TL - Oct 2026 Map Updates.indd 1



Leicester's Homelessness Charter
TACKLING HOMELESSNESS TOGETHER

Thank you to: Leicester City Council, Rock Kitchen Harris and LRFC (Leicester and Rutland Freemasons' Charity)

Leicester City Council

ROCK KITCHEN HARRIS

18/11/2026 12:58

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

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

If you are facing homelessness in Leicester we recommend that you contact us on 0116 454 1008.
Lines are open Monday to Friday, 8.30am to 4.30pm.

If you are homeless in an emergency outside of these hours, please contact us on **0116 454 0190 (Option 3)** for assistance.

www.leicester.gov.uk/your-community/housing/homelessness/

2

ONE HUB

Andover Street, Leicester, LE2 0JA

One Hub provides a welcoming and supportive environment where single people and couples experiencing homelessness can access a wide range of services. The service offers free, confidential support from friendly, non-judgemental staff.

Support available includes:

- Housing advice, homelessness support and help to find suitable housing
- Health, wellbeing and recovery support
- Benefits, debt and financial advice
- Digital access and connections to other support services

Support is available through drop-in sessions or appointments, depending on the service and your individual needs.

Monday to Friday
8:30am – 2pm
Walk-in service – visit us in person during opening hours.

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**
to speak to a member of the team, who will be happy to offer advice.

Monday, Thursday & Friday
9.30 am – 2.30 pm
Tuesday
10.15 am – 1pm
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.

www.inclusionhewalthcare.co.uk

0116 221 2780
To book a GP appointment, telephone 0116 221 2780.

Monday to Friday 8am – 6.30pm

5

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

6

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

0116 4645 123

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Homeless Mental Health Service

Andover Street, Leicester, LE2 0JA

The Homeless Mental Health Service offers mental health assessments and interventions. We can refer to mainstream mental health and support services – for people age 16+ who are homeless (sleeping rough or 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**

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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/

0116 454 0190
Option **3** for Dawn Centre
Option **4** for rough sleeping

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One Roof Leicester

6 St Martins, Leicester, LE1 5DB

ORL provide accommodation and support for adults who are homeless. A referral is needed to access this service.

www.oneroof.org.uk

0300 102 0068
or email: **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**

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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

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

* A referral is needed to access this service

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

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 provides high-quality housing and personalised support to help break the cycle of homelessness.

www.actionhomeless.org.uk

Call our Duty Desk on **0116 22 11 857**
Open Monday to Friday from 9.30am – 4.30pm
or email:
AHDutyDesk@actionhomeless.org.uk

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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**

leicesterhomelessnesscharter.co.uk

07894 231 800

charter@togetherleicester.org.uk

Leicester's Homelessness Charter

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streetlink

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.

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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 ▸