



Hammersmith and Fulham Advice Forum

Minutes

28 February 2017, 2pm – 4pm

Copies and attachments to the minutes are held on the Advice Station website at <http://www.advicestation.org.uk/info/reports-resources/advice-forum/afm-28022017>

Venue: Hammersmith Town Hall, London W6 9JU

Attendees:

Alan Connell	Hestia
Amy Nyemecz	Shelter
Cllr Caroline Needham	H&F Councillor
Colin Morris	DWP
Doreen Taggart	Action on Disability
Huda Jawad	Standing Together
James Quayle	PSU RCJ
Jeffery Smith	Stoll
Jonathan Joseph	LBHF
Jonathan Martin	DEBK
Katherine Green	Crosslight
Lucy Baker	LBHF
Maggie Potter	Hestia
Malgosia Pakulska	EERC (East European Resource Centre)
Mandy Goodall	HF Law Centre (Minutes)
Margaret Magnusson	HF CAB
Mary Godwin	Healthier Homes Project
Michael Angus	Barons Court Project
Milka Witkowska	The Upper Room
Norica Campbell	HBHF Housing Paths
Rachel Casey	LBHF
Richard Goodman	HF CAB
Sarah Hamlin	St Mungos
Sarah Scully	Glass Door
Sian Gates	Foodbank
Sue James	HF Law Centre (Chair)
Tally Daphu	Shelter
Tracy Schouburgh	LBHF
Velma Baptiste	LBHF Housing
Zahra Beg	LBHF Housing Options

1. Minutes of the last meeting & matters arising

No comments or amendments to the minutes of the last meeting.

2. H&F Council's Rough Sleepers' Commission

Michael Angus, Project Manager, Barons Court Project, gave an overview of the work of the Commission.

The council has a vision to reduce the number of rough sleepers in the borough and prevent people who are sleeping rough from becoming entrenched rough sleepers. The long-term goal is to reduce the number of rough sleepers to **zero**.

LBHF has set up the commission to explore the following:

- Review and Identify areas of good practice in services provided to rough sleepers and those at risk of rough sleeping in London and the UK.
- Review current services in LBHF and measure these against good practice, also identifying any gaps in provision.
- Formulate recommendations for interventions and/or service redesign, to deliver better outcomes for the people that are rough sleeping in LBHF, to support those at risk of rough sleeping and to reduce the number of rough sleepers down to zero

[A more detailed overview is held with these minutes.](#)

The Commission will be working with a range of organisations to listen and take evidence to scope out the problem and find solutions to the issues.

A good way to stay up to date with developments would be via the new Homelessness Forum, co-ordinated by Lucy Baker lucy.baker@lbhf.gov.uk

To see the Commission post on LBHF's website:

<https://www.lbhf.gov.uk/articles/news/2017/02/homelessness-experts-help-rough-sleepers-streets>

3. Barons Court Project

Michael Angus, Project Manager, Barons Court Project gave an overview of the service.

Barons Court Project is a day centre for people who are homeless or living with mental health problems. Weekly programme includes 3 drop-in days on Monday - Wednesday, life-skills course on a Thursday, women's peer support and BME groups on a Friday.

Practical services include showers, laundry, postal address, phone charging, meals and activities with a mix of skills based, recreational and all round well-being.

Four appointments available for advice to individuals per week and these are much in demand. In the last ten weeks (40 appointments) advice provided was as follows:

- welfare benefits - 19 clients (including PIP appeals)
- housing - 10 clients
- access to employment - 8 clients
- mental and physical health - 3 clients

Increasing demand from clients for support with benefit tribunals. BCP cannot meet the demand.

If agencies want to refer clients, work together or just find out more, Michael can be contacted at michael@baronscourtproject.org

[Baron Court Project's general brochure is held with these minutes](#)

4. Upper Room

Milka Witkowska, Project Manager, Upper Room gave an overview of the service.

The Upper Room is a registered charity dedicated to the relief of poverty and suffering among people who are socially disadvantaged, vulnerable, homeless, and who exist within marginalised sections of our societies. The organisation began as a soup kitchen in 1990, but over the years they have developed other services in response to the various needs of disadvantaged people in the communities we serve.

Current projects are:

- UR4Meals Project
- UR4Jobs Project
- UR4Driving Project

If agencies want to refer clients, work together or just find out more, Milka can be contacted at milka.witkowska@theupperroom.org.uk

[A more detailed overview of the Upper Room's services is held with these minutes.](#)

5. Glass Door

Sarah Scully, Caseworker, Glass Door Homeless Charity gave an overview of the service.

Glass Door Homeless Charity run a day centre and winter night shelters. The day centre is based in Chelsea Methodist Church, 155A King's Road, London, SW3 5TX and is open Mondays, Tuesdays and Thursdays from 9.00am - 2.00pm. The day centre offers showers, a clothing store (open 10.00am-11.00am), laundry service and a lunch at 1pm.

There are also caseworkers available who can provide advice, information and advocacy work. It works on a first come first served basis. There is also a women's group which runs every Wednesday from 3.00pm-5.00pm.

The night shelters are currently running in three boroughs-Hammersmith & Fulham, Kensington & Chelsea and Wandsworth (men only). The night shelters operate from November to April and are roaming shelters which take place in a different church each night of the week. To access a place in the night shelter you need to register online via the website:

<http://www.glassdoor.org.uk/accessshelters.htm>

As the night shelters are very, busy people will generally be placed on a waiting list and contacted when a place becomes available.

For further information please go to the website:

<http://www.glassdoor.org.uk/welcome.htm>

If agencies want to refer clients, work together or just find out more, Sarah can be contacted at Sarah@glassdoor.org.uk

[A more detailed overview of Glass Door's services is held with these minutes](#)

6. Foodbank

Sian Gates, Assistant Manager, Hammersmith & Fulham Foodbank gave an overview of the service.

The Foodbank is currently very busy – 200 people were fed last week and 188 people fed the week before. For comparison in 2016 the average would have been 90 people per week.

The Foodbank is currently accepting vouchers on behalf of residents of Kensington and Chelsea as this foodbank is currently closed. If any partner needs to refer K&C residents, please use the normal red foodbank vouchers.

Other projects

- **Fuelbank and Families** – this is a pilot scheme launched in November 2016 where families located in W6 and W14, who meet the relevant qualifying criteria, can be issued with a fuelbank voucher.
- **Eat Well Spend Less** – this is a six week course aimed at teaching people how to cook basic, healthy ingredients. Please contact the foodbank if you would like to have a course at your premises
- **Holiday Clubs** – The Foodbank will be hosting a club in White City over Easter 2017 for four dates and you can refer any primary school children from that area who are in receipts of free schools. They will also be hosting clubs twice weekly across the School Summer holidays in both White City and Fulham. Please refer children and their parents to this summer scheme.
- **Citizens Advice** – there are now two full time dedicated citizens advice workers who attend each foodbank session (6 days a week). Clients can be referred to the advice person straight away when they attend the foodbank. **Please note that anyone can see an advisor, they do not need to be a Foodbank client.**

[A more detailed overview of the Foodbank's services is held with these minutes](#)

7. Safer Communities

Huda Jawad, SAFE Communities Project Coordinator, Standing Together gave an overview of the service.

The SAFE Communities project works to ensure that domestic abuse and violence against women and girls are tackled holistically by targeting support to those who are likely to be approached for help first by survivors

The project offers:

- support
- capacity building
- highlighting of the work that different groups do at different levels to tackle domestic abuse and violence against women and girls in their communities.

Where needed, they will:

- mentor
- train
- support a group or an organisation to educate its members and supporters about domestic abuse and the wider context of violence against women

[The full presentation is held with these minutes.](#)

To find out more or if you are interested in accessing this support for your organisation or group please get in touch with Huda Jawad, Project Coordinator, on h.jawad@standingtogether.org.uk or call 0208 748 5717.

8. Stoll Housing for Veterans

Jeffery Smith, Housing Administrator, Stoll, gave an overview of the service.

Stoll is a Housing Association that provides support to vulnerable Ex-Servicemen and women who have served in any of the British Armed Forces or in the process of transiting from the army.

Stoll offers a range of accommodation in four sites across London – one, two, three bedroom flats (and some houses). Each site provides various levels of support from staff based on the Veterans individual support needs.

Veterans are offered Assured and Assured Shorthold Tenancies. The type of tenancy will vary between the schemes. Rent varies between the schemes and depending on the size of the property. Rent starts from £800 p/m approx.

Stoll does not offer respite or temporary accommodation.

Stoll offers a range of support services:

- outreach team
- Veteran's Nomination Scheme
- Drop in Centre
- Other services that include employment support, IT help, drugs and alcohol support, health and wellbeing services

Should you wish to find out more, or obtain a Housing Application Form for your client please email:

info@stoll.org.uk

[The full presentation is held with these minutes.](#)

9. Home for Good, the Passage, Westminster

Norica Campbell, Housing Options, LBHF gave an overview of the service.

Home for Good is a service provided by the Passage, Westminster. The service is aimed at supporting people who have a history of homelessness/rough sleeping. They offer a support worker to assist with settling people into new accommodation and linking them in with services in the community, helping them to be more independent and maintain their tenancy.

In addition, they also offer a befriending service, supporting isolated clients in the community as well as once they have moved on and into their own accommodation.

The service is not geographically bound which means clients can be referred from H&F.

A [flyer](#) and [referral form](#) are held with these minutes

10. Homelessness Forum

Lucy Baker, Paths Manager, Housing Options, LBHF spoke about the new Homelessness Forum.

The Council will be holding a regular Homelessness Forum which will focus on homelessness prevention and the issues affecting homeless people.

The forum aims to bring together agencies and services from across the Borough to share information and ideas, identify emerging issues and discuss specific issues to help tackle homelessness.

Lucy Baker will invite key agencies for the first meeting which will happen in March. However, the forum will be open to all agencies and services with an interest in preventing homelessness. Please note the date has been agreed and is **Wednesday 22nd March, 11am – 12:30pm, Committee Room 1, Hammersmith Town Hall.**

If any agency has not been invited but wishes to attend, please contact Lucy at lucy.baker@lbhf.gov.uk

11. AOB

Housing Options are restructuring and strengthening their services and will be renamed Housing Solutions.. This should be complete by April 2017.

Zahra Beg will provide a new contact list at the next meeting (if available - or very soon after, if not)

International Women's Day - 8 March 2017

LBHF have an event on 7 March 12.00 – 13.30 at the Town Hall. All welcome

Hammersmith United Charities have an event on 8 March 2017 (see their website for details).

12. Agenda items

Suggestions:

Customer Engagement update

DWP

Refugee Crisis

Brexit

The Poverty and Worklessness Commission is finalising its report so may have something available for the June meeting.

13. Dates of next meetings

April 12 2017

June 7 2017

July 19 2017

All meetings are between 2 and 4pm in H&F Town Hall