recourse to public funds will need to make a housing benefit claim. Referrals must be from Westminster-based services only, and priority will be given to Westminster rough sleeping teams. We will consider referrals for those who are chain verified as well as those who are not.</p> <p><b>For further information email:</b> <a href="mailto:westminsterwomenssafespace@mungos.org">westminsterwomenssafespace@mungos.org</a> or call 07706351139.</p>

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	at WWSS will case work all clients who are accessing these respite rooms, carrying out a full assessment. The assessment and reconnection workers will continue to work with referral agents and link clients with all relevant services for ongoing support based on their needs at any given time.	
<b>CSTM</b>	<b>Women's group at Connections at St Martin's Day centre:</b> This is a weekly drop-in group for women visiting the CSTM day centre on a Thursday. Includes practical support groups and advice from the CSTM team.	<b>Women's group at Connections at St Martin's Day centre:</b> Current Connections at St Martin's Day centre clients are allowed to access the Women's Group. It is a group that clients can find out more information about when they are at CSTM. Telephone: <b>02077665544</b>
<b>Hostel accommodation</b>	<b>Queen Mary's:</b> Queen Mary's is a hostel which accommodates up to 49 single homeless women with mental health issues, requiring medium to high support. 16 of the rooms are self-contained flats, they can be used either as training flat or to contain more complex customers.  The project has a garden along with 4 customers' lounges (one on each floor) with a space for customers to cook their meals, watch TV and socialise. Weekly activities such as: coffee morning, film group, bingo group, cooking and gardening group are run. We also have a psychologist and Art therapy sessions weekly; Turning Point also run weekly sessions.	<b>Queen Mary's:</b> <ul style="list-style-type: none"> <li>• 18+, resident of/responsibility of Westminster.</li> <li>• Diagnosed mental health condition, open to Westminster MH services.</li> <li>• Eligible under Care Act 2014 or S117 Aftercare.</li> <li>• May have other needs (substance use, offending, self-neglect, LD, etc.) but main need = mental health.</li> <li>• Rough sleepers via JHT or NRPF if eligible for S117 also accepted.</li> </ul> <b>Referral to Include</b> <ul style="list-style-type: none"> <li>• Completed form with current client details.</li> <li>• Housing history.</li> <li>• Supporting documents: eligibility evidence, risk assessments, MH professional reports.</li> </ul> <b>Send referral to:</b> <a href="mailto:mhshpathway@westminster.gov.uk">mhshpathway@westminster.gov.uk</a> <ul style="list-style-type: none"> <li>• Assessment usually offered within 10 days.</li> </ul>

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		<b>Contact details:</b> 28 Greencoat Place, London, SW1P 1DX Telephone: <b>020 7976 6338</b>
<b>Supported housing</b>	<p><b>Montfort House:</b>            Montfort House is a 16-bed supported housing project for homeless men, women, and <u>couples</u>. Our aim is offer hard to reach clients an opportunity to move away from the streets by providing a safe &amp; relaxed environment offering, at times and where appropriate, a “hands off” approach to allow individuals the chance to settle &amp; gain confidence. Once settled we provide a creative &amp; dynamic approach to support people to move forward in their lives.</p> <p>Montfort House is all about taking risks that allow individuals real opportunities. Their approach is flexible and highly personalised and centres on our bespoke policy called Real Relationships. Real Relationships has been developed over the past 3 years and includes a range of procedures designed to remove any barriers to developing trust-based relationships, address the needs of our entrenched client group and support them in maintaining their licences. Real Relationships enables us to work in a personalised way and treat each client as an individual.</p>	<p>Priority is given to the most vulnerable rough sleeper’s especially RS205 referrals as well as couples &amp; other individuals with complex needs.</p> <p><b>How to refer:</b>            Referrals are to be made on the Westminster assessment form on CHAIN and emailed to <a href="mailto:Montfort.Referrals@passage.org.uk">Montfort.Referrals@passage.org.uk</a>. They must have a Westminster connection.</p>

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<p><b>Supported housing</b> (continued)</p>	<p><b>St Mungo's Westminster Move on and Resettlement Service (MORS):</b> MORS offers 70+ beds of semi-independent accommodation across north Westminster. This includes shared houses (men only), shared flats, self-contained flats/studios for men and women, and <b>training flats</b> to help clients practise independent living before moving on. Couples and pets may be accepted in some projects.</p> <p><b>Properties include:</b></p> <ul style="list-style-type: none"> <li>• <i>17–19 Shirland Rd:</i> 12-bed men's house (35+, alcohol support needs).</li> <li>• <i>56 Shirland Rd:</i> 5 self-contained studios.</li> <li>• <i>105 Shirland Rd:</i> Shared and studio flats with garden.</li> <li>• <i>58–60 Elgin Ave:</i> 7 self-contained flats with lounge and laundry.</li> <li>• <i>113 Sutherland Ave:</i> Mix of shared flats and studios for men, women and couples.</li> <li>• <i>7 Chippenham Rd:</i> Two studios and three 1-bed flats.</li> <li>• <i>3–5 Bravington Rd:</i> 11-bed shared house.</li> <li>• <i>32–34 Great Western Rd:</i> 8 studio flats (4 mental health, 4 rough sleepers pathway).</li> <li>• <i>Scott Lodge, Hounslow:</i> 7 self-contained flats with communal facilities.</li> </ul> <p><b>Support:</b> Flexible, person-centred support including keywork, activities, health and wellbeing services. Staff</p>	<p><b>St Mungo's Westminster Move on and Resettlement Service (MORS):</b> <b>Client criteria:</b> 18+, CHAIN verified, Westminster connection, able to live semi-independently and engage with staff/external services.</p> <p>Referral is via Westminster Assessment and Referral Form (WARF).</p>

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<p><b>Supported housing</b> (continued)</p>	<p>available Mon–Fri, with weekend/on-call cover and night security.</p> <p><b>Length of stay:</b> Usually up to 2 years, though clients may move through the pathway into more independent training flats. Final move-on is via Clearing House, Housing First, private rented or other accommodation.</p> <p><b>Wytham Hall:</b> Wytham Hall is a strictly abstinence-based project that aims to provide temporary supported housing for men and women within Westminster who have been formerly homeless and are experiencing ongoing low to medium level mental and physical health problems. Wytham Hall provides housing for 25 residents - divided between four buildings, one of which is divided into two independent parts.</p> <p>Staff are available Monday-Friday <i>9am–5:30 pm</i>. We welcome contact to discuss possible referrals prior to a formal referral.</p> <p>If, prior to referral, a client thinks they would benefit from an informal visit we are happy to arrange this. This would involve an opportunity to meet our staff along with gaining a clearer idea of what we have to offer.</p> <p><b>Additional useful information</b></p>	<p>Referral need to go via the WARF system. Wytham Hall prefers clients to come for an informal visit prior to a formal assessment.</p> <p>Supporting People require that a Building Based Services (BBS) Referral Form must be completed and signed by the Referral Agency. N.B. Wytham Hall has four rooms that are not funded by Supporting People and the Wytham Hall referral form can be used when referrals relate to these rooms.</p> <p><b>Referral criteria for Wytham Hall (Sutherland Avenue)</b></p> <ul style="list-style-type: none"> <li>• Westminster CHAIN verified rough sleepers</li> <li>• People willing to commit to not using drugs or alcohol either on, or off, the premises. We typically require residents to have been clear of alcohol and drugs for at least three months prior to referral.</li> </ul>

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<p><b>Supported housing</b> (continued)</p>	<ul style="list-style-type: none"> <li>Residents are free to come and go as they please 24 hours per day.</li> <li>Residents may have guests to visit between the hours of 10am and 11pm i.e. no overnight guests at any of the properties.</li> <li>Residents are not allowed guests that have been drinking alcohol or using drugs, or if they have alcohol or drugs on their person</li> <li>Residents are required to do their own cleaning and to carry out their share of the communal cleaning tasks</li> </ul> <p><a href="http://www.wythamhall.co.uk/properties.html">http://www.wythamhall.co.uk/properties.html</a></p> <p><b>Bruce House:</b> Bruce House provides 'housing first' support for 28 former rough sleepers in independent flats in the heart of London's Covent Garden. This service can accommodate either <u>female</u> or male rough sleepers.</p>	<ul style="list-style-type: none"> <li>Men or women, over 18 and in need or and accepting support. Capable of independent living with support with keyworker as required.</li> </ul> <p><b>Referral criteria for Lanhill Road and Charfield Court Flats</b></p> <ul style="list-style-type: none"> <li>Six-month Westminster connection.</li> <li>Men or women, over the age of 18, willing to commit to not using drugs or alcohol on, or off, the premises. We typically require residents to have been clear of alcohol and drugs for at least three months prior to referral.</li> <li>In need of and accepting of support, capable of independent living with support and to meet with keyworker as required.</li> </ul> <p><b>Bruce House:</b> All referrals must come through Clearing House.</p> <p>BBS referrals are accepted in advance of the Clearing House referrals for Compass and CAS. Referrals can be emailed direct to <a href="mailto:mark.ricketts@changing-lives.org.uk">mark.ricketts@changing-lives.org.uk</a></p> <p><b>Contact details:</b></p>

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<b>Supported housing</b> <i>(continued)</i>	<p>This service aims to prepare former homeless people for their next step along the recovery journey into independent living through on-site person-centred support. The service offers a personalisation budget which allows support plans to be tailored to individual clients' needs plus a range of skills development opportunities, training advice and help with finding a job. Once a customer has demonstrated the ability to manage his or her tenancy and achieved support plan objectives, he or she is nominated for resettlement and the move into independent living accommodation.</p> <p>This service works with people who have had a history of sleeping rough in Westminster and who have low to medium support needs. <u>Dogs are not accepted.</u></p> <p><b>Westminster Single Homeless Pathway:</b>  Frampton St /Newman St/ Francis St</p>	<p>1-37 Kemble Street, Covent Garden, London, WC2B 4AW  Tel: <b>07706 322 144</b> or <b>07759 859 329</b></p> <p><b>Housing solution options</b></p> <ul style="list-style-type: none"> <li>• Referrals for single people can be made via The Passage (Housing Solutions Service).</li> <li>• Email the referral form to <a href="mailto:hssreferral@passage.org.uk">hssreferral@passage.org.uk</a>.</li> <li>• Once details are received, the service will contact the client directly to arrange an appointment.</li> </ul>

Service	Details	Contact/referral details
<p><b>Supported housing</b> (continued)</p>	<p><b>VAWG Housing First</b> The Westminster Violence Against Women and Girls (VAWG) Housing First project provides permanent, independent housing and intensive support for 40 women experiencing long-term homelessness, any form of VAWG and multiple disadvantage. The only condition placed on clients is a willingness to sustain a tenancy. Solace works to build relationships with the women and provide intensive ‘woman-led’ support to help them maintain a tenancy and improve physical and mental wellbeing. Standing Together manages partnerships with a coalition of housing partners who provide units for the project.</p> <p><b>Clearing House:</b> Clearing House provides move-on housing for people with a history of rough sleeping. The scheme offers around 3,800 self-contained homes across London, managed by housing associations.</p> <ul style="list-style-type: none"> <li>• Applicants must have a verified history of rough sleeping and be engaging with support services.</li> <li>• They need to be able to manage a tenancy with at least fortnightly support.</li> <li>• Referrals are made through commissioned services, not by clients directly.</li> <li>• Properties are self-contained one-bedroom flats or studio apartments.</li> <li>• Most are unfurnished.</li> </ul>	<p><b>VAWG Housing First</b> For more information please contact the service manager Stella Ameny, <a href="mailto:s.ameny@solacewomensaid.org">s.ameny@solacewomensaid.org</a></p> <p><b>Clearing House:</b> Telephone: 020 3856 6008 <a href="mailto:ch@mungos.org">ch@mungos.org</a> <a href="http://www.mungos.org/clearinghouse">http://www.mungos.org/clearinghouse</a></p> <p>Individuals are referred to Clearing House by their workers, who will have to outline their housing history, support needs and areas in which the support of a Tenancy Sustainment worker will be required.</p> <p>If accepted, individuals will be added to the waiting list in each borough they have indicated they would like to live.</p> <p>People will be nominated to a property when they are at the top of the waiting list for that property in that area.</p>



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	<ul style="list-style-type: none"> <li>• Rents are set within Local Housing Allowance or Housing Benefit levels.</li> <li>• Tenancy Sustainment Teams (floating support) visit clients in their flats to help them maintain their tenancy.</li> <li>• Visits usually take place fortnightly to monthly, with more frequent contact in the early stages.</li> <li>• All flats are let on two-year fixed-term Assured Shorthold Tenancies, which can be renewed if support is still required.</li> </ul>	<p>Unless the property is found to be unsuitable for habitation, people referred will not be able to refuse a nomination and return to the waiting list – individuals will not be able to go back on to the Clearing House waiting list for one year after they have turned down a nomination.</p>
<b>Out of borough swaps negotiated via commissioners</b>	<p>A reciprocal agreement has been made between Westminster and other London boroughs, so that in exceptional circumstances, when an individual cannot remain within the borough (e.g. their ability to access support provision within the borough is severely restricted because of their history or there are concerns about their safety), a borough swap can be made, ensuring their support needs are continued to be met.</p>	<p>Contact commissioners if you would like a borough swap to be considered: Jemma Yip at <a href="mailto:jyip@westminster.gov.uk">jiyp@westminster.gov.uk</a> and Simone Hermida at <a href="mailto:shermida@westminster.gov.uk">shermida@westminster.gov.uk</a></p> <p>Any referral made would need to be completed using the council's referral paperwork.</p>
<b>Westminster VAWG and Multiple Disadvantage Forum</b>	<p>Standing Together chairs a dedicated VAWG and Multiple Disadvantage Forum. This is a monthly space for professionals to bring the cases of women they are supporting for both reflective discussion and practical advice around issues such as violence, abuse and trauma. The forum is co-facilitated by a clinical psychologist from the psychology in hostels team, and professionals with</p>	<p>To refer, please click this <a href="#">link</a> to access a short online referral form</p>

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	expertise around domestic abuse and women's homelessness.	
<b>Multi agency risk assessment conference</b>	<p>In Westminster there is a Multiple Disadvantage MARAC rep who can support homelessness services around the MARAC process e.g., making referrals and presenting cases.</p> <p>The MARAC referral form is available at:  <a href="https://www.standingtogether.org.uk/marac">https://www.standingtogether.org.uk/marac</a></p>	<p>The MARAC rep sits within the Westminster Women's Safe Space team. Email contact:  <a href="mailto:westminsterwomenssafespace@mungos.org">westminsterwomenssafespace@mungos.org</a></p>
<b>Women only sessions at the substance misuse services</b>	Turning Point and CGL run women-only support groups every week (day changes depending on demand).	Women who would like to attend this group need to be already engaged with Turning Point/CGL.
<b>Homeless Health service counselling for women</b>	Counselling sessions for women.	Contact <a href="mailto:jconolly@nhs.net">jconolly@nhs.net</a> for more information