

Immediate needs table

This provides information on where to refer people who are rough sleeping, destitute, or vulnerably housed and in need of immediate or urgent help from an appropriate service.



Immediate need	Eligibility	Organisation	Availability	Contact details	Other details
Urgent shelter – sleeping rough for the first time	Rough sleeping for the first time	No Second Night Out project	24/7 phone line	0870 383 3333	www.nosecondnightout.org.uk
Urgent shelter – currently sleeping rough on the streets of Croydon	Verified rough sleepers	Croydon Reach	24/7 phone line	0870 383 3333	croydon_reach@thamesreach.org.uk
Urgent temporary accommodation	Resident in Croydon and not subject to immigration control or no recourse to public funds	Croydon Council – Support Needs Assessment and Placement team (known as the SNAP team)	Weekday office hours	020 8760 5498	Outside of these times, hostels may provide emergency assistance Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
Urgent temporary accommodation	Resident in Croydon and not subject to immigration control or no recourse to public funds	Emergency Duty Team	Out of hours	020 8760 5498	Emergency Duty Team Croydon Council Out of hour and weekend 020 8726 6000
Urgent temporary accommodation in the winter months	Verified rough sleepers with a Croydon connection (they do not need to have recourse to public funds)	Croydon Churches Floating Shelter for rough sleepers	1st November – 31st March	0870 383 3333	Access to the shelter is via Croydon Reach rough sleeper's service
Urgent temporary accommodation during prolonged periods of extreme cold – defined as when the night time temperature is forecast to be at 0 degrees or below for 3 or more consecutive nights	Verified rough sleepers with a connection to Croydon (they do not need to have recourse to public funds)	Croydon Council – Support Needs Assessment and Placement team (known as the SNAP team)	Weekday office hours	020 8760 5498	Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
	Clients must be able to abstain from drugs & alcohol overnight during their stay. Clients with recent history of violence to others or recent risk of self-harm/suicide will not be considered	Croydon Reach Turnaround Centre	24/7 phone line	0870 383 3333 020 8760 5530	croydon_reach@thamesreach.org.uk 51/55 South End, Croydon, CR0 1BF
Requires food and drinks	Anybody sleeping rough or vulnerably housed	Nightwatch meeting point	Every night of the year between 2115 to 2200	Queens Gardens, Croydon	Food and hot drink
	Anybody sleeping rough or vulnerably housed	The Well drop-in centre	Mondays between 1100 and 1500	020 8680 9924 or Salvation Army, Booth Road, Croydon	Lunch
	Anybody sleeping rough or vulnerably housed	East Croydon United Reform Church	Thursdays between 1200 noon to 1500	Addiscombe Grove – just past East Croydon Station	Hot meal
	Anybody sleeping rough or vulnerably housed	Croydon Tabernacle	Sundays between 0800 and 0900	38-40 Parsons Mead, West Croydon	Full English breakfast
	Anybody sleeping rough or vulnerably housed	St Mildred's Church	Sundays between 1300 and 1800 in winter, between 1300 and 1500 in summer	Bingham Road, Addiscombe	Lunch
Needs medical attention for their physical Health	Anybody sleeping rough or vulnerably housed who requires urgent medical treatment for serious and life-threatening illnesses and injuries	Croydon University Hospital A&E	24/7	020 8401 3016 / 3601	530 London Road Thornton Heath, Surrey CR7 7Y
	Anybody sleeping rough or vulnerably housed who needs a medical appointment but is not registered with GP practice	Croydon Health Services Homeless Health Team	Mon-Fri 0900 to 1700 by appointment only (They usually have same day appointments)	020 8251 8280	The Rainbow Centre 141 Brigstock Road, Thornton Heath CR7 7JN
	Anybody who requires urgent medical treatment for minor illnesses and injuries	Beckenham Beacon NHS Urgent Care Centre	0800 – 2000	01689 866667	Beckenham Beacon 379 Croydon Road, Beckenham, Kent BR3 3QL
Mental Health crisis support	Anyone requiring a mental health assessment	South London and Maudsley Hospitals (SLaM)	24hrs patient advice and liaison service	0800 731 2864	pals@slam.nhs.uk
In need of substance misuse support	Substance users (e.g. drugs or alcohol) over 18	Westminster Drug Project (WDP) –Croydon Outreach	Out of hours helpline: 0845 056 0099	Office hours call the outreach team on 0208 662 4792	WDP Croydon Outreach, Action House, 28 Sydenham Road, Croydon croydonoutreach@wdp-drugs.org.uk
Is being subjected to domestic violence	Women fleeing domestic violence	National Domestic Violence Helpline	24/7 free phone line	0808 2000 247	www.nationaldomesticviolencehelpline.org.uk/
	Men fleeing domestic violence	Men's Advice Line	Mon-Fri 0900-1700	National Freephone 0808 801 0327	www.mensadvice.org.uk info@mensadvice.org.uk
	Victims of domestic violence in Croydon	Family Justice Centre, Croydon	Open for drop-in and appointments every Mon, Tues, Weds and Fri, 1000 – 1600	020 8688 0100	69 Park Lane, Croydon, CR0 1JD info@fjccroydon.co.uk
Has no money Croydon Discretionary Support	People with no recourse to public funds	Croydon Council – No Recourse to Public Funds Team	Lines open 0900-1700 Mon-Fri	020 8726 6000	www.croydon.gov.uk Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
	Anyone over 16 living in Croydon in receipt of benefits who cannot meet their short-term financial needs	Croydon Council Croydon Discretionary Support – crisis payments	Lines open 0900-1700 Mon-Fri	020 8760 5719 Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA	These are crisis payments to avoid serious hardship and risks CDS@croydon.gov.uk www.croydon.gov.uk/advice/benefits/welfare-benefits/CDS
Is a vulnerable adult that has social care needs	Aged 18 or over, and ordinarily resident in the borough, this includes asylum seekers, refugees, and people without recourse to public funds	Croydon Council – Department of Adult Services, Health & Housing	Lines open 0900-1700 Mon-Fri	020 8726 6500 Outside regular opening hours, and in an emergency, call 020 8726 6000	www.croydon.gov.uk Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
Has a child or children that need support	Parent or family residing in Croydon with children (under 18) in need	Croydon Council – Department of Children, Families & Learning	Lines open 0900-1700 Mon-Fri	020 8726 6400 Outside regular opening hours, and in an emergency, call 020 8726 6000	www.croydon.gov.uk Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA