

# Glass Door

## What We Do:

Glass Door relieves poverty among homeless people in West London by providing accommodation, advice and support. Each winter since 1999, churches of different denominations in West London provide venues for our night shelters and daytime drop-in centres.

## We provide:

- London's largest night shelter – up to 100 bed spaces per nights during the winter months
- a casework service – offering advice, advocacy and practical support to help find solutions to end homelessness
- daytime services including laundry, clothing and washing facilities

### • Night Shelter

The night shelters run through the winter months – from mid November to early April – and is based at a different church venue each night on a rota basis. We provide a warm, safe and welcoming shelter for at up to 100 guests every night. Our guests also receive a hot evening meal and a cooked breakfast in the morning.

Everyone who stays at the shelter is given a sleeping mat and sleeping bag. Our male and female guests sleep in different areas.

We find that we are constantly oversubscribed; more people come to us than we can accommodate. Those who cannot access the shelter when it is full are served a hot meal and drink with some friendly words. On nights when the temperature drops below freezing, we do try to accommodate all those that arrive at our door, as long as we feel it is safe to do so.

### • Casework Service

Caseworkers are employed throughout the year to offer advice, advocacy and practical assistance to those that use our services. We help our guests access accommodation and other specialist services such as drug, alcohol and mental health services. Our caseworkers also help guests obtain birth certificates, register with a GP and dental services, find employment and deal with benefit issues.

### • Drop-in Centres

The Chelsea Methodist Church runs a year-round drop in in partnership with Glass Door where individuals with no home can find free lunch, showers, laundry and clothes. Glass Door runs a second drop-in during the winter at the Fulham Methodist Church (closed winter of 2017 due to maintenance).

Looking and feeling clean can be a vital part of restoring dignity in those who have lost hope. "After a shower, people will talk to me," said a homeless guest. Having somewhere warm and dry to spend the day is crucial to health and self-respect.

Like Glass Door's casework service, the drop-in is open-access and not restricted to guests of Glass Door's night shelters. The only time we have to close our doors is when we reach our capacity of 100 people. Early arrival is recommended.

*"They've fed me, they've clothed me, they've kept me sane,"* said a former drop-in centre regular.

## Local drop-in centres with Glass Door casework support:

- Chelsea Methodist Church Drop-In is open Monday, Tuesday & Thursday between 9am-2pm. Women-only drop-in open Wednesday 3-5pm. 155a Kings Road, London, SW3 5TX. Here you can get advice from [Glass Door caseworkers](#) and find hot food and drinks, clothing bank, showers and laundry facilities. A doctor is on hand Tuesdays.
- Our friends at St Augustine's, Queen's Gate (SW7 5LP) run a drop-in when CMC is not open: Wednesday & Friday 9am-2pm, and Saturday 4pm-7pm. [Glass Door caseworkers](#) are here to help on Wednesdays and Fridays. [info@williamwilberforcetrust.org](mailto:info@williamwilberforcetrust.org).
- Ace of Clubs has a drop-in Monday to Friday 12pm - 3pm at St Alphonsus Rd, London SW4 7AS. Here you can eat lunch, take a shower, have laundry washed and speak to a [Glass Door caseworker](#).
- Glass Door/Fulham Broadway Methodist Church Drop-In is currently closed for repairs.