

This is where we end homelessness every day.

This illustration shows the services available across some of our Skylight Centres. Each one is unique and many of our centres also host services that work within the local community.

1 Reception area

Designed (often in collaboration with our members) to be warm and welcoming, including comfy seating to help visitors relax.

2 Engagement and Assessment Team

This team are the first point of contact for people who come to Crisis. They welcome members, listen to their stories, and conduct an initial assessment before offering a range of support options and directing them to the appropriate services.

£8,956 could fund two months of the crucial support provided by an advisor when people first seek help.

3 Private meeting rooms

A safe space for people to talk through their situation, discuss sensitive subjects like domestic abuse or personal health, and start working with staff on a plan to end their homelessness.

4 Conference room

Used to host outreach activities, staff training sessions and partnership work with other organisations.

5 Counselling and coaching room

A safe space where members get support with practical things like arranging viewings, maintaining a tenancy and budgeting.

£16,000 could contribute to deposits to help 20 people secure a one-bedroom property.

6 Digital training room

Here, members learn digital literacy skills, such as how to book GP appointments, use banking apps and more.

"What makes Crisis special is that people feel like they're part of something, as opposed to just going to an office and accessing a service."
— Kaz, Crisis staff member

Second Floor
Where members can improve their health and wellbeing by using key facilities and learning new skills

7 Art room

Creative activities can help people to process trauma, explore their strengths and develop confidence. Here, members enjoy a range of workshops, including painting and pottery, which enable them to learn new skills and feel a sense of accomplishment.

8 Music room

Guided by our technicians, members can express themselves through music and learn to record and produce.

9 Opticians

Access to essential health services, such as free eye tests and glasses, enables members to navigate life with more clarity and confidence.

10 Laundry room

A space for members to wash and dry their clothes – something many of us take for granted.

"Crisis, for me, have been a massive help in my life. They not only helped me with accommodation, but helped me find my way back to the right place where I really belong."
— Eva, former Crisis member

Ground Floor
Where a member's journey out of homelessness begins

11 Housing First Team

The Housing First model gives people with high support needs immediate access to a stable home. They're then supported to address the issues compounding their homelessness, such as health problems and addiction challenges.

£11,228 could provide someone with support from this team for a year.*

12 Structured Coaching Team

This team provides practical one-to-one support, for example with welfare benefits and budgeting, to help members overcome barriers to housing or employment.

13 Intensive Case Management Team

Working with fewer members over a longer period – nine months on average – this team helps people with more complex situations to access the support they need to rebuild their lives.

Top Floor
Where Crisis staff provide a range of services to support members out of homelessness

First Floor
Where members can access practical and emotional support

Skylight Centres embody our unique approach to ending homelessness.

Your support can help us end it once and for all.

*Housing First Teams only work in London and Newcastle.

