

DAY CENTRES

There are various day centres assisting people who are **homeless** providing a range of services including free food, showers, dentists, opticians, counsellors and some have specialist workers that can advise on benefits and housing.

WEST LONDON

- **Emmaus House - Acton Homeless Concern.** 1 Berrymead Gardens, Acton, London, W3 8AA, 0208 992 5768. Open Mon-Fri 1145-1350. Bus routes from Central Bus station Heathrow: Bus 140 to 'The Grapes' (Harrow) then bus 607 to Acton Town Hall Nearest Underground/tube station: Acton Town (0.7 miles away).
- **Gurdwara Sikh Temple** – free food daily 0430-2200. Havelock Rd, Southall, Middlesex UB2 4NP, 020 8574 4311. Bus 105 to Southall.
- **Barons Court Project**, 69 Talgarth Road, Barons Court, London, W14 9DA, 0207 603 5232, Mon-Wed 1400-1700. Next door to Barons Court Underground, Buses: a) 75 to Newport Rd, 81 to Hounslow West then H91 to Hammer-smith bus station
- **The Upper Room**, St Saviours Church, Wendell Park, Cobbald Road, London, W12 9LN, 0208 740 5688, Mon-Fri 1730 -1845, 10 min from Turnham Green Underground, Buses: 555 to Boltons Lane, 222 or 81 to Hounslow West station, then H91 to Chiswick Lane.

CENTRAL LONDON

- **The Passage Day Centre**, 1E, St Vincent's Centre, Carlisle Pl, London SW1P 1NL, 0830-1630, 020 7592 1850, next to London Victoria Underground and Coach stations, £6 direct National Express coach from Heathrow.

SOUTH WEST LONDON

- **Ace of Clubs**, St Alphonsus Road, Clapham, SW4 7AS, Mon-Fri 1200-1500, nearest Underground Clapham Common, Buses: X26 to Cromwell Road, 85 to Putney Station, then 37 to Long Road/Clapham Common.

NORTH LONDON

- **North London Action for the Homeless**, St Pauls Church Hall, Stoke Newington Road, N16 7UE, 07891 703221, Mondays 1200-1330, Wednesdays 1900-2030
- **St Gabriels Outreach** – Breakfast service everyday 0900-1000, Thursday lunch 1130, St Gabriels Club, 21 Hatchard Road, N19 4NG, Bus: 140 to Harrow Town centre, 183 to Golders Green, 210 to Archway. Nearest Underground station: Archway.

Heathrow Travel Care

Crisis Social Work Services

OUT OF HOURS ADVICE SHEET

Heathrow Travel Care is open:
Monday 0930-1700
Tuesday 0930-1700
Wednesday 0930-1700
Thursday 1100-1700
Friday 0930-1700

We are closed on weekends and Bank Holidays

The following information may be helpful to those requiring our service when we are closed.

We would always advise seeking further assistance from our qualified Social Workers during our opening hours (as above)

Room 142, North Wing, Terminal 3 Arrivals,
Heathrow Airport, Hounslow, TW6 1BZ
Email: Heathrow_Travel_Care@Heathrow.com
Tel: 020 8745 7495
Fax: 020 8745 4161
www.heathrowtravelcare.co.uk

Registered Charity No.: 297189

- **Passenger Ambassadors** are the Heathrow staff in purple uniforms located in the Terminal Arrivals Halls and can provide general information.
- In the event of a **serious emergency**, call 222, the airport emergency services number and request a paramedic, police or fire service. Please note this is for genuine emergencies only
- The **nearest hospital** is Hillingdon Hospital, Pield Heath Road, Uxbridge, Middlesex, UB8 3NN, Tel: 01895 238 282. Take bus A10 or U3 from the airport Central Bus Station.
- The **Local Authority/Council** covering Heathrow is the London Borough of Hillingdon. Emergency out of hours Tel: 01895 250 111. You can approach them in person Mon-Fri 0900-1600. Homeless Persons Unit & Social Services (older people & children & families) Civic Centre, Uxbridge High Street, UB8 1UW. Take bus A10 from airport Central Bus Station.
- **Heathrow Chapel** is located near to the Central Bus Station and is open daily 0700-1900 for prayer and reflection. Terminal multi faith prayer rooms are open 24/7.
- If you are rough sleeping you can self refer as a homeless person to a local team who aim to come to your sleep site and assess you within 72 hours. You can refer through **Streetlink**: 0300 500 0914 or www.streetlink.org.uk
- **National Express** coaches from Heathrow cover all of the UK and tickets can be bought by a third party (friends or family) and emailed or sent via text message to you
- If you arrive over the **Christmas/New Year** period and are without accommodation, Christmas shelter information leaflets will be on our office door (address at top of page). Further shelter information can be found at: <http://www.crisis.org.uk> .
- The nearest **Salvation Army** is 125 Uxbridge Road, Uxbridge, UB10 0LQ, Email: hillingdon@salvationarmy.org.uk. Tel: 01895 271 395
- **National Domestic Violence Helpline**, Telephone lines open 24/7: 0808 2000 247.
- If you are an **ex-serviceman/woman** (and have your military service number) you can contact SSAFA: [0208 446 6813](tel:02084466813) or 0845 241 7141 or Veterans Aid: 0800 012 68 67 or **0207 828 2468**. Depending on your situation they may offer advice or assistance.
- **If you are planning to claim asylum in the UK and have not already done so at Immigration you will need to approach Lunar House**, 40 Wellesley Rd, Croydon, CR9 2BY, 0300 123 2241, Mon-Fri 0900-1600, take bus X26 from Heathrow Central Bus Station. If you have already made an asylum claim you can seek advice from Migrant Helpline: 0808 8000 630 (Freephone)

Heathrow Travel Care Can be found by:

- 1) Follow the Signs to Terminal 3 Arrivals
- 2) Locate the Balcony level which you can see above Boots and WHSmiths from the ground level
- 3) Walk towards the Male & Female Toilets and you should see some lifts indicating Heathrow Travel Care on the yellow sign.
- 4) Take the lift to level 1 and turn left.
- 5) You will see a yellow sign reading Heathrow Travel Care. Ring the bell during office hours to visit.

