

# Supporting accommodation planning to align with detox and rehab for individuals in the rough sleeping pathway.

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*This information sheet is accurate at the time of publication. However, readers should be aware that we do not conduct regular reviews or updates of these resources. As a result, some details may become outdated over time. We encourage users to verify the latest information from official or primary sources before relying on it.*

*This document includes links from the contents page to each section, allowing you to navigate the document easily. You can also collapse the information within the main headings (click on the arrows next to the heading) to make the document shorter and more relevant as required.*

## Aims

This document is designed to support Westminster staff across the rough sleeping pathway by providing guidance on available detoxification (detox), rehabilitation (rehab), and accommodation options that support the journey, for residents affected by substance use. It aims to assist staff in planning effective pathways that meet the diverse and complex needs of individuals navigating recovery, with a particular focus on ensuring continuity of care and avoiding repeat homelessness.

For residents to gain access to a planned community or inpatient detox, they must first be assessed and be engaging with CGL or Turning Point (TP). If assessed as appropriate, the substance use service will present the request for inpatient detox to the local authority **Substance Use Team (SUT)**. The SUT can approve funding for various placements, but most commonly for inpatient detox at Guy's and St Thomas (GSST).

Detox typically takes around **10 days** (for an alcohol detox) , depending on the substance involved and the individual's health needs this may vary. Rehabilitation programs vary in length, but most structured residential rehab placements last **between 12 and 24 weeks**, with some programs offering extensions based on progress and individual needs.

For many residents, detox may begin during a hospital admission related to an unrelated physical health issue. In such cases, it is vital to coordinate with the hospital discharge team and community services to ensure a smooth transition into appropriate care settings post-discharge.

The People's Recovery Project (TPRP) offers a **Pre-Treatment Community** initiative designed to support individuals experiencing homelessness and addiction who are contemplating change but may not yet be ready for formal treatment. This program provides a welcoming, non-clinical environment where participants can explore their relationship with substances and consider recovery pathways at their own pace. More details available [here](#).

## Considerations for rehab

While rehab can be a critical step in long-term recovery, it is not suitable for everyone. Many programmes require a high level of engagement, stability, and commitment, often over several weeks or months. They may also require individuals to demonstrate abstinence, readiness to change, or participation in preparatory treatment, such as structured day programmes.

Due to these requirements, some clients may not be able to complete a rehab programme or may be discharged early. In these situations, having contingency plans in place is essential, including access to supported accommodation or harm-reduction services.

## Accommodation planning

Clients entering rehab must be made aware that supported accommodation bedspaces must be negotiated during their absence and cannot be held open during their absence long term). The arrangements must be communicated clearly in advance, so clients can make an informed decision and understand the risks involved, including the possibility of needing to reapply for housing support upon completion or early exit from rehab.

Staff should liaise with substance use recovery worker, Substance use team (SUT), accommodation providers and housing options teams to explore:

- Step-down or move-on accommodation post-rehab (e.g., dry houses or second-stage recovery housing).
- Access to housing benefit during periods in rehab, and how to prevent loss of entitlement.
- Options following failed rehab attempts, such as returning to supported housing or accessing emergency accommodation with ongoing harm-reduction support should form part of the contingency planning for the client to prevent homelessness.

## 1. [Possible detox pathways](#)

### 1.1 [Detox via Emergency Hospital Admission](#)

Hospital staff may start detox treatment when a client is admitted for emergency physical health problems. Alcohol liaison nurses should engage with the resident during their stay and offer them a referral to local substance use teams (CGL/ TP). If needed contact the alcohol liaison teams to link them up with your client before discharge – you can find their contact details in [HHCP's Substance use services directory](#). If the client self-discharges from hospital consult the [HHCP Checklist if a client self-discharges from hospital](#).

#### 1.1.1 [Benefit Advice](#)

Staff should assist clients in maintaining Housing Benefits and Universal Credit (if under ESA) while they are in hospital and intend to return home.

- **Notify the Relevant Benefit Offices Promptly**

Inform the office that pays the individual's benefit as soon as possible if they:

1. Go to the hospital for one night or longer
2. Go into a rehabilitation centre for one night or longer
3. Will miss a Jobcentre Plus appointment due to hospitalisation or a medical appointment

- **Provide Necessary Information**

When contacting the benefit office, be prepared to provide:

1. Full name
  2. Date of birth
  3. National Insurance number
  4. Partner's details (if they're on the claim)
  5. Details about the hospital stay, including admission date and expected duration
- If calling on behalf of someone else, also provide your name and contact details.

- **Reassess Benefits Upon Discharge**

Upon leaving the hospital, it's important to reassess benefits to reflect any changes in circumstances. This may include eligibility for additional benefits if the individual has become disabled because of their illness.

- **Duration of Benefit Payments During Hospital Stays**

1. The length of time benefits can continue during a hospital stay varies depending on the specific benefit:
2. **Attendance Allowance, Disability Living Allowance (DLA), and Personal Independence Payment (PIP):** These benefits typically stop after 28 days (4 weeks) of a hospital stay.

- **Housing Benefit and Council Tax Reduction:** These can continue to be paid for up to 52 weeks while a claimant is in hospital. However, if the individual receives Attendance Allowance or DLA (care component), and the hospital stay exceeds 4 weeks, it could impact Housing Benefit and Council Tax Reduction. Additionally, these benefits may be affected 8 weeks after any loss of entitlement to Carer's Allowance.

## 1.2 GSST Detox

All detox planning needs to be via referrals to CGL and Turning Point. Offered by Guy's and St Thomas' NHS Foundation Trust, this inpatient unit supports individuals experiencing homelessness (or at risk of returning to the streets) who need detox from severe substance dependence. Referrals are via Turning Point or CGL and approved by the Substance Use Team (SUT). If a client or staff member would like to visit the GSST detox unit, staff can visit on a Friday afternoon, but this should be arranged with the SUT (email [hjordan1@westminster.gov.uk](mailto:hjordan1@westminster.gov.uk)).

## 1.3 Community-Based Detox Options

A community detox allows individuals to withdraw from substances while remaining in their home or supported housing with medical oversight. It can be a valuable step for individuals with substance dependency who are not at high medical risk and can detox safely outside a hospital. However, a community detox will require careful planning, adequate support, and the right environment to ensure safety, dignity, and the best chance of success.

The client can self-refer via Turning Point or CGL, which would oversee the substitute prescribing and home detox plans, subject to medical conditions being satisfied

Here is what is typically required:

- Pre-detox medical assessment by a GP or specialist service
- Individualised detox plan with appropriate prescribed medication via CGL or Turning Point
- Regular health monitoring and access to emergency medical support
- Trained hostel staff (substance use awareness, withdrawal monitoring, naloxone, first aid)
- Designated keyworker for daily emotional and practical support
- Ideally, a private room with minimal exposure to drug/alcohol use
- Access to counselling, motivational support, or brief interventions
- Involvement of peer mentors or recovery champions for encouragement
- Strong partnership working with local drug and alcohol services
- Ongoing care planning and support with structured recovery after detox

## 2. [Accommodation Options after Detox](#)

### 2.1 [If Detox is unsuccessful](#)

#### 2.2 [Return to their previous place of residence](#)

If possible, bed spaces should remain open for the client to return to after detox has been completed.

##### 2.2.1 [Emergency Bed Space](#)

Access could be made available in emergency bed space provision (typically the lounges or office in the hostel with camp beds) for a short stay.

### 2.2: [If detox is successful](#)

Residents may be referred to supported housing with on-site or floating support to maintain sobriety and reintegrate into the community.

#### 2.2.1 [Move-On and Resettlement Service \(MORs\)](#)

##### **Information about the service**

MORs provides supported housing for individuals who have experienced homelessness and are in recovery from substance use.

##### **Eligibility criteria**

The service offers both shared houses (for men only) and self-contained accommodation (for men and women). Couples are accepted. All accommodation is located in the north of the borough.

##### **How to refer**

Referrals are made via the Westminster Assessment and Referral Framework (WARF).

##### **Contact details**

For more information, please refer to the service information sheet available on the Groundswell website - [MORs Information Sheet](#)

### 2.2.2 [The Lodge](#)

The Lodge, operated by St Mungo's, provides bed and breakfast-style accommodation with fully furnished rooms, a communal lounge, and computer facilities. Breakfast is provided daily. The service also offers move-on and resettlement support to assist residents in transitioning to more permanent housing.

#### **Eligibility criteria**

The Lodge is intended for long-term rough sleepers with low support needs.

#### **Substance use requirements**

The service does not accept individuals who are currently using drugs or those with chaotic or high-level alcohol issues.

#### **How to refer**

Complete the dedicated Lodge referral form

#### **Contact details**

For more information and the referral form, please contact St Mungo's directly [thelodge@mungos.org](mailto:thelodge@mungos.org)

#### **Website**

[The Lodge – St Mungo's on Camden Cindex](#)

### 2.2.3 [Wytham Hall](#)

Wytham Hall is a strictly abstinence-based project providing temporary supported housing for men and women in Westminster who have previously experienced homelessness and are living with ongoing low to medium level mental and physical health issues. The service offers accommodation for 25 residents across four buildings, one of which is divided into two independent parts. Residents are free to come and go 24 hours a day and may have guests between 10am and 11pm, provided they are not under the influence of alcohol or drugs. Residents are responsible for their own cleaning and communal tasks.

#### **Eligibility criteria**

This service is for men and women in Westminster who have experienced homeless and are managing ongoing low to medium level mental or physical health problems, and who are committed to an abstinent lifestyle.

#### **Substance use requirements**

Wytham Hall operates on a strictly abstinent basis. Residents must not be under the influence of alcohol or drugs and are expected to maintain sobriety.

#### **How to refer**

Referrals are made via the Westminster Assessment and Referral Framework (WARF). Prospective residents are encouraged to arrange an informal visit prior to a formal assessment.

For more information, contact [stephen.tufnell@wythamhall.co.uk](mailto:stephen.tufnell@wythamhall.co.uk).

## Website

[HHCP Information Sheet](#)

### 3. [Rehab accommodation pathways](#)

When an individual has completed detoxification, they may move to a residential rehabilitation program. Rehabilitation programs vary in length; most structured residential rehab placements last **between 12 and 24 weeks**, with some programs offering extensions based on progress and individual needs.

Unless an individual has sufficient private funds, the Substance Use Team (SUT) can fund these placements. An individual will need to engage with the borough recovery services (CGL/Turning Point), which will support referrals to the SUT and help explore the most suitable placement according to an individual's needs.

After a residential placement, some centres have a step-down option. **Step-down accommodation** is a transitional housing option for people who have completed a structured substance use rehab programme but still need some support before living fully independently. It provides a **safe, stable environment** where individuals can continue their recovery journey while building the life skills and routines needed for independent living.

Secondary stage accommodation is funded by the SUT and is a move-on option that some rehabs have. SUT will make the referral, being advised by **Turning Point or CGL**.

Regular rehab options available and used are: Westcliffe House, Oxygen and Streetscene. More information can be found on [Drug & Alcohol Addiction Treatment Services - Rehab Online UK](#).

### 4. [Supported housing for a limited time for those who are abstinent](#)

These are the supported housing options for those who are abstinent that are provided for a limited amount of time and have been described as providing a 'lighter' version of rehab. They do not require WCC Substance Use Team funding, as these are funded via Housing Benefit.

#### 4.1 [Kairos Community Trust – Linden Grove](#)

Kairos Community Trust is a London-based charity dedicated to supporting men and women experiencing homelessness who are struggling with drug and alcohol addiction. They operate on a 12-Step abstinence model, enabling total abstinence from all alcohol and drugs, apart from those prescribed by a doctor. Random drug and alcohol testing is in place.

Their services include:

- **Linden Grove Abstinence-Support Hostel:** A first-stage residential detoxification hostel offering 24 single rooms (16 en-suite) with 24/7 staffing, prioritising individuals who are experiencing homelessness.

#### How to refer

Kairos Community Trust accepts self-referrals and referrals from any agency, including direct referrals from prison. Applicants must be aged between 18 and 65 and demonstrate a commitment



to participating in the programme. An interview will assess the applicant's suitability. If no vacancies are available, applicants may be placed on a waiting list. The organisation assists with claiming benefits and obtaining identification, and funding.

### Website

[www.kairoscommunity.org.uk](http://www.kairoscommunity.org.uk)

### 4.2 Nehemiah

The Nehemiah Project is a South London-based charity providing residential recovery services for adult men overcoming drug and alcohol addiction. Operating five houses, the organisation offers an abstinence-based, Cognitive Behavioural Therapy (CBT) programme that addresses the root causes of addiction. Residents progress through structured phases, including a 'Moving On' stage that supports reintegration into society through employment and independent living.

### How to Refer

Referrals are open to adult men (18+) who:

- Have issues with substance misuse or addiction
- Are eligible for Housing Benefit
- Are willing to remain abstinent
- Can be referred from the community or when preparing for release from prison

Please note, the programme cannot accept individuals with:

- A history of sexual offences or arson
- No right to Housing Benefit
- Severe mental health problems such as psychosis
- Recent history of violence

### Referral Process:

- Download and complete the application form from the website <https://www.tnp.org.uk/>
- Submit the form via email to [referrals@tnp.org.uk](mailto:referrals@tnp.org.uk) or by post to the address below.
- A risk assessment form will be required to support the application.
- Upon receipt, the Recovery Programme Team will assess the application and, if suitable, arrange an interview.

### General Enquiries:

- Phone: 020 8773 7417
- Email: [enquiries@tnp.org.uk](mailto:enquiries@tnp.org.uk)

### Website

For more information, please visit: <https://www.tnp.org.uk/>



#### 4.1 [Acorn Hall](#)

Acorn House is a 16-bed residential recovery hostel located in Shoreditch, East London, operated by the Spitalfields Crypt Trust (SCT). It offers a therapeutic programme tailored for men experiencing homelessness and facing complex addiction issues. The facility provides an abstinence-based environment with structured support, including group sessions, one-to-one counselling, and community activities. Residents are encouraged to address underlying traumas and behaviours contributing to their addiction, to achieve lasting recovery and reintegration into the community.

##### **How to Refer**

Acorn House accepts both self-referrals and referrals from professionals. A local connection or funding panel approval is not required.

##### **Referral Process:**

1. Download and complete the [referral form](#).
2. Email the completed form to: [referrals@sct.org.uk](mailto:referrals@sct.org.uk).
3. The team will review the application and contact the applicant regarding the next steps.

##### **Contact Details**

- **Phone:** 020 7613 3055
- **Email:** [referrals@sct.org.uk](mailto:referrals@sct.org.uk)

##### **Website**

For more information, please visit: <https://sct.org.uk/what-we-do/acorn-house/>

## 5. [Alternative housing and move-on options](#)

### [5.1 Private Rented Sector access](#)

This service is intended for individuals to whom Westminster City Council (WCC) has accepted a main housing duty but who are not deemed to be in priority need. It is suitable for people who can manage independent accommodation without intensive support. WCC will source suitable private rented sector (PRS) accommodation through its **Westlets** scheme. Once accommodation is secured, individuals will be referred to **SHP (Single Homeless Project)**, who will ensure they are set up to manage their tenancy independently if support is required.

Any support needs identified by Westminster Council's housing case manager will be shared with SHP. **SHP Floating Support** is also available to provide ongoing assistance if required.

##### **Substance Use at the Service**

This service is not appropriate for individuals with active substance use support needs. Clients must be stable and not currently using substances. Suitability is assessed prior to referral, and any concerns around substance use may affect eligibility.

##### **How to Refer**

Individuals must present in person as homeless at Westminster City Council to be considered for this service. Alternatively, the **Housing Solutions Service (HSS)** provided by **The Passage** acts as an

initial entry point into the Westminster Housing Pathway and can support people in accessing this PRS offer.

### **Contact Details**

For assessment and referral, individuals should attend Westminster City Council's Housing Options Service in person. Further support can also be accessed through The Passage's Housing Solutions Service.

### **Website**

For more information, visit:

<https://www.westminster.gov.uk/news/help-create-fairer-private-rented-sector-westminster>

## **5.2 Clearing House**

St Mungo's Clearing House provides long-term supported housing placements for individuals who have experienced rough sleeping in Westminster. The service offers self-contained one-bedroom or studio flats via housing associations, as part of the Rough Sleepers Initiative (RSI). Fortnightly support is provided to help residents sustain their tenancies.

### **Eligibility criteria**

This service is for individuals verified as rough sleepers in Westminster. Eligible clients must have a CHAIN number, be currently engaging with support services, and be able to manage a tenancy with fortnightly support.

### **Substance use requirements**

Clients must be stable and capable of managing a tenancy with support.

### **How to refer**

Referrals must be made by commissioned services working with people who have experience of rough sleeping. The entire referral process is conducted online through the Clearing House portal: <https://clearinghouse.my.site.com>. Referral workers without login credentials should contact the Clearing House Helpdesk to request access.

### **Contact details**

Phone: 020 3856 6008

Email: [ch@mungos.org](mailto:ch@mungos.org)

For additional resources, including referral guides and policies, please visit the Clearing House Resource Library.

## **5.3 JAPOP – sheltered housing for over 60s**

JAPOP supports individuals to access the most appropriate housing options based on their needs and personal circumstances. An open housing application is required for consideration for supported or sheltered accommodation. The process aims to ensure placements reflect individual needs, including health, mobility, and financial situation.

### Eligibility criteria

Individuals who may require supported or sheltered accommodation due to health, mobility, or financial issues, and who are either without fixed accommodation or holding a tenancy within Westminster.

### Substance use requirements

No specific requirements, but assessment and housing placement are based on individual needs and circumstances.

### How to refer

- Individuals must have an open housing application.
- A Care Act needs assessment is advised to support the referral process.
- For individuals who are NFA (No Fixed Abode), Housing Solutions Service (see 5.4) can offer advice.
- For individuals with an existing tenancy in Westminster, SHP can assist with the process.
- A referral form is required
- Further details here: [www.westminster.gov.uk/how-bid-social-housing](http://www.westminster.gov.uk/how-bid-social-housing)

### Contact details

**Phone:** 020 7641 1000

**Email:** [hsscustomerservices@wcchss.org.uk](mailto:hsscustomerservices@wcchss.org.uk)

### Website

An information sheet about the scheme is available to download [here](#).

### 5.4 Housing Solutions Service (HSS) - The Passage

The Passage operates the **Housing Solutions Service (HSS)** for Westminster City Council, offering support to single individuals who are experiencing homelessness or at risk of homelessness. The service works in partnership with **RMG** and **Shelter** to provide enhanced support, helping individuals find appropriate housing options.

### Eligibility criteria

Single adults who are experiencing homelessness or threatened with homelessness, with a local connection to the City of Westminster.

### How to refer

To access the Housing Solutions Service, contact the service directly:

- **Phone:** 020 7641 1000
- **Online:** Westminster City Council – Help and Assistance for Singles
- A full assessment will be conducted to determine eligibility and housing needs.

### Contact details

**Phone:** 020 7641 1000

**Online Referral:** Westminster City Council – Help and Assistance for Singles

For more information, visit the [Passage Resource Centre](#).

### 5.5 Anchor House

Spaces are spot purchased, via the WCC Rough Sleeping accommodation team.

Caritas Anchor House, located in Newham, London, is a residential support centre that assists single adults experiencing homelessness, including those with low to medium support needs related to mental health, substance misuse, or offending histories.

Each resident is assigned a key worker who provides personalised support throughout their stay. The centre collaborates with various partner organisations to offer assistance in areas such as housing, mental health, substance abuse, education, training and employment, volunteering, financial management, and independent living.

#### **Eligibility criteria**

Single adults who are homeless, including those with mental health issues, substance misuse problems, or histories of offending. The service also supports individuals with complex needs and those with restricted eligibility for public funds.

#### **Substance use requirements**

The service supports individuals with substance use issues, offering appropriate interventions and personalised support.

#### **How to refer**

Discuss with WCC Rough sleeping accommodation team

**Website:** <https://your-place.org.uk/>

## **6. Accommodation options after rehab**

### **6.1 After an unsuccessful rehab attempt**

**Emergency Bed Space** Supported accommodation bedspaces cannot be kept open long term when a client goes to rehab. Therefore, the client will need to be re-referred to the accommodation pathway if they return to Westminster after an unsuccessful rehab attempt. As an interim option, access to the hostel could be made available for a client who has left rehab early. Emergency bed spaces typically involve a camp bed for a short stay in lounges or office spaces but can be a temporary base to make plans from.

### **6.2 After a successful rehab**

Rehabs tend to be out of London (e.g. Bournemouth/ Weston-Super-Mare). If the client completes rehab, they may be offered accommodation in the locality of the rehab centre.

Emmaus is an accommodation option in the London vicinity that could be an option after rehab.

#### **Emmaus**

Emmaus offers residential communities that provide a home, work, and support for as long as needed. The nearest residential community to Westminster is **Emmaus Greenwich**, located in Plumstead. Emmaus Greenwich offers individuals the opportunity to live and work within a supportive community environment, focusing on recovery, rehabilitation, and integration.

### Eligibility criteria

Individuals who are homeless and seeking residential support in a structured, drug- and alcohol-free environment. Emmaus is particularly suited to individuals who are ready to engage in work and community life as part of their recovery journey.

### Substance use requirements

Emmaus is a **drug- and alcohol-free** environment. Residents (referred to as "companions") are expected to abstain from substance misuse and participate in community activities and work.

### How to refer

To apply for residential support at Emmaus Greenwich:

- **Initial Contact:** Reach out via phone or email to express interest.
- **Assessment:** Emmaus staff will conduct an assessment to determine suitability for the community.
- **Placement:** If suitable, arrangements will be made for accommodation and integration into the community.

### Contact details

#### Emmaus Greenwich Community

**Address:** 226 Elmley Street, Plumstead, London, SE18 7NN

**Phone:** 020 8316 5398

**Email:** [info@emmausgreenwich.org](mailto:info@emmausgreenwich.org)

**Website:** [emmaus.org.uk/greenwich](https://emmaus.org.uk/greenwich)

## 7. [Barka Reconnection Service](#)

**Barka-UK's Reconnection Service** supports homeless and vulnerable EU nationals in Westminster—particularly from Central and Eastern Europe, the Balkans, Western Europe, and Ukraine—by offering voluntary return and resettlement options. The service helps individuals reconnect with their families or access supported living communities across Europe via Barka's international network. The aim is to support people in finding alternative pathways out of homelessness and addiction, including access to substance misuse rehabilitation, training, and community life.

### How to Refer

Referrals are made through Barka's outreach team and local partners, including:

- Westminster Council
- St Mungo's Outreach Team
- The Connection at St Martin's
- The Passage Day Centre
- Hostels and health services across Westminster

Barka's team actively engages clients through street outreach, day centre visits, group activities, and one-to-one meetings.

## Contact Details

For referrals or more information, contact the **Barka Mobile Outreach Team**. You may also speak with partner services in Westminster such as **St Mungo's**, **The Passage**, or **The Connection at St Martin's**, who work closely with Barka.

**Barka Turning Point Recovery Skills Group** takes place every **Tuesday from 2-4pm** at the **Turning Point Centre**, 32 Wardour Street. These weekly meetings are facilitated by Barka staff in collaboration with Turning Point management and volunteers. They provide a safe and welcoming environment for EU citizens experiencing rough sleeping to share their current situation, experiences, and aspirations.

The sessions focus on peer support, building confidence, and discussing a wide range of topics, including homelessness, addiction, cultural identity, therapy, recovery programmes (e.g. 12-step), and living skills such as managing finances, hygiene, and community respect. The atmosphere is open and supportive, allowing participants to reflect on challenges such as trauma, substance use, or estranged family relationships.

**Website** <https://www.barkauk.org> or contact Andrew Keogh on [andrew.keogh@barkauk.org](mailto:andrew.keogh@barkauk.org).

## 8. [Support services & resources](#)

Download the [HHCP Substance Use Services Directory](#) for the list of substance use support services available in Westminster.

Staff are encouraged to use the support materials available through the [Blue Light Project webpage](#), which provides practical tools, case studies, and engagement strategies for working with dependent drinkers.

For example, there are resources to help with:

- Strategies for engaging individuals who are not ready to change
- Advice on managing risk and supporting clients with complex needs
- Best practices in multi-agency working and care coordination