

the Pavement

Issue 131: Solutions

March – April 2021

FREE
mag for
homeless
people



Missing



Aminata Toure

Aminata went missing from Southwark, London on 13 October 2020. She was 29 at the time.

Aminata, we're here for you whenever you need us. We can talk through your options, send a message for you and help you be safe. Call/text 116 000. It's free and confidential.



Jatinder Singh Nahal

Jatinder has been missing from Southall, London since 24 June 2015. He was 52 at the time of his disappearance.

Jatinder can call our free, confidential helpline for support and advice without judgement and the opportunity to send a message to loved ones. Call/text 116 000 or email 116000@missingpeople.org.uk.

If you think you may know something about Aminata or Jatinder, you can contact our helpline anonymously on **116 000** or 116000@missingpeople.org.uk, or you can send a letter to 'Freepost Missing People'.

Our helpline is also available for anyone who is missing, away from home or thinking of leaving. We can talk through your options, give you advice and support or pass a message to someone.

Free and confidential.

**missing
people**

Registered charity in England and Wales (1020419)
and in Scotland (SC047419)

A lifeline when someone disappears

**TURN TO PAGES A – P
FOR THE LIST OF SERVICES**

Cover: Artist Mitchell Ceney's captivating work. Mitchell is featured in Accumulate's brilliant *Book of Homelessness*, £25, released late last year. It contains numerous works by people with homelessness experience.
© accumulate.org.uk

The Pavement magazine

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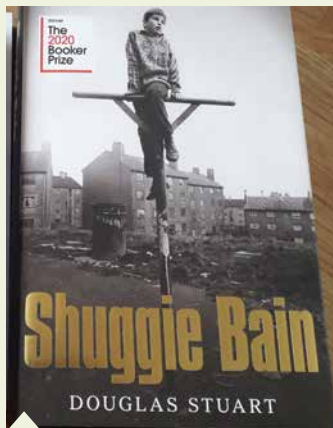
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Your voice: Taking a reader on a *Poverty Safari* was colourfully explored by Darren McGarvey in his Orwell Prize-winning book in 2018. Turns out Loki, as he's known in Glasgow, seems to have started a publishing fashion for tales about systemic poverty and addiction because now the Booker has been won by Douglas Stuart, another Glaswegian, with his heartbreaking novel *Shuggie Bain*. The 430-page book is dedicated to Douglas' mother, who died from alcoholism when he was just 16. Giving more writers with homelessness experience the opportunity to share their stories is welcomed by *the Pavement*, so we are pleased that our new trainee writers' first team feature is with Hannah Green whose book, *My Journey Home* about overcoming homelessness, will be published in April. Read more on p18. © *Pavement*

Welcome to the *Pavement*: a magazine for homeless readers

We're a small charity, founded in London in 2005, producing a pocket-sized mag full of news, views and cartoons that helps people in moments of crisis as well as giving info which may be needed to move on. Right in the centre is a list of places to help you.

We believe that sleeping rough is physically and mentally harmful, but reject the view that a one-size-fits-all approach to getting people off the streets works. Each issue we print 8,500 FREE bimonthly magazines written for homeless and insecurely-housed readers in London and Scotland. You can find *the Pavement* at hostels, day centres, homeless surgeries, soup-runs and libraries.

Help needed

We are always looking for volunteer journalists and photographers to create exclusive content that's written with our readers in mind. We particularly welcome those who've experienced homelessness. Or can you fundraise or donate so we can keep providing *the Pavement* for free? We also need London volunteers to help with distribution.

A big thank you to our readers and writers.

• nicola@thepavement.org.uk

Finding solutions

A set of problems precedes a set of solutions. So, while we struggle with the latest lockdown, without the popular Everyone In scheme, the UK's Covid-19 vaccination programme is picking up speed. Amidst the gloom of a winter lockdown, there were genuine cheerful moments, such as Oldham in Greater Manchester organising and carrying out the world's first Covid-19 vaccination scheme for homeless people. While in London people working with the homeless community were also being vaccinated, including our friends at Streets Kitchen and the Museum of Homelessness.

A warm welcome to our team of 12 newly trained writers, all with homeless experience. All are now trained in solutions-based journalism after six weeks with trainer Giselle Green. In this magazine you can read pieces by Paul Atherton (p12) and Rosie Roksof (p26) who both look at solutions to problems that anyone who has been homeless will recognise.

Issue 131 is all about Solutions, so in this issue you'll find articles, interviews, cartoons, and, of course, the List. Hopefully they will help solve a problem you may be facing, however big or small.

Please use the List on the centre pages of this mag to find food and recovery support. If you have WiFi then go to www.pavement.org.uk.

Stay safe.

The Pavement team
www.pavement.org.uk



Lockdown laws spotted at the Manna in Islington. Find more info about what's happening on Insta: [@pavementpix](https://www.instagram.com/pavementpix) [@pavement_magazine](https://www.instagram.com/pavement_magazine) © Pavement

£3 shop

A grocery in Wythenshawe, **Greater Manchester**, where a large food shop costs just £3 is planning to open three new sites across the region. The Community Grocery, founded by the charity The Message Trust allows people to save up to £40 a

time shopping. *Manchester Evening News* say the charity is a mix of food bank and supermarket, giving hungry people dignity and access to essential goods. The new sites will be located in Bolton, Wigan and Salford.



Solutions Journalism training in action with Giselle Green, a former BBC News journalist who now runs a project to highlight solutions-focused news stories. Giselle helped train 12 writers with homelessness experience for *the Pavement* via online talks and individual sessions. "I'm really pleased to be working with *the Pavement* to help give a voice to people with experience of being homeless. As a strong advocate of solutions journalism, I'm delighted to have the chance to show how this approach can strengthen the impact of their stories. I've been very moved and also inspired by the conversations I've had with the trainees about their own circumstances and their ideas for what they'd like to write about for *the Pavement*. I'm sure their stories will resonate with readers but also offer hope and practical help." Several of the trainees have contributed to this issue, and we look forward to their special takeover in May. Training funded by European Journalism Centre. © *Pavement*

Reality bites

A startling report by the National Audit Office (NAO), released at the start of the year, reveals just how ill-prepared government officials were for the task of housing the UK's homeless during the first wave of the Covid-19 pandemic last year. The government has set itself the ambitious aim of ending homelessness by 2024, but woefully underestimated just how many people needed housing as it launched its Everyone In scheme last year. The NAO says 33,139 people took part in the scheme between its roll-out in late March and November 2020, but officials working on the project were reliant on a survey stating only 4,266 people slept rough.

Census 2021

STOP PRESS: The 2021 census will take place in England and Wales on 21 March, the Office for National Statistics confirms. The census is for everyone in England and Wales, including homeless people and people sleeping rough. This year the census will be conducted primarily online.

- Find out more at <https://census.gov.uk>

**TURN TO PAGES A – P
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Modular citizens

Councillors in Haringey, **London** were pressed into action late January when their plan to build 37 modular homes for the homeless was jeopardised by residents' complaints. A campaign by Streets Kitchen garnered widespread support and there is now a strong belief the council will press ahead with their plan, despite a petition against it with just 54 signatures.

3,307 people slept rough in London during October, November and December 2020. In the three months previous the figure stood at 3,444, claim official figures released by the Greater London Authority through Combined Homelessness and Information Network (CHAIN) data.

1,582 of the 3,307 people sleeping rough in the last three months of the year were doing so for the first time.



Warm coat: A number of take one leave one (TOLO) rails appeared at the start of the year, and will be running into March. Visitors to TOLO rails can take a free coat to keep warm this winter, or donate one to be put on to the rail. The Peckham TOLO rail has appeared every Saturday since mid-January underneath the Peckham Arch, just by the library. An organiser of the scheme, Saf, told *the Pavement* there are plans to expand. “My hope is that we will syndicate to other rails around the UK... and they can become semi-permanent, unmanned rails where people take and replenish clothes.” TOLO rails are across London and other parts of the UK. Follow [@peckhamtolo](#) on Instagram © Jake Cudsi

Pandemic legacy

Dismal reading in the *Observer*, with news that more than 70,000 households have been made homeless in the UK during the Covid-19 pandemic. Figures compiled in late January also reveal a staggering 207,543 households approached their local council for assistance avoiding homelessness or helping with the threat of homelessness between

April and November 2020. Of these households, 70,309 were “owed the relief duty”, meaning they were already homeless when they approached their council. David Renard, housing spokesperson for the Local Government Association, warned: “Councils will need further support in the difficult weeks and months ahead to move people into safe and secure housing”.

World first jobs

Oldham, Greater **Manchester**, can pride itself on running the world's first Covid-19 vaccination programme for homeless people. The first batch of vaccinations were administered at the DePaul charity centre in mid-January, with two GPs on site to help deliver the vaccine. Dr Zahid Chauhan, Cabinet Member for Health and Social Care for Oldham Council, helped to organise the programme. He told the *Oldham Evening Chronicle*: "We must not give up on homeless people but instead pull together and do what we can."

Is that all?

Not to worry, all of your troubles can be remedied! All you'll need is the modest sum of £5,000, an amount easily saved, says the Conservative Mayoral candidate for **London**, Shaun Bailey. Yes, Bailey proposes homeless people in the capital should simply save up £5,000 for a deposit on a share of an affordable home. When asked by *Inside Housing* if he was suggesting families in temporary and emergency accommodation could afford the deposit, Bailey clarified, "Not all of them, but some people could. A full proportion of people could."

- **London Mayoral Elections & Scottish Parliament Elections on 6 May.**

Stop the count?

There was chaos across the pond in January, and it wasn't just confined to Washington. In previous years the start of the year sees thousands of volunteers and outreach workers organise a population count of homeless people, similar to the snapshot survey in the UK. The ongoing pandemic has stopped the count for vast swathes of the **US**. *NPR* reports officials in LA, Austin, Texas, and Maricopa county, Arizona have cancelled the counts, which have taken place annually in January in the US since 1980. The street count is not just a simple head count, homeless people are also asked a series of questions, enabling service providers and support workers to find the right help.

Meals on wheels

The Museum of Homelessness set up a mobile homeless task force in central **London** for the winter, providing weekly support for people sleeping rough – by way of hot drinks, snacks and warm kit. The goods are handed out by a team of volunteers every Monday from 8.45pm in the West End until the trolley storing everything is empty.

After Covid

Scotland's Social Renewal Advisory Board published recommendations in late January. It took a hard look at the future and concluded that "We may all be in the same storm, but we are all in different boats... and even then, too many of us are with no boat at all."

Recommendations aim to bring about change, in particular addressing the causes and impacts of poverty and inequality. This could see the national plan for ending homelessness extended from 2023 to 2029 and the implementation of a legal duty to prevent homelessness – so a person can get help before they are faced with losing their home.

Welcoming the report, Jon Sparkes from Crisis Scotland, who also co-chaired the Housing Policy Circle (a sub group of the Board), said: "The pandemic has reduced the income of millions, meaning many people are struggling to meet housing costs. As the effects of this new lockdown take hold, it's clear that we must act now if we are to prevent a rise in all forms of homelessness."

-11°C was the coldest night in Glasgow during the freezing weather in February. To get accommodation, see p31, or see List on pages A – P.

Path found

Encouraging numbers from Housing First Scotland, which has now created 404 tenancies since the inception of its Pathfinder scheme, having added 22 in December 2020. 'Tenancy sustainment' figures, indicating how many people have kept their tenancy, are also impressively high, with 88 % of people involved in the Pathfinder retaining their new homes. Broken down, the numbers show Glasgow reached a milestone of 150 tenancies in December 2020, while Edinburgh has 92. No evictions have taken place in the Housing First project, reported a proud Sir Andrew Cubie, Chair of the Housing First Scotland Advisory Group.

Parkhead proposal

NHS Greater **Glasgow** and Clyde submitted plans for a new health and social centre in Parkhead to the council in January. *Glasgow Live* reports the centre will provide a range of primary and social care services to the local area's homeless population, providing support for mental health, addiction, criminal justice and sexual health. The application for the centre states "critical to this concept is the creation of an open, welcoming and caring facility that is easy to navigate and pleasant, calm and uplifting to inhabit."



Pre-Covid 19 Royal Mile, Edinburgh
© Pavement

Street Support

A new app and website, Street Support Network Edinburgh, has been developed to support the city's homeless population by researchers at the University of Edinburgh, Street Support Network and community partners. More than 30 organisations in **Edinburgh** worked together to help make the free app, which provides users with vital information on numerous services, including food banks, accommodation, providers of meals and drop-in services, according to *The Herald*. Colin Beck, chair of the Edinburgh Health and Social Care Partnership at Edinburgh council, welcomed the "innovative way of providing information, which will help people connect."

- **Download the free Street Support Network Edinburgh app. Available on the Apple App Store and Google Play.**

Unfit B&Bs

In **Glasgow** 2,294 homeless people were housed in 'unfit' B&B accommodation between 1 April and 24 November 2020 according to info found by Freedom of Information requests. *The Ferret* reported that new rules designed to limit the use of substandard housing and unfit B&Bs as temporary accommodation were supposed to come into place in September 2020, but will not be fully enforced until June 2021.

Goodbye

We are very sorry to share that our friend **Stephen Mitchell**, manager at the Lodging House Mission, sadly passed away on 7 February.

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We still need housing

How could Westminster spending more than £3 million to house just 42 homeless people be considered a success?

Report by *Paul Atherton*

On Boxing Day, Minister for Housing, Communities & Local Government, Robert Jenrick tweeted that the Government is on "a moral mission to end homelessness". But that seems not to be the case in Westminster, which since the end of the Government's Everyone In initiative in July 2020, has only successfully housed 42 people in private tenancies out of more than 2,000 that were street homeless in the borough.

Westminster Council received more than £3 million from the Government in Next Steps funding to help permanently house those experiencing homelessness in the area. According to St Mungo's Combined Homelessness and Information Network (CHAIN database) there were approximately 2,350 people living on the streets in Westminster as of March 2020.

However, the Council's own figures issued on 18 December 2020, state that it only temporarily housed 266 as part of the Government's Everyone In scheme and the outcome for its Next Steps showed only 42 people housed in private tenancies. The second largest percentage of outcomes was that people were returned to the streets.

247 councils are to share £91.5 million to "ensure interim accommodation and support for the most vulnerable people" during the pandemic.

Ref: www.gov.uk/government/news/274-councils-set-to-receive-housing-support-for-vulnerable-people

15,000 people were moved into emergency accommodation during Everyone In.

Ref: *St Mungo's*

The remainder were left in supported or uncertain accommodation, hospitalised, in prison or deported.

This means that each successful outcome has cost the taxpayer £71,428 per person and has only permanently assisted 1.8 % of Westminster's street homeless community.

Jessica Turtle co-founder of the Museum of Homelessness, a



grassroots charity based in central London, said: "When the pandemic hit, there was a real opportunity to actually change people's lives and address the homelessness crisis. Much of the messaging from government, amplified by the media, indicated that homelessness had been ended. In fact, these figures from Westminster, a borough with the largest homelessness population of the UK, are stark evidence of a dismal failure despite a truly historic chance to really change things."

Paul Atherton has been homeless since 2009. He was sleeping at Heathrow Airport when the Covid Lockdown began. He coined the hashtag #HeathrowHomeless when the Everyone In initiative was announced but the 200+ people residing there were seemingly ignored.

How do we solve these problems? See next page... ►

Letter of the law

When it comes to getting housed, the system needs to change, but how? For instance, why isn't there more outcry when a homeless person dies? *the Pavement* asked:

1. Fiona Colley, Director of Social Change at Homeless Link, the charity for homelessness services:

"Every single homeless death is a tragedy, and it is unacceptable that the number has continued to rise each year – particularly as no one should be homeless in the first place. Homeless Link believes that each death of a homeless person should be investigated and Safeguarding Adult Reviews carried out as standard so that we can learn how to improve practice and prevent deaths.

"There are many effective ways to challenge local authorities and government in order to improve support and conditions for people experiencing homeless, as recent campaigns have demonstrated.

"The sector-wide call for 'Everyone In 2' during the third national lockdown, and for homeless people and the workers who support them to be included as priority groups for the Covid-19 vaccination resulted in positive government action. This included further funding and instructions for Local Authorities to bring all people sleeping rough into emergency accommodation, carry out needs assessments and GP registration and ensure they are factored into local vaccination plans.

"Collaborative campaigning action, like this, is key to creating the changes we want to see to protect those experiencing homelessness."

2. Maeve McCleghan, author of *No Fixed Abode*:

"Part of the frustration surrounding each tragic death of someone who dies homeless, is the apparent complexity of pinning down just which department or service may have had responsibility for the person in question's care. Without official reviews into these deaths we never manage to establish where care could have been improved, how and when someone fell through the gaps between services or how to stop the same thing happening again.

"There already is a mechanism through which these investigations can take place: Safeguarding Adult Reviews. The problem is these reviews are not currently mandatory after the death of someone sleeping rough – all my research suggests they should be. Only then we will be able to hold services to account and improve the support out there to avoid any further deaths."

3. St Mungo's wouldn't comment.

Call for tougher safeguarding

To help people who are homeless find homes we need to focus on an existing principle – safeguarding.

Back in September 2019 a team from the Policy Institute at King's College London did an analysis of 14 Safeguarding Adult Reviews (SARs) which could change everything. That's because the Safeguarding, Homelessness and Rough Sleeping report was written to learn lessons and improve practice.

Five big problems were uncovered:

- Poor cooperation, coordination and leadership
- Challenges in assessments linked to the Housing Act 1996, Care Act 2014 and the Mental Capacity Act 2005
- Lack of suitable accommodation provision
- Poor hospital discharge
- Missed opportunities with safeguarding including a lack of professional curiosity, normalising risk and from the “client”, poor engagement and self-neglect.

One of the authors, Bruno Ornelas (who tweets @voicesofstoke) explains in a blog on Homeless Link that: “SARs have an important part to play in policy development and systems change work, especially to highlight the individual human story. SARs have the potential to bring renewed accountability in relation to cross agency working and may push for better integration across sector boundaries and disciplines. This should include taking a closer look at custom and practice linked to values and beliefs, representations surrounding an individual's capacity to make cognizant and competent choices, in particular where self-neglect and severe addiction intertwine, and the influence these notions have on individuals and multi-agency systems.”

So, *the Pavement* asks – if that was figured out in 2019, just when will things change? And who should be doing it?

- <https://www.homeless.org.uk/connect/blogs/2020/jan/13/learning-lessons-from-safeguarding-adult-reviews>

Secret benefit

Yet more frustrations and hardship caused by Universal Credit payments. *By Ian Kalman*

I have been on Universal Credit (UC) for three months since the beginning of the year when I had my birthday. Now I am living on the State Pension.

If I compare the information available for these two benefits, the Pension wins by miles. Although I have written a lot about the subject, most of this comes from interviewing either the press office or individuals. From the former I got facts, from the latter I heard the problems that they faced.

Recently I was invited to a Parliamentary Committee on UC. I stated that it was a pity that, unlike in Scotland where you can request to be paid fortnightly, that option is not available in England. The chairperson Debbie Abrahams, Labour's spokesperson for the DWP stated that she knew what I said was wrong and that you can request fortnightly payments. I know I was never told this when I applied for UC. There was no information on the government website either.

I will say even staff who work in the DWP don't know the answers. My Jobseeker's Allowance (JSA) advisor told me I could use my out-of-date passport to confirm who I was, but on applying, it asked for a valid passport. I spent five days in

£20 update

Days before the Chancellor's decision about the £20 a week uplift, the Joseph Rowntree Foundation said dropping it meant "6.2 million low-income families would lose £1,040 from their annual income overnight, creating serious financial hardship and pulling 500,000 people into poverty, including 200,000 children."

anguish going through my papers only to be informed I was on UC and was offered an advance. I spoke to an advisor on UC last week, and mentioned the title of this piece. She informed me that sometimes she looks at the database and just cannot find an answer. Universal Credit is truly the secret benefit.

- **Even if you are homeless you can apply for UC. If you cannot claim online, Jobcentres are open (even in lockdown) but please wear a mask.**

**TURN TO PAGES A – P
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Period piece

Meet the team helping to solve tricky periods. Report by *Justina Jameson*

Tricky Period is based in London and was set up by Caroline Allouf and a small team of volunteers who were already working to support homeless people on the streets of North London for Streets Kitchen. Caroline wanted to address the horror for many women that live on the street and/or are unable to afford basic period products. At Streets Kitchen, Caroline and other volunteers were regularly hearing stories from women with no choice but to shoplift, skip meals and use newspaper to provide their monthly protection.

The gang distribute pads, tampons (with applicators and without), wipes and disposable bags to women's shelters, refuges and mother and baby units as well as to women living on the streets via breakfast outreach. Tricky Period has also teamed up with ShowerBox, a free and secure shower and changing rooms service that travels around London providing support for the homeless.

Tricky Period works with many council libraries that act as product pick up points for period products to those experiencing homelessness and poverty. The free supplies to libraries enable the women to come



Packing period products © JC & SS

Scottish progress

The Scottish parliament recently passed the Period Products Bill. The bill proposes the free provision of sanitary products. People experiencing homelessness in Scotland are covered by the bill.

and get what they need under a no questions asked policy. Anyone who needs to use the service can tick off the items on a form and hand it over to a librarian.

- Find the list of where to collect products on trickyperiod.com
- More about www.showerbox.org at St Giles Church, London in the List (centre pages). ■

Write start

Author *Hannah Green* discusses writing and homelessness with our trainee reporters, *Paul Atherton, Lee Foxhall, Charlie Radbourne, Sarka, Sheryle Thomas & trainer Giselle Green*

Q: How did you start off?

I literally wrote down everything and sent it to the editor and asked what angle should I be going from. Then we narrowed it down and ended up focusing on PTSD and homelessness.

Q: Do you plan what you're going to write before you start?

I don't really make a plan. I love surfing, so I'll go for a surf and I'll get back and have some inspiration. Or sometimes I'll see a tweet and think, 'I have to write about that'.

Q: Charlie: Why do you go surfing?

I got signed up to this surf therapy course and it was meant to be six weeks. Basically I just fell in love with it. It was quite dangerous at times. I think I thrived on that adrenaline.

Q: Lee: Before writing about what others have gone through, would you recommend you write about your life to take it all in again and move forward?

That's a very personal decision. For me it helped, it was very therapeutic to write it all down and see it all laid out and think, "shit I've survived



My Journey Home: Hannah Green spoke to *the Pavement* trainee reporters about how she's written about her experience of homelessness. © Rich Maw at Infocus Photographic, Scarborough

that." But if there's stuff in there you haven't dealt with and you write it down, it might trigger things and make you feel worse.

Q: You've written a book about your life, *My Journey Home*, which is being published in April. How did that come about?

The week before lockdown I was with my friends and I joked that if there was a lockdown I would write a book. Then lockdown happened, so I just started writing.

Q: Paul: What made you decide to go with that particular publisher?

I pitched to so many publishers. Two came back to me. I went with the one I went with because they specialise in mental health type stuff and were more specialised. I

- *My Journey Home* demonstrates the power of the sea, and a good cup of tea.
- In 2019 Hannah Green was living in a hostel, now her autobiography is being published in April. Follow Hannah on Twitter @h_green21
- Hannah talks about post-traumatic stress disorder (PTSD). She was helped by surf therapy. Also see www.ptsduk.org and our trauma guide on p22 – 23



also won a grant from a charity, a scheme for young people who had ideas. [Hannah's grant covered the publishing costs]

Q: How do you feel about the book coming out?

It's terrifying, I won't lie. But it has the potential to help people, which is why I've done it.

Q: Sheryle: Were there barriers to accessing help being female when you were homeless or was it easier as a woman to get support?

For me it made things harder. I was in this supported lodging scheme where you stay in a volunteer's house longer term. The woman I was staying with took in exchange students who were all males of similar age to me which was a massive issue. I was told if I left, I would be making myself intentionally homeless.

Q: Sarka: Is there anything you learned that made it easier?

When I was experiencing homelessness, I avoided men

as much as possible. What would've helped me was having a hostel just for women: single sex accommodation where I knew there were no men. That should be a thing everywhere, but it's not.

Q: What advice would you give to your younger self?

I would have told myself to keep myself to myself more, and not get involved in dodgy things with other people. I would have just told myself it's not going to be like this forever and there's a way out of it. So just hang in there.

Q: You've been writing a report for the Centre for Homelessness Impact about access to healthcare. What were the top issues that people had?

One was around person-centred, trauma-informed care and services being led by the person rather than them being told they must do this and that. If someone says to me you have to do this, my brain goes crazy and I'm like no, that's not happening.

Number crunch

There are lies, damned lies and statistics. Here's why being homeless doesn't mean you'll be dead at 42, and how this has an impact on older homeless people's health. Report by *Dan Lewer*

There are endless statistics about the health problems that go hand-in-hand with being deprived of a home.

There are risks – especially if you are sleeping rough in the winter. Some people are made homeless because of health problems, which is exactly when you need somewhere safe and warm. So it is not surprising that there are a lot of deaths among people who do not have a home.

But there is also a lot of nonsense written about homelessness and death. One depressing claim relates to the average lifespan of people who do not have a roof over their head. You might have read that people who sleep rough can expect to live until they are 40, or maybe 45 – a shockingly young age. This “fact” seems to crop up again and again. But it is completely false.

The problem with these claims is that they are based on the people who died after a drug or alcohol overdose, or when they are sleeping rough. None of these deaths should happen – but many people survive homelessness and live much longer.

There are some facts about health and homelessness that are generally correct though:

- **Not all homeless people die young**
- **Many homeless people have a lot of untreated health problems**
- **Health problems may include mental health problems, as well as long-term breathing problems, heart problems, and cancers.**

In short, all of their health problems are an unfortunate but ordinary part of getting older. The difference is that when most people encounter these problems, they get the full support of the NHS and a home in which to relax and recover.

Sometimes when people think of homelessness, they think of drugs and alcohol. The idea that everyone who is homeless dies in their 40s seems to fit with this. But the reality is that health problems among people who are homeless are not that different to everyone else. ■

Dan Lewer is a National Institute for Health Research (NIHR) Doctoral Research Fellow and a Specialist Registrar in Public Health at the Department of Epidemiology & Public Health, University College London (known as UCL).



Wrong number: Famously in *The Hitchhiker's Guide to the Galaxy*, the meaning of life, the universe and everything was 42 © Benjamin Balazs

What's the solution?

Rough sleepers are at risk of poor health and a shorter life span. To reduce the number of deaths, anyone homeless or insecurely housed needs better access to GPs, hospitals that are welcoming if things get that bad, better support for people with mental health problems, and of course, housing.

- You do not need an address to register with a GP. Start by making a phone call and book an appointment. Try asking for two back-to-back appointments.
- There are even GPs that specialise in working with homeless people. In London (Westminster) try 13 Great Chapel Street Medical Centre, W1F 8FL and (Hackney) Greenhouse Walk-In Medical Centre, 19 Tudor Road, E9 7SN. In Glasgow try Hunter Homeless Street Services, 55 Hunter Street. In Edinburgh try Edinburgh Access Practice at Spittal Street.

TRAUMA

Coping with trauma

Cope with trauma by asking your GP for support if:

- You feel alone, or people do not understand what you are trying to tell them
- You feel overwhelmed by your emotions
- You suffer nightmares and insomnia
- Your friendships and relationships are suffering
- You are increasingly distancing yourself from people
- You have accidents
- You are using drugs, drink or smoking to cope with feelings
- You think of self-harming or are suicidal
- People around you suggest you seek help.

Other places to get support

- **Mind** provides advice and support
www.mind.org.uk or 0300 123 3393
- **Samaritans:** to speak to someone call 116 123 or email jo@samaritans.org
- **Traumatic Stress Service** for assessment and treatment call 0203 228 2969 or 0203 228 2514
- **ASSIST** for email support, fill out an online form at www.assisttraumacare.org.uk



Q: What is a trauma-informed approach?

Some services use a trauma-informed approach to support people who are experiencing or have experienced trauma. It is a highly respected and increasingly popular service with care providers.

The pluses of trauma-informed care:

1. **Recognise and respond:** Trauma-informed services will try to understand the trauma you have experienced and its impact on you.
2. **Provide safe places:** Creating a supportive environment not adding to your trauma.
3. **A strengths-based view:** Instead of asking 'What is wrong with you?', trauma-informed services are more likely to ask 'What happened to you?'. This removes blame for your trauma from you.
4. **Empowering relationships:** Traumatic experiences can often involve an abuser holding power over you, making it difficult for you to get support from a professional.
5. **Equal access to support:** Support is tailored to you. The people experiencing trauma and the experiences themselves are all different.



FULLFILLING
LIVES
LAMBETH
SOUTHWARK
LEWISHAM

This edited version comes from a leaflet created by Groundswell and Fulfilling Lives Lambeth Southwark Lewisham. Fulfilling Lives offers a programme designed to improve the lives of people facing multiple disadvantage – people who have experienced mental ill-health, homelessness, substance use or have offending histories.

Find out more at: www.fulfillingliveslondon.org



COMMUNITY
FUND

Find more health guides info at
groundswell.org.uk/what-we-do/resources



Outside looking in

How being homeless left even more people on the outside,
by *Mat Amp*

At the start of the first lockdown the government told us all that it was our duty to go home, bolt the doors and await further instruction. Self-isolate, they said.

People talked about the great divide – those with gardens and those without, and we went on with our bitching and moaning about how there was nothing to do while we kicked back in front of our Supermax 400 inch global hi-def megavision quantum 9 viewing tubes to rinse our Netflix subscriptions for every penny's worth of its £9.99 a month.

But it wasn't quite that simple for everybody. While the government's Gov.uk web page proclaimed in big shouty letters 'CORONAVIRIUS IS SPREADING FAST, DO NOT LEAVE YOUR HOME UNLESS ABSOLUTELY NECESSARY' some were left asking the question: "What home?"

One of the reporters for the community journalism project run by Groundswell and On Our Radar, who chooses to remain anonymous, wrote: "I was shocked by this situation, where people are left on the streets while at the same time told 'Stay at home, save lives'. The hypocrisy! I noticed that one of the permitted legal reasons to

Get involved

On Our Radar & Groundswell (where Mat works) are currently running an innovative community journalism scheme as part of a Covid Monitoring Project. Reporters with experience of homelessness send in reports about life during the pandemic in a bid to inform policy makers, other charities and the public, see <https://microsites.onourradar.org/covid19>

Interviews are confidential and you are not committing to anything by doing them.

If you are interested email: mat.amp@groundswell.org.uk or ring Mat on **07595 602 324** (leave a message if there is no answer).

be outside is homelessness."

Good of them not to start going down the path of Mayor Rudolph Giuliani, from New York, who once said, "Streets do not exist in civilized societies for the purpose of people sleeping there, bedrooms are for sleeping," before he started rounding up New York's homeless and throwing them in jail.

While most people aren't this extreme, there is a common failing amongst the public to grasp the link between trauma and homelessness.

Everyone In was an unequivocal solution that seemed to offer



The Digital Divide inspired by a Brixton phonebox © Mat Amp

the help that was needed at the time. A simple name, a simple concept and a simple timeline – NOW. The public seemed to support the scheme. And we all lived happily... DID WE FUCK!

Since those early days of the pandemic the news reports about the plight of people experiencing homelessness have almost disappeared. Who knows if this is cause or effect, but public concern and support seems to have waned too. Either way, the government's response was a decision not to renew the Everyone In scheme at the start of the third lockdown.

Did the government only come up with the scheme just to protect the public from infected people wandering the streets? And now, wise to the nature of the virus and the way it is spread, are they just willing to take the risk? It certainly seems strange that it was instigated

in the warmer months of spring but has not been renewed for winter.

Our talented anonymous reporter puts it like this: "If people are put in a decent clean room and given the support they need, it might prevent years of homelessness, health emergencies, criminality, imprisonment, destroyed lives. What a difference it could make! Is there a way to reignite the good will from the first lockdown, to change the whole approach and start to heal? There must be a way to show that prevention is cheaper than an emergency. Why don't decision makers listen?"

Let's be honest, Everyone In is just a sticking plaster anyway, and a sticking plaster on a wound that needs skin grafts to heal. Despite giving temporary respite to many, it has provided very little long-term help to get people out of homelessness for good. ■

Confronting cruelty

What links vulnerable children, missing people and adult homelessness? Report by **Rosie Roksof**

My first exposure to extreme human cruelty was aged six.

Kay was my first school friend. By the time anyone realised how vulnerable Kay was it was too late.

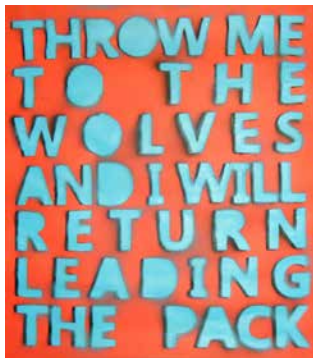
The man Kay called 'dad' before her mum threw him out, left Kay in intensive care after a hit-and-run. I forget if this was ever proven, but everyone knew he was capable.

Kay wasn't in school again for a long time and when she returned, she was different. She was still my friend, but she could no longer talk or walk and was partially blind.

This is just one example of many more I could give which highlight the fact that many shared issues surrounding vulnerable adults and homelessness start in childhood.

The Preventing Exploitation Toolkit (preventingexploitationtoolkit.org.uk) states: "Trauma and adversity experienced during childhood and later life can have huge impacts on people's lives and can greatly increase their vulnerability to exploitation."

Added to which, a 2019 study *Homelessness and Childhood Adversity* (feantsa.org) found that 87% of those reporting lived experience of homelessness had



(c) Rosie Roksof

experienced at least one Adverse Childhood Experience (ACE), and half reported four or more ACEs.

This backs up what I see: that many people who are already at greatest risk of being exploited are more so when homeless, with women being most vulnerable.

The statistics for homeless women are at best incomplete. Of the 4,266 people estimated to be sleeping rough in autumn 2019, 614 were women (Ministry for Housing, Communities & Local Government, 2020). Of these unaccounted for women, many are among the hidden-homeless community. Out of sight but not out of danger?

According to the community link manager at WISH (a charity for women in prison with mental health issues): "Because of the danger of

In a nutshell

- This feature looks at how many people who have had a tricky childhood may as adults be missing, hidden homeless, vulnerable or rough sleeping.
- **GET HELP:** If you are a woman at risk from domestic abuse, call National Domestic Abuse **0808 2000 247** open 24/7 or dial **999** for an emergency. Or in London call solacewomenaid.org at **0808 802 5565**.
Scotland's 24/7 Domestic Abuse & Forced Marriage Helpline **0800 027 1234**

actually being on the streets most homeless women either sofa surf or stay with abusive men in exchange for a space to live. We have worked with women who rode the buses at night, went to Heathrow at night or spent the night in A&E. Others stay in crack houses in exchange for cleaning up or sex."

If this is true for most hidden homeless women, it's unclear how many more never come out of hiding. A missing person with no support network is surely that much more likely to remain missing.

Josie Allen at missingpeople.org.uk says: "There are many links between missing and rough sleeping but also between missing and hidden homelessness. We also know there is likely to be a hidden missing population – people who are absent from their lives and from support services but may not have had anyone to report them missing."

In the *Evening Standard* on 11 January 2021, the Chief Executive of NSPCC said: "Invisibility" that

could result from children's absence from class risked "cultivating" the "conditions for abuse and neglect" and would lead to lasting harm unless action is taken.

Based on numbers of people I HAVE MET who carry scars of violence from childhood (deafness, blindness, epilepsy and brain damage being COMMON examples), isn't it obvious (as the NSPCC points out) that unless intervention is made to protect vulnerable children the consequence will be a continuing cycle of abuse in silence?

Many living with the lasting harm caused during childhood can be found sleeping on the streets... Meanwhile the saying, 'Absence of evidence is not evidence of absence' is especially true of the unknown numbers of vulnerable hidden homeless people.

What do you get when cruelty is combined with opportunity and greed? The human exploitation business which is, as ever, A BIG BUSINESS. ■

Outside the Machine

A gritty, observant story from London by *Chris Bird*

Moving with a radiant urgency, colourful shadows merged with white faces.

I could hardly lift my head. The rush of heroin engulfed me, calming all anxieties and troubles.

Across the park solicitors walked briskly to the Inns of Court. Their leather shoes clipped along the grey stone paths.

I lit a cigarette as the gear drained through me. I closed my eyes to all my huge regrets.

Like random flowers heroin grew in the pavement cracks and lines.

The city was tired of waking up into another freezing day. Fast food litter was being picked at and examined by bustling crows.

The crows were the toughest birds in the park, the same colour as the branches of the bare trees.

In the closed tent a Liverpool accent was complaining; "You gotta cob* on ain't you?"

The couple argued for England, non stop barnies* about every subject.

They were two skinny junkies with pale gaunt faces.

On the street later, begging was hard going. The church was unusually quiet. The Catholic statues had

Try flash fiction

Try writing a story using just three sentences – a beginning, middle and end. Now try changing the order! Can you compress your story to just six words? *The Pavement* had a go with Chris Bird's story:

Rush.

I couldn't argue.

Dealer late.

Are these the six words you'd choose? Send your best super short story ideas to:

editor@thepavement.org.uk for publication. If you are stuck for ideas try focusing on your health or your rights.

nothing to say.

In the afternoon the guy said to me I had to "go score" in King's X.

Paul had an insistent Liverpool accent, "Bizzies* are on to me, but they don't know you like, do they?"

I couldn't argue.

My jaw felt frozen by the cold.

Paul had a lot of drug related convictions so was a known "face" around the area.

Druggies are compelled to make the same mistakes over and over.

I knew there was no alternative.

As I waited in King's X the grey

buildings looked down on me.

I stepped back wanting the alleyway shadows to hide me.

Along a wide stretch of corrugated iron panels a line of fading posters said, "Militant Tendency... Fightback!"

The city looked inclined to reject any idea of resistance. The endless pavements were decorated with fag ends and fallen leaves.

A lorry slowly moved by, and then a taxi. Nausea surged through my stomach and legs.

Glancing up I noticed a raven land on a grey rooftop. It strutted along a brick ridge glancing suspiciously around itself. It was so intensely black that it seemed part of another place and time. It belonged to a separate city, a separate moment.

I craved nicotine.

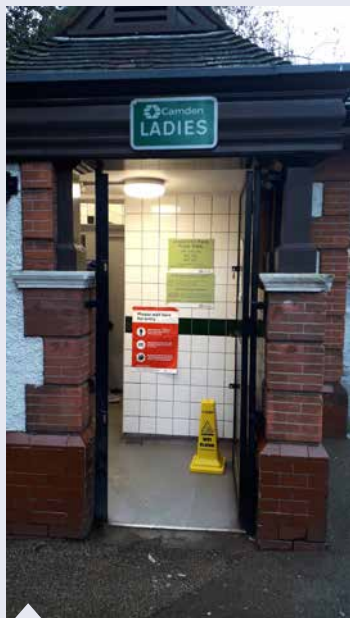
My lips felt very dry as I waited.

The dealer was always late.

Always.

Jargon buster

- * **cob** (got the hump/irritated)
- * **barnies** (arguments)
- * **bizzies** (police)



Toilet talk: If they haven't already been axed then council toilets, like these ones at Lincoln's Inn Fields, London are open in the daytime. Automated toilets are open 24/7 but cost 20p (or use a Radar key). Also find free toilets at main train stations. © Pavement

TURN TO PAGES A – P
FOR THE LIST OF SERVICES



Housing in England: Your Rights

Your local council does not always have to help you find emergency accommodation if you are homeless.

If you need help right now, please try these numbers below.

Ask them to help you make an emergency housing application.

For free help with your emergency housing application:

1. Streetlink

- Tel: **0300 500 0914** & also an App

2. Shelter

- Web: www.shelter.org.uk
- Tel: **0808 800 4444**
(8am–8pm Monday – Friday,
8am–5pm weekends)

3. Citizens Advice Bureau

- Web: www.citizensadvice.org.uk
- Tel: **03444 111 444**

If your application is rejected:

- You should appeal the rejection if you think it is wrong. You have 21 days to do so.
- Shelter and Citizens Advice Bureau can help you with your appeal.

Visit www.thepavement.org.uk for a more detailed version of your housing rights in England and Scotland.

Housing in Scotland: Your Rights

Call Shelter Scotland for free housing advice

9am–5pm, Monday to Friday on **0808 800 4444**.

You may be able to make a homeless application with a local council. This is different from a housing options interview and from an application to the mainstream housing waiting list.

You have the right to temporary accommodation while the council considers your application. The council must notify you of their decision in writing.

TELL US: If you want to order more or less copies of *the Pavement* OR need to make a change to the list of services in the centre pages please use the contact details on p3. Thanks!

My notepad...

Joke

Thanks to John Rokos from Muswell Hill Soup Kitchen for this joke.

Q: Why was Bob queuing outside Domino's instead of his usual off-licence?

A: He wanted a Prizza Vaccine

Make sure you read...

the **Pavement**

online at

www.thepavement.org.uk



KEY TO ALL SERVICES

A	Alcohol workers
AC	Art classes
AD	Advocacy
AH	Accommodation/housing advice
B	Barber
BA	Benefits advice
BE	Bedding available
BS	Bathroom/showers
C	Counselling
CA	Careers advice
CL	Clothing store
D	Drugs workers
DA	Debt advice
DT	Dentist
EF	Ex-forces
EO	Ex-offenders
ET	Education and training
F	Food
FF	Free food
FC	Foot care
IT	Internet access
L	Laundry
LA	Legal advice
LF	Leisure facilities
LS	Luggage storage
MD	Music/drama
MH	Mental health
MS	Medical/health services
NE	Needle exchange
OL	Outreach worker links
OW	Outreach workers
SF	Step free access
SH	Sexual health advice
TS	Tenancy support

Changes: web@thepavement.org.uk

Updated: February 2021

This is a partial list, tailored for this issue of *the Pavement*. Full list at thepavement.org.uk/services.php

London List

ADVICE & HEALTH

ALONE IN LONDON FOR YOUNG PEOPLE (DEPAUL)

Endeavour Centre, Sherborne House, 34 Decima Street, London SE1 4QQ
020 7278 4224

uk.depaulcharity.org/london-get-help

Mon – Fri: 9am – 1pm, 2 – 4pm

Our direct-access services provide advice and support for young people aged 16 to 25 who are at risk of homelessness.

AH, AD, CA, C, ET, MH

CENTREPOINT HELPLINE

Call us free on **0808 800 0661**

(Mon – Fri: 9am – 5pm)

centrepoint.org.uk/youth-homelessness/get-help-now/

Homeless or at risk? We're here for you.

We offer advice to anyone in England aged 16-25.

CITIZENS ADVICE (UK WIDE)

03444 111 444; citizensadvice.org.uk

Our network of independent charities offers confidential advice. Advice on consumer rights, tenancy support, witnessing crimes, pension support for over 50s, and much more.

AH, BA, DA, LA, TS

NHS 111

Call **111 (open 24/7)**

All NHS services for Covid-19 are free for everyone – whatever your immigration status. You will not be reported to the Home Office for coronavirus testing or treatment. Dial **999** for emergencies.

MS

NOTRE DAME REFUGEE CENTRE

16 Leicester Square, WC2H 7LE
020 7440 2668; notredamerc.org.uk
Drop-Ins: Mon & Thu 8:30am – 3:30pm
Advice Line only answered on Friday:
10:30am – 1:30pm
Immigration advice for refugees & asylum seekers.

LA

SAMARITANS

116 123 (24/7), jo@samaritans.org
(email response within 24 hours)
Provides support to anyone in emotional distress or at risk of suicide.

MH

SHELTER (CALL OR GO ONLINE)

0808 800 4444; england.shelter.org.uk
Mon – Fri: 8am – 8pm;
Weekends: 9am – 5pm
Website offers an online chat, advice line and directory. Advice on homelessness, eviction, benefits, repossession and council housing.

AH, BA, TS

YOUTH ACCESS

1-2 Taylors Yard, 67 Alderbrook Road, London, SW12 8AD
020 8772 9900; youthaccess.org.uk
admin@youthaccess.org.uk
Local contacts for mental health counselling, advice and information.

MH, AD, C, OL

DOMESTIC ABUSE

NATIONAL DOMESTIC ABUSE

Call 0808 2000 247 is open 24/7
Dial 999 for emergencies.

C

SOLACE

0808 802 5565; solacewomensaid.org
Help in London for domestic abuse.

C

DRUGS & ALCOHOL

ALCOHOLICS ANONYMOUS (AA)

0800 917 7650
www.alcoholics-anonymous.org.uk
C, D

FRANK

0300 123 6600; www.talktofrank.com
C, D

NARCOTICS ANONYMOUS (NA)

0300 999 1212
www.alcoholics-anonymous.org.uk
C, D

WE ARE WITH YOU

wearewithyou.org.uk
Speak online to trained drug and alcohol workers.
We offer free, confidential support with alcohol, drugs or mental health.
C, D, MH, MS

KEY

A Alcohol workers
AC Art classes
AD Advocacy
AH Accommodation/
housing advice

B Barber
BA Benefits advice
BE Bedding available
BS Bathroom/showers
C Counselling

CA Careers advice
CL Clothing store
D Drugs workers
DA Debt advice
DT Dentist

EF Ex-forces
EO Ex-offenders
ET Education/training
F Food
FF Free food

FOOD

STREETS KITCHEN

streetskitchen.org/locations/london
Daily food in various London locations.
Mon, Tues, Thurs & Friday breakfast
from 7am, Camden/Kings Cross. Also:
- **Monday:**

Tooting Streets Kitchen

6:45 – 7:15pm outside Iceland at
25–27 Tooting High Street, Tooting,
London, SW17 0SN.

- **Tuesday:**

Clapham Common

7.30m outside Joe's Pizza, opp Waitrose
8-1 The Pavement, London, SW4 0HY

- **Wednesday:**

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL
- **Thursday:**

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8pm outside Hackney Central Library,
25-27 Hackney Grove, E8 3NR

- **Friday:**

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL

Kilburn Streets Kitchen

7.30pm near Kilburn High Road tube

Dalston Streets Kitchen

8pm Ridley Rd, opp train station E8 2PN

- **Saturday:**

Hackney Streets Kitchen

8pm St Johns Churchway, opp M&S

- **Sunday:**

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL

FF

AMERICAN CHURCH

79A Tottenham Court Road, W1T 4TD
0207 580 2791;

amchurch.co.uk/soup-kitchen

Mon – Sat: 10am – 12noon
Breakfast and lunch.

FF

AMURT UK

0208 806 4250; amurt.org.uk

Thu: 12:30 – 1:30pm at

Mildmay Community Centre, Woodville
Road, Mayville estate, N16 8NA

Thu: 6:30 – 7:45pm at

Lincoln's Inn Fields, Newmans Row,
Holborn, WC2A

Free, pre-packed hot meals & snacks.

FF, F, SF

BRIXTON SOUP KITCHEN

297–299 Coldharbour Lane, SW9 8RP

07538 419514; brixtonsoupkitchen.org/coronavirus-response

Tues, Wed, Thurs; 1pm – 5pm

Centre Temporarily Closed. Providing
meals, sleeping bags and sanitizer from
outside centre.

FF

HARE KRISHNA FOOD FOR ALL

Islip Street, Camden, NW5 2EN

www.nextmeal.co.uk/places/harekrishnafoodforall2

Mon – Sat: 12noon–1pm

Free vegetarian meal

FF

FC Foot care
IT Internet access
L Laundry
LA Legal advice
LF Leisure facilities

LS Luggage storage
MD Music/drama
MH Mental health
MS Medical services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



MISSIONARIES OF CHARITY SOUP KITCHENS (ELEPHANT)

112–116 St George's Rd, Elephant & Castle, SE1 6EU

Tues, Wed, Sat & Sun 9:30 – 11:30am
Hot takeaway available outside

FF

MISSIONARIES OF CHARITY SOUP KITCHEN (LADBROKE GROVE)

PIUS X Church Hall, 79 St. Charles Square, London W10 6EB

020 8960 2644

Tues & Fri 4–5pm, Sun 3:30–4:30pm

Free takeaway for local homeless people

FF

NORTH LONDON ACTION FOR THE HOMELESS

St Paul's Church Hall, Stoke Newington Road, N16 0AJ

www.nextmeal.co.uk/places/northlondonactionforthehomeless

Mon: 12noon–1:30pm; Wed 6 – 7:30pm

NLAH provides a three-course vegetarian meal, shower and laundry facilities. Due to Covid-19 all food is take-away.

FF

NIGHTWATCH

Queen's Gardens, Croydon SE23 3ZH

Mon – Sun: 9:30pm–10pm

Sandwiches, soup, hot drinks & biscuits

FF

OUR FORGOTTEN NEIGHBOURS

Outside Toynbee Hall, Commercial Street, E1

Thurs 4.30pm for the soup kitchen.

We provide hot meals drinks and perishable and non-perishable food. We also give toiletries.

We don't need any documentation anyone is welcome.

We have an onsite contact for rehab centres too.

FF

REFETTORIO FELIX ST CUTHBERT'S

The Philbeach Hall, 51 Philbeach Gardens, Earl's Court, SW5 9EB

020 7835 1389

Mon – Fri 12noon–1pm

- Offering take-away lunch.

Mon–Fri 11am–1pm

- Call our mental health worker for advice on 07928 831 372

Tues, Wed, Thu & Fri (Housing advice restarts 2021 times to be confirmed)

F

ST JOHN THE EVANGELIST CH

Brownswood Park, Queen's Dr, Finsbury Park, N4 2LW

020 8809 6111

Tue 6.30 – 8.30pm (Soup Kitchen)

Fri 11am–12noon (Clothes bank)

Sun 12.30–2pm (Hot Lunch)

Tue & Sun (Food banks)

FF

KEY	A Alcohol workers	B Barber	CA Careers advice	EF Ex-forces
	AC Art classes	BA Benefits advice	CL Clothing store	EO Ex-offenders
	AD Advocacy	BE Bedding available	D Drugs workers	ET Education/training
	AH Accommodation/housing advice	BS Bathroom/showers	DA Debt advice	F Food
		C Counselling	DT Dentist	FF Free food

ST JOHN ON BETHNAL GREEN

200 Cambridge Heath Rd, Bethnal Green, London E2 9PA (Tower Hamlets)
Tuesday 6 – 7pm
'Tuesday Night Bites' free hot meal
FF

SAINT IGNATIUS CHURCH

27 High Rd, Stamford Hill N15 6ND
frontlinehomeless.org.uk
Mon – Fri: 1–2pm
Meal next to church through car park
FF

ST LAURENCE'S LARDER

Christ Church, 169 Willesden Lane, Brondesbury Park NW6 7BG
christchurchbrondesbury.org.uk
Tues & Thurs 10am–1:30pm for soup, pasta or sandwiches & pudding
FF

ST PATRICK'S OPEN HOUSE

21a Soho Square, London, W1D 4NR
020 7437 2010;
www.facebook.com/stpatricksoho
Mon, Fri & Sat: 8:30am
- Breakfast Club: Indoor seated service with limited capacity, first come first served. Limited showers also available.
Tue, Wed & Thu: 7pm
- Open House evening meal: Indoor seated service with limited capacity, ticket holders only.
Meal tickets for the week available on Mondays at 1:30pm from Sutton Row entrance.
FF,BS

STREETLYTES

Saint Stephens Church
1 Coverdale Road, London, W12 8JJ
www.streetlytes.org/streetlyteslondon/en/page/need-help
Mondays: 5–6pm
Dinner - restricted opening hours during Covid-19.
Our drop in offers a free hot meal, friendship and donated items.
FF

SELBY FOOD HUB

Selby Centre, Selby Road Tottenham, London, N17 8JL
selbytrust.co.uk/services
Tue: 2 – 4pm
Thu 4:30 – 6:30pm
FF

THE CABIN

St Gabriel's Community Centre,
21 Hatchard Road, N19 4NG
020 7272 8195;
www.nextmeal.co.uk/places/thecabin
Tues, Thurs, Sat: 7:30am – 9:30am
Thurs 11.30am–12.30pm (breakfast)
Takeaway lunch food parcels available from church office 15 St John's Villas, N19 3EE.
FF

FC Foot care
IT Internet access
L Laundry
LA Legal advice
LF Leisure facilities

LS Luggage storage
MD Music/drama
MH Mental health
MS Medical services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support



THE MANNA

St Stephens, 17 Canonbury Rd, N1 2DF
0207 226 5369

www.themanna.org.uk/

Open for rough sleepers only.

Tues 2–7pm; Wed, Thurs & Fri
10am–4pm: Showers and laundry
accessible, limited
numbers, attend in person to join
waiting list.

To enable physical distancing, we limit
numbers inside. You may be asked to
wait outside or come back later for your
shower.

Food and hot drinks available.

Take away lunch service Wed: 1–2pm

FF

WEN

<https://bit.ly/38kTm0z>

List provided by Women's
Environmental Network (WEN) with
all the **Tower Hamlets food banks**
and other community support since
Covid-19.

F

WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ
0300 011 1400;

whitechapel.org.uk/help/timetable

Mon–Sun: 7am (Daycentre)

Mon–Fri: 7:30am–9.30am (showers
available on appointment basis)

Mon–Fri: 7–10am.

Free breakfast Mon–Fri from 9am

advice worker available for questions

on benefits, accommodation, night
shelters and even Zoom interviews.

We have takeaway food parcels and
clothing parcels.

Haircuts every third Wed.

AH, B, BA, BS, F

CREATIVE

ACCUMULATE

accumulate.org.uk

Photography and art for young people
in hostels.

At the end of the project the
photographs are sold and 40 per
cent of the selling price goes to the
photographer.

One scholarship for creative & digital
media course at Ravensbourne Uni.

January to June.

Currently distributing Accumulate Art
Kits and have a graphic novel called *The
Book of Homelessness*.

AC

CORE ARTS

1 St Barnabas Terrace, E9 6DJ

0208 533 3500; corearts.co.uk

Promotes the artistic and creative
abilities of people who experience
severe and enduring mental health
problems. Not free, but accept Direct
Payments or Personal Budgets. Face to
face classes are back, go to website for
timetable.

MD, LF

KEY

A Alcohol workers

AC Art classes

AD Advocacy

AH Accommodation/
housing advice

B Barber

BA Benefits advice

BE Bedding available

BS Bathroom/showers

C Counselling

CA Careers advice

CL Clothing store

D Drugs workers

DA Debt advice

DT Dentist

EF Ex-forces

EO Ex-offenders

ET Education/training

F Food

FF Free food

ACTING

CARDBOARD CITIZENS

77a Greenfield Road E1 6QR
 020 7377 8948, <http://bit.ly/niiZB>
 Mon – Fri: 10am – 6pm;
 Many online activities. Workshops at Crisis Skylight and hostels around London. Theatre, dance and music workshops. Individual support for workshop participants. "Theatre at its funniest, most daring and challenging best" - *Brit Theatre Guide*.
AH, CA, C, ET, MD, LF

STREETWISE OPERA

020 7730 9551;
info@streetwiseopera.org
www.streetwiseopera.org/sessions
 Daily session on Zoom, see website. Acting and singing workshops for homeless people. No auditions, and sessions are free. Build confidence, meet people, learn new skills and have fun!
MD

AUDIO BOOKS & COMICS

AUDIBLE

stories.audible.com/start-listen
 Free audio books - listen on phone. Just click and listen now for free

LIT2GO

etc.usf.edu/lit2go
 free online collection of stories & poems. Lewis Carroll, Shakespeare and more.

DIGITAL DARKHORSE COMICS

digital.darkhorse.com/pages/free
 Free comics. Works better on tablet screen or laptop than smartphone. Requires quick free registration with email.

FREE MUSICALS

youtube.com/theshowsmustgoon
 The Shows Must Go On is a new YouTube channel showing full length musicals online. Shows go up at 7pm on Friday evenings and are available for you to stream for 48 hours.

MENTAL HEALTH

ASYLUM AID

020 7354 9631; asylumaid.org.uk
advice@asylumaid.org.uk
 Consonant no longer exists, but the legal arm is continuing as Asylum Aid, using same number.
LA

CAMDEN HEALTH IMPROVEMENT PRACTICE (HAMPSTEAD ROAD)

108 Hampstead Road, NW1 2LS
 020 3182 4200; chip@nhs.net
 Mon, Wed & Thurs: 9am – 4:30pm
 Tues: 10:30am – 4:30pm
 Fri: 9am – 4pm.
 Due to Covid-19, please phone first unless impossible to do so. For people sleeping out or in hostels.
MH, BA, BS, CL, DT, FC, MH, NE, OW

FC Foot care
IT Internet access
L Laundry
LA Legal advice
LF Leisure facilities

LS Luggage storage
MD Music/drama
MH Mental health
MS Medical services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support

FULL LIST
 AVAILABLE ON
 OUR WEBSITE



CAMDEN ROUTES OFF THE STREETS (CGL)

6-8 Greenland Street, NW1 0ND
0207 846 3535; camdenrts.co.uk

Mon – Fri: 11am–3am

For single homeless people.

MH, AH, A, BS, DW, FC, L, SF

CARDINAL HUME CENTRE

3-7 Arneway St, Horseferry Rd,
SW1P 2BG

020 7227 1673 (advice team)

020 7222 1602 (family & learning)

www.cardinalhumecentre.org.uk

Mon–Thurs: 9:30am–3:30pm

No walk-ins but appointments offered.

Enables people to gain the skills they need to overcome poverty and homelessness.

Works with homeless young people, badly-housed families and others in need.

Spanish (Wed) and Arabic (Friday) speakers by appointment.

AH, AD, BA, CA, C, DA, ET, IT, MH, TS

CARITAS ANCHOR HOUSE

81 Barking Rd, Canning Town, E16 4HB

0207 476 6062;

www.caritasanchorhouse.org.uk

Opening times: 24/7

Referrals and short term stays for people affected by homelessness, drug & alcohol misuse, mental health, domestic abuse & offending.

Accommodation and varied services.

MH, AD, A, AC, BA, CA, C, DA, DW, ET, IT, MD, SF

CLAPTON COMMUNITY DROP-IN

Round Chapel Old School Rooms,

Powerscroft Road, E5 0PU

020 8533 9676; coordinator.

claptondropin@gmail.com

[https://theroundchapel.org.uk/](https://theroundchapel.org.uk/projects/clapton-community-drop-in)

[projects/clapton-community-drop-in](https://theroundchapel.org.uk/projects/clapton-community-drop-in)
Sundays and Wednesdays

Help to access services, particularly in relation to housing, benefits, JobCentre Plus, as well as health- and family-related issues.

The Job Club is for anyone wanting support with maintaining their benefits, with support to access Universal Job Match, write a CV and apply for jobs.

For info about peer support for women or mental health support, phone, call in or check the website.

MH, BA, CA, FF, OL, LA, EO

CLEAN BREAK

2 Patshull Road, NW5 2LB

020 7482 8600;

www.cleanbreak.org.uk/about

Mon: 11am – 1pm

Inspirational theatre company working with women whose lives have been affected by the criminal justice system.

Free courses in acting, writing, singing and recording.

The Women's Space will be for women offenders and women at risk of offending due to drug or alcohol use or mental health needs.

MH, A, D, ET, MD, C, MH

A man in a red vest with 'THE BIG ISSUE' logo is smiling and handing a coin to an elderly woman on a busy city street. He is holding a copy of 'THE BIG ISSUE' magazine which features a 'NEXT BIG IDEA' section. The woman is wearing a purple and white patterned scarf and glasses. The background shows a blurred city street with other pedestrians.

Become a vendor

THE BIG ISSUE

Looking for a flexible way to earn extra cash and develop new skills?

Selling The Big Issue allows you to work when you want, and you can earn a decent living.

Selling the magazine also improves your people skills and sales skills, and places you at the heart of a loyal community of customers and supporters.

You'll get **5 free magazines** so you can start earning straight away, and you'll receive ongoing support from our team.

Go to www.bigissue.com/become-a-vendor to find out more or call **020 7526 3445**

COORDINATE MY CARE (CMC)

The Royal Marsden NHS Foundation Trust, Fulham Road; SW3 6JJ
020 7811 8513;

www.coordinatemycare.co.uk

Mon – Fri: 9am – 5pm

You will only join the CMC service and have a CMC plan once you have given your consent. An urgent care plan will list your wishes and care preferences, and includes practical information (where you keep medicines, or who to contact in an emergency, for example). Your wishes will then be shared with the people and places giving you medical services.

AD, MH

CRUSE BEREAVEMENT CARE

0808 808 1677; www.cruse.org.uk

Mon & Fri 9.30am – 5pm

Tues, Wed & Thu 9.30am – 8pm

Sat–Sun 10am – 2pm

Online chat: Mon – Fri 9am – 9pm

Helpline offering listening support and practical advice related to bereavement.

Check www.cruse.org.uk/get-help/coronavirus-bereavement-and-grief for info about local Cruse branches.

C

DUAL DIAGNOSIS ANONYMOUS

07702 510110 (24 hour helpline)

All meetings now on Zoom.

Links on website: www.ddauk.org

Mon: 7.30 – 8pm; Tues – Fri: 7pm

Sat: 11am; Sun: 7.30pm

Self-help organisation supports people who are struggling with addiction and mental health conditions through a '12 Step +5' recovery programme, workshops and other services. Phone, check website or email info@ddauk.org to learn more.

MH, C

FOCUS HOMELESS OUTREACH

** Due to Covid-19, new address: **

St Pancras Hospital, 4 St Pancras Way, NW1 0PE

0800 9173333 (24hr crisis line)

020 3317 6590;

www.candi.nhs.uk/our-services

Mon – Fri: 9am – 5pm

NHS community mental health team offering support for single homeless people. Sessions in hostels and day centres. Referral generally by agency/ hostel/GP, but self-referral is possible. You may be offered a phone or video consultation instead of face-to-face.

MH, OW

FRIENDSHIP PEER SUPPORT

The Richmond Library Annex, Quadrant Road, Little Green, Richmond, TW9 1DH

0208 898 6727;

wmicklewright@yahoo.co.uk

Last Thursday of the month:

11am – 1pm (online only)

Building is closed but phone or email for Zoom meeting info. Fine to leave a message if no answer.

MH

KEY	A	Alcohol workers	B	Barber
	AC	Art classes	BA	Benefits advice
	AD	Advocacy	BE	Bedding available
	AH	Accommodation/ housing advice	BS	Bathroom/showers
	C	Counselling		

CA	Careers advice	EF	Ex-forces
CL	Clothing store	EO	Ex-offenders
D	Drugs workers	ET	Education/training
DA	Debt advice	F	Food
DT	Dentist	FF	Free food

GROUNDSWELL HOMELESS HEALTH PEER

St Matthew's Ch, Brixton Hill, SW2 1JF
0207 725 2851; groundswell.org.uk
 Mon – Fri: 9am – 5pm (appointments)
 Peer advocates support homeless people to access healthcare, inc with health/mental health appointments and with getting support from community mental health teams, social services, therapy-based services, etc.

MH,AD,ET,OW

GREAT CHAPEL ST MEDICAL CTR

13 Great Chapel Street, W1F 8FL
020 7437 9360; greatchapelst.org.uk
 Mon–Fri: 9am–5pm (appts. from 10am)
 Mon, Tue, Thu: 10am–12:30pm (doctor)
 Mon–Fri: 2pm–4:30pm (doctor)
 Mon & Fri: 10am–12:30pm (alcohol & mental health nurse) Currently unfilled
 Mon, Tue, Thur, Fri: 2pm–4:30pm (drugs, alcohol & mental health nurse) Currently unfilled
 Mon & Fri: 10am–12pm (counselling telephone based appt; appointment at other times)
 Tue & Fri: 2pm–4:30pm (counselling telephone based appt)
 Fri: 9:30am–12:30pm (podiatry by appointment)
 Tue & Fri: 10am–5pm (dental service – call for telephone triage)
 Primary healthcare for homeless people plus drug/alcohol and mental health nurse. Wide range of drop-in services by appointment.

MH,AH,AD,A,C,D,FC,MH

LISTENING PLACE

3 Meade Mews SW1P 4EG
020 3906 7676
www.listeningplace.org.uk/
 Saturday–Thursday: 9:15am–7:45pm;
 Providing free, sustained, support, by appointment for those who feel life is no longer worth living.

The Listening Place is somewhere individuals can talk openly about their feelings without being judged or being given advice.

There is no 'drop-in' or helpline service. Please complete self-referral form online.

MH,C

MAYTREE RESPITE CENTRE

020 7263 7070; maytree.org.uk
maytree@maytree.org.uk
 8am–8pm (email/telephone support)
 Maytree provides a one-off four-night stay for people who are in a suicidal crisis, with opportunity to talk, reflect and rest, subject to an assessment, in confidence and without judgement.
"Maytree house is no ordinary house. During their free 4 night, 5 day stay, our guests can explore their thoughts and feelings, and feel heard with compassion and without judgement."

MH,C

FC Foot care
IT Internet access
L Laundry
LA Legal advice
LF Leisure facilities

LS Luggage storage
MD Music/drama
MH Mental health
MS Medical services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support

FULL LIST
 AVAILABLE ON
 OUR WEBSITE



MARYLEBONE CENTER (CHURCH ARMY)

1-5 Cosway St, NW1 5NR
0203 959 1444; <http://bit.ly/1mhvhYf>
 We provide 112 long- and short-term beds to homeless women and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre.
BS, CA, CL, ET, FF, IT, L, LS, MS, MD, SH, TS, SF, LF

MIND

0300 123 3393; www.mind.org.uk
info@mind.org.uk
Textline: 86463
Legal line: 0300 466 6463
 Mon–Fri: 9am–6pm
 Support for anyone experiencing a mental health problem.
MH, AD, LA

NEW HORIZON YOUTH CENTRE

68 Chalton Street, NW1 1JR
020 7388 5560; nhyouthcentre.org.uk
 Mon, Tues, Wed & Fri: 11am–3pm
 offering rough sleepers or those with limited or no support: hot food, takeaway food and snacks, shower, change of clothes, WiFi, computer and phone use, support with basic needs. Also running a remote service: please see self-referral and organisational referral forms on the website:
nhyouthcentre.org.uk/get-help
MH, AH, AD, A, BA, BS, CA, CL, ET, FF, IT, LF, MS

MOSAIC CLUBHOUSE

65 Effra Road, Brixton, SW2 1BZ
020 7924 9657; www.bit.ly/1RULmq0
 Links to employment, adult education, wellness workshops, some virtual.
MH, BA, CA, ET

RETHINK

0300 5000 927; www.rethink.org
advice@rethink.org
 Mon – Fri: 9.30am – 4pm
 Employment, supported housing, day services, helplines etc for people affected by severe mental illness, inc. special BME services. Phone or email.
MH, AS, AD, C, ET

SAMARITANS (CENTRAL LONDON)

46 Marshall Street W1F 9BF
020 7734 2800, <http://bit.ly/1BYSGaW>
 Mon – Sun: 9am – 9pm
 Visitors welcome 365 days a year. You don't need an appointment to speak in confidence to a trained volunteers and the service is free. Please note service is very popular - you may need to wait.
C

SANGAM CENTRE

210 Burnt Oak, Broadway, HA8 0AP
020 8952 7062; sangamcentre.org.uk
 Counselling for women, youth and underprivileged people – poverty, hardship, and distress without discrimination.
C

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
	<i>AC</i> Art classes	<i>BA</i> Benefits advice	<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
	<i>AD</i> Advocacy	<i>BE</i> Bedding available	<i>D</i> Drugs workers	<i>ET</i> Education/training
	<i>AH</i> Accommodation/housing advice	<i>BS</i> Bathroom/showers	<i>DA</i> Debt advice	<i>F</i> Food
		<i>C</i> Counselling	<i>DT</i> Dentist	<i>FF</i> Free food

SHOUT

www.giveusashout.org

Text 85258 (24/7) if you are in crisis

MH

SOUTHWARK DAY CENTRE FOR ASYLUM SEEKERS

* Copleston Ctr currently CLOSED *

121 Peckham Park Road, Peckham Park Baptist Church, SE15 6SX

020 7732 0505; www.sdcas.org.uk

Tue: 12.30–5pm

Drop-in centre for asylum seekers and refugees. Advice on housing, health, education, training and employment.

Wed: 10am – 2pm

Providing emergency food parcels and other essentials.

MH, AS, CL, ET, FF, LF, MS

TREASURES FOUNDATION

07950 585 947 (10am – 5pm);

treasuresfoundation.org.uk/contact-us

Treasures Foundation helps female ex-offenders and former addicts with a home and support. Referral only – please contact your key worker.

AH, EO, F, MH

YOUNG MINDS

Text YM to 85258 (urgent help)

youngminds.org.uk/find-help

Advice on mental health, medications and depression. Advice on coronavirus too.

MH

LGBTQI+

TIP: USE STONEWALL HOUSING IF YOU ARE HOMELESS. USE GALOP IF SUFFERING DOMESTIC VIOLENCE OR HATE CRIME

AKT (LONDON)

Unit 203, Hatton Sq Business Centre, 16/16a Baldwins Gdns, EC1N 7RJ

020 7831 6562; www.akt.org.uk/refer

Mon – Fri: 10am – 4.30pm

Supports LGBT 16–25-year-olds who are homeless or living in a hostile or violent environment after coming out.

Support online due to Covid-19.

C

ANTIDOTE (LONDON FRIEND)

www.londonfriend.org.uk

counselling@londonfriend.org.uk;

antidote@londonfriend.org.uk

Drop in shut, use email. Drug and alcohol service for lesbian, gay, bisexual and transgender (LGBT+) communities.

A, C, DW, SH

GALOP

0800 999 5428; www.galop.org.uk

Mon & Tue: 10am – 4pm

Wed & Thur: 10am – 7:30pm

Fri: 10am – 4pm

Offers support for LGBTQ+ people experiencing hate crime, sexual violence or transphobia. Online chat available.

AH, AD, C, MS, LA

FC Foot care
IT Internet access
L Laundry
LA Legal advice
LF Leisure facilities

LS Luggage storage
MD Music/drama
MH Mental health
MS Medical services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support



OUTSIDE PROJECT & STAR REFUGE

020 7359 5767; lgbtiqoutside.org
campaigns@lgbtiqoutside.org
 UK's first LGBTIQ+ crisis shelter &
 (currently virtual) community centre
 Referral form: www.stonewallhousing.org/services/referral-form/
 Stay connected: Join LGBTIQ+ people
 via video link to dance along to DJs
 and watch favourite performers from
 London's cabaret scene, plus other
 events at the Virtual Community
 Centre, visit: sites.google.com/view/lgbtiqvirtual/home?authuser=0
AH

POSITIVE EAST

159 Mile End Rd, Stepney, E1 4AQ
 020 7791 2855; positiveeast.org.uk
 Mon – Fri: 10.30am – 5pm (phone line)
Option 1- psychological help.
Option 2- housing & benefits.
Option 3- sexual health questions.
 Practical & emotional support and
 advice for people with or affected by
 HIV. (Covid-19: Currently no testing).
MH, AD, BA, CA, C, FF, F, IT, MS, OW, SH

QUEEN MARY LEGAL ADVICE

School of Law, Mile End Rd, E1 4NS
 020 7882 3931; lac.qmul.ac.uk
lac@qmul.ac.uk
 Mon–Fri: 9am–5pm
 Pink law gives free and impartial advice
 to the LGBT community. Remote
 appointments due to Covid-19.
LA

SPECTRA CIC

St Charles Centre, Exmoor St, W10 6DZ
 0800 587 8302; spectra-london.org.uk
 1-2-1 and trans social groups all online
 due to Covid-19. Check Spectra website,
 Facebook or Twitter for details. Health
 and well-being services, including
 sexual health, emotional resilience
 and wellbeing. Outreach, social and
 therapeutic groups, support, health
 screening, counselling. HIV Testing
 available to people with no Covid-19
 symptoms. Check website.
MH, C, ET, OL, OW, SH

STONEWALL HOUSING

2a Leroy House, 536 Essex Rd, N1 3QP
 020 7359 5767; stonewallhousing.org
Option 1 advice. Option 2 advocacy.
Option 3 supported housing,
 Mon–Fri: 10am–1pm, 2 – 5pm
 Specialist LGBT+ housing advice and
 support.
MH, C, ET, OL, OW, SH

SWITCHBOARD LGBT+

0300 330 0630; switchboard.lgbt
 Mon–Sun: 10am–10pm (helpline)
 For LGBT+ people who have experienced
 hate crime, sexual violence or domestic
 abuse. Supports people who have
 had problems with the police or
 have questions about the criminal
 justice system. Phone or email **chris@switchboard.lgbt** or message via the
 website. Bereavement help.
LA, AD, MH

KEY	A Alcohol workers	B Barber	CA Careers advice	EF Ex-forces
	AC Art classes	BA Benefits advice	CL Clothing store	EO Ex-offenders
	AD Advocacy	BE Bedding available	D Drugs workers	ET Education/training
	AH Accommodation/ housing advice	BS Bathroom/showers	DA Debt advice	F Food
		C Counselling	DT Dentist	FF Free food

REFUGEE SUPPORT

DOCTORS OF THE WORLD (PRAXIS)

Praxis, Pott Street, Bethnal Green E2 0EF
0808 1647 686 (freephone)

doctorsoftheworld.org.uk

Mon – Fri: 10am – 12pm (advice line)

Info, advice to help vulnerable people access NHS and other services. Basic healthcare & advocacy for people who have problems accessing healthcare.

AD, MS

JESUIT REFUGEE SERVICE

020 7488 7310; jrsuk.net/get-help/

Mon – Fri: 10am – 5pm.

Day Centre closed - if would like some support and someone to talk to you can call us on 020 7488 7319.

Supporting destitute asylum seekers who are 'Appeals Rights Exhausted' and who are not eligible for and do not receive asylum support.

MUSLIM COMMUNITY HELPLINE

020 8908 6715; 020 8904 8193

muslimcommunityhelpline.org.uk

Mon – Thu: 10am – 1pm

Friday: 10am – 4pm

Part-time telephone support service for listening and emotional support.

And referral to specialist services.

C

MUSLIM WOMEN'S HELPLINE

0800 999 5786, 07415 206939

mwnhelpline.co.uk

Mon – Fri: 10am – 4pm

C

NO ACCOMMODATION NETWORK (NACCOM)

0161 706 0185, naccom.org.uk/

Network of agencies providing accommodation for migrants who have no recourse to public funds, providing accommodation and support to asylum seekers, refugees and other vulnerable migrants.

Please consult the website for your nearest project.

AH

WATERLOO LEGAL ADVICE

14 Baylis Road, SE1 7AA

020 7261 1404;

www.waterlooactioncentre.co.uk/legal_advice

Mon, Wed, Fri 10am – 3pm

Covers children, crime, domestic violence, education, employment, family, housing, immigration etc.

Written advice, casework, initial advice and form-filling.

AH

SHOWERS

CONNECTION AT ST MARTIN'S DAY CENTRE

12 Adelaide Street, London, WC2N 4HW

020 7766 5544; services@cstm.org.uk

www.connection-at-stmartins.org.uk

Mon – Fri (except Weds):

9am – 12:15pm & 1:30 – 4pm

Reduced Service. Showers, food, laundry and assessments.

BS

FC Foot care
IT Internet access
L Laundry
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OUR LADY OF THE ASSUMPTION & ST GREGORY

10 Warwick St, Piccadilly Circus, W1B 5LZ
warwickstreet.org.uk

Wednesdays 6.30 – 10.30am

Showers, toiletries and clothes.

BS

SHOWERBOX

St Giles Church, High St, WC2H 8LG
near Leicester Square / Covent Garden

showerbox.org

Sat 11am – 3pm

Shower, some toiletries, sanitary towels
and a pair of socks.

BS

ST ANDREW'S CHURCH

Greyhound Road, London, W14 9SA
15 mins walk from Barons Court Tube
Sat: 9 – 11am

Hot takeaway meal with snacks, fruit
and drinks and we offer a shower from
8:30am on a first come first served basis
(with towels and toiletries provided)
for around 12 people one-by-one
throughout the morning.

FF, BS

ST PATRICK'S OPEN HOUSE

21a Soho Square, London W1D 4NR
020 7437 2010;

www.facebook.com/stpatricksoho

Mon, Fri, Sat: 8.30 – 9am

Breakfast and showers available, first
come first serve.

Tues, Wed, Thu: 7pm dinner - limited
availability, get tickets in advance on
Monday at 1:30pm

FF, BS

WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ

0300 011 1400; whitechapel.org.uk

Mon – Sun : 6am (day centre opens)

Mon – Sun: 7 – 9am (free breakfast)

Mon – Fri: 7:30am – 9:30am (showers
by appointment)

Mon – Fri: from 9am (advice worker
available for questions on benefits,
accommodation, night shelters and
even Zoom interviews)

We have take-away food parcels and
clothing parcels. Haircuts every third
Wed. Starts again in the New Year.

FF, BS

WOMEN@THEWELL

54 Birkenhead St, London, WC1H 8BB

020 7520 1710; watw.org.uk

Mon – Fri: morning & afternoon sessions
Numbers limited - ring ahead if possible.

Opening hours: 12.30pm – 3:30pm

W@W offer Advocacy and Support for
women at high risk of/or are affected by
prostitution and the sex trade. Women
may be offered support, signposting
and help to connect with statutory
services around a wide range of issues
including: e.g homelessness, basic
needs, drug or alcohol issues, physical
and mental health, employment,
benefits, training and education. During
Covid-19 offering advocacy and support
will be offered for all women who access
our services, including Showers, laundry,
food and care packages.

A, AD, A, BS, C, L, SH