



Key:

- Food
- Laundry Facilities
- General information
- WiFi
- Showers
- Phone Charging
- Health
- Accident & Emergency
- Accommodation
- Drug & Alcohol Support

Services

1

**Leicester City Council**  
Housing Options, 91 Granby Street, Leicester, LE1 6FB  
**⚠️ If you are facing homelessness in Leicester we recommend that you contact us on 0116 454 1008.** Lines are open Monday to Friday, 8am to 6pm.

The service centre is open for face-to-face appointments on Tuesdays and Thursdays only between 9.30am and 4.30pm.

[www.leicester.gov.uk/your-community/housing/homelessness/](https://www.leicester.gov.uk/your-community/housing/homelessness/)  
 **0116 454 1008**  
Monday to Friday, 8am – 6pm  
If you are homeless in an emergency outside of these hours, please contact us on **0116 221 2770** for assistance.



[leicesterhomelessnesscharter.co.uk](https://leicesterhomelessnesscharter.co.uk)

07894 231 800  
 [charter@togetherleicester.org.uk](mailto:charter@togetherleicester.org.uk)  
 Leicester’s Homelessness Charter  
 Leicester’s Homelessness Charter

If you are sleeping rough or know someone who is, or have seen someone sleeping rough, please contact Streetlink on **0300 500 0914** or online at: **www.streetlink.org.uk**

By notifying Streetlink, your local outreach team will be notified and can provide signposting and support.

2

**The Y Advice and Support Centre (YASC)**  
165 Granby Street, Leicester, LE1 6FE  
YASC provides a safe welcoming space for individuals experiencing homelessness, (priority given to those rough sleeping).  
The service offers breakfast, drinks, refreshments, practical support, advice and signposting.  
Drop-in and 1-1 appointments.  
In-house Mental Health Access worker and a range of partner agencies available including The Homeless Mental Health service and Turning Point.

[ymcaleics.org.uk/our-work/yasc/](https://ymcaleics.org.uk/our-work/yasc/)  
 **0116 204 6223**  
8am – 3pm  
 **8am – 10am**  
Drop-in for sit down breakfasts and practical help.  
**10am – 1pm**  
Pre-booked and drop-in one to one appointments.



3

**The Bridge – Homelessness to Hope**  
Hope Centre, 43 Melton Street, Leicester, LE1 3NB  
The Bridge is a charity, who provide breakfast, lunch, showers and laundry facilities, clothing, case workers for people who are homeless and aged over 18.

**0116 222 1161**  
or email: [hello@bridgeleicester.org](mailto:hello@bridgeleicester.org)  
to speak to a member of the team, who will be happy to offer advice.

**Monday, Tuesday, Thursday & Friday**  
9.30 am – 2.30 pm  
**Saturday**  
9.00 am – 1pm



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**Inclusion Healthcare Social Enterprise CIC**  
Charles Berry House, 45 East Bond Street, Leicester, LE1 4SX  
Inclusion Healthcare are a specialist healthcare provider who work with people who are homeless and vulnerably housed.

[inclusionpractice.co.uk](https://inclusionpractice.co.uk)  
 **0116 221 2780**  
To book a GP appointment, telephone 0116 221 2780.  
 **Monday to Friday** 8am – 6.30pm



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**No.5 (Leicester Recovery Hub)**  
5 Hill Street, Leicester, LE1 3PT  
Centre for street drinkers including housing advice, activities, coffee bar and access to facilities such as washing, phone and internet.  
 **0116 478 2017**  
 **Monday to Thursday**  
8.30am – 3.30pm  
**Friday**  
8.30am – 3pm



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**Help the Homeless**  
2 Eldon Street, Leicester LE1 3QN  
Help the Homeless support have a range of projects to support people who are homeless in Leicester. They provide advocacy and signposting to services, as well as access to a snack bank and clothing.

On **Thursdays**, they offer an Open Space from 12pm until 4pm serving hot food, advice, creative and wellness activities.  
**Saturdays** 12am – 2pm  
Serving hot food

[www.hthleicester.co.uk/contact](https://www.hthleicester.co.uk/contact)  
 **0116 4645 123**



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**Homeless Mental Health Team**  
165 Granby Street, Leicester, LE1 6FE  
The Homeless Mental Health service offers mental health assessment and referral to mainstream mental health and support services – for people age 16+ who are homeless (sleeping rough in hostels) or staying in temporary accommodation (sofa surfing etc.).  
Self-referral by anyone who is homeless and any person in contact with someone who is homeless.

Referral via telephone:  
 **0116 295 8442**  
or email: [homeless.mhs@nhs.net](mailto:homeless.mhs@nhs.net)



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**The Dawn Centre**  
The Dawn Centre, Conduit Street, Leicester, LE2 0JN  
The Dawn Centre project provides temporary accommodation, support, advice and assistance on housing health, life skills and education for homeless people.  
The centre operates 24 hours a day, 365 days of the year – a referral is needed to access the centre.

[leicester.gov.uk/your-community/housing/homelessness/temporary-accommodation/the-dawn-centre/](https://leicester.gov.uk/your-community/housing/homelessness/temporary-accommodation/the-dawn-centre/)  
 **0116 221 2770**

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**One Roof**  
65 Regent Road, Leicester, LE1 6YF  
One Roof provide help for single people who are homeless (including destitute refugees and refused asylum seekers) rebuild their lives. A referral is needed to access this service.  
 [www.oneroof.org.uk](https://www.oneroof.org.uk)  
 **0116 442 2007**  
or email: [info@oneroof.org.uk](mailto:info@oneroof.org.uk)



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**Dear Albert**  
68 Humberstone Gate, Leicester, LE1 3PL  
Dear Albert offers immediate caring and professional help for drug and alcohol problems, delivering the treatment you or a loved one needs in the community.  
 **Monday to Friday**  
9am – 5pm  
**Sunday**  
8am – 11.30pm (breakfast)  
 **0800 8303646**  
or email: [hello@dearalbert.co.uk](mailto:hello@dearalbert.co.uk)



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**Turning Point**  
38 Friar Lane, Leicester, LE1 5RA  
Turning Point works with anyone who is affected by drugs or alcohol and wants support to make change. We offer a variety of treatment options and will support you to find the right treatment for you. Regardless of your age, we have a service which will meet your needs.  
For young people up to 24, the dedicated young people’s team will work with you in any location that is suitable.

[www.turning-point.co.uk](https://www.turning-point.co.uk)  
 **0330 303 6000**



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**Mental Health Crisis Café**  
The David Wilson Foundation Centre  
St Martins House, 7 Peacock Lane, Leicester, LE1 5PZ  
 **0808 800 3302**  
 **Tuesdays only**  
9am – 5pm



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**Open Hands Compassion Centre**  
Open Hands Compassion Centre, 19 Lower Willow Street, Leicester, LE1 2HP  
 **Tuesday & Thursday**  
10am – 12pm  
(Emergency Food Store & Essentials Hub)  
**Tuesday**  
7pm (pie night)  
**Monday, Wednesday & Friday**  
Closed

Please look on our donate page to find out what we are in need of.

[openhandsleicester.org.uk/contact-us/](https://openhandsleicester.org.uk/contact-us/)  
 **0116 326 1857**



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**Leicester Royal Infirmary**  
Infirmary Square, Leicester, LE1 5WW  
 **Emergency Department Open**  
**24 Hours 365 Days**  
 **0300 303 1573**



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**Action Homeless**  
Action Homeless have been supporting people affected by homelessness for 50 years. Most of Action Homeless’ services form part of Leicester’s Homelessness Pathway and should be accessed via Leicester City Council  
 [www.leicester.gov.uk/your-community/housing/homelessness](https://www.leicester.gov.uk/your-community/housing/homelessness)  
 **0116 22 11 857**  
Monday to Friday, 10am – 4pm  
or email: [AHDutyDesk@actionhomeless.org.uk](mailto:AHDutyDesk@actionhomeless.org.uk)



**Leicester’s Homelessness Charter**  
*TACKLING HOMELESSNESS TOGETHER*

**Homelessness resources Leicester**  
v4 (September 2025)

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**The Centre Project**  
1 Alfred Place, Off Granby Street, Leicester, LE1 1EB  
The Centre Project is a local charity based in Leicester City Centre that supports vulnerable people in the community. They aim to reach those who are most excluded from our society to reduce isolation and promote wellbeing.

**Monday**  
10.30am – 1pm  
**Tuesday**  
10am – 5pm  
**Wednesday**  
3pm – 6pm  
**Thursday & Friday**  
10am – 5pm  
 **0116 255 4013**  
or email: [info@centreproject.org](mailto:info@centreproject.org)



Meals for People Affected by Homelessness

Leicester’s Homelessness Charter regularly updates a list of places that people affected by homelessness can access food. You can find this list here:



Scan ▶