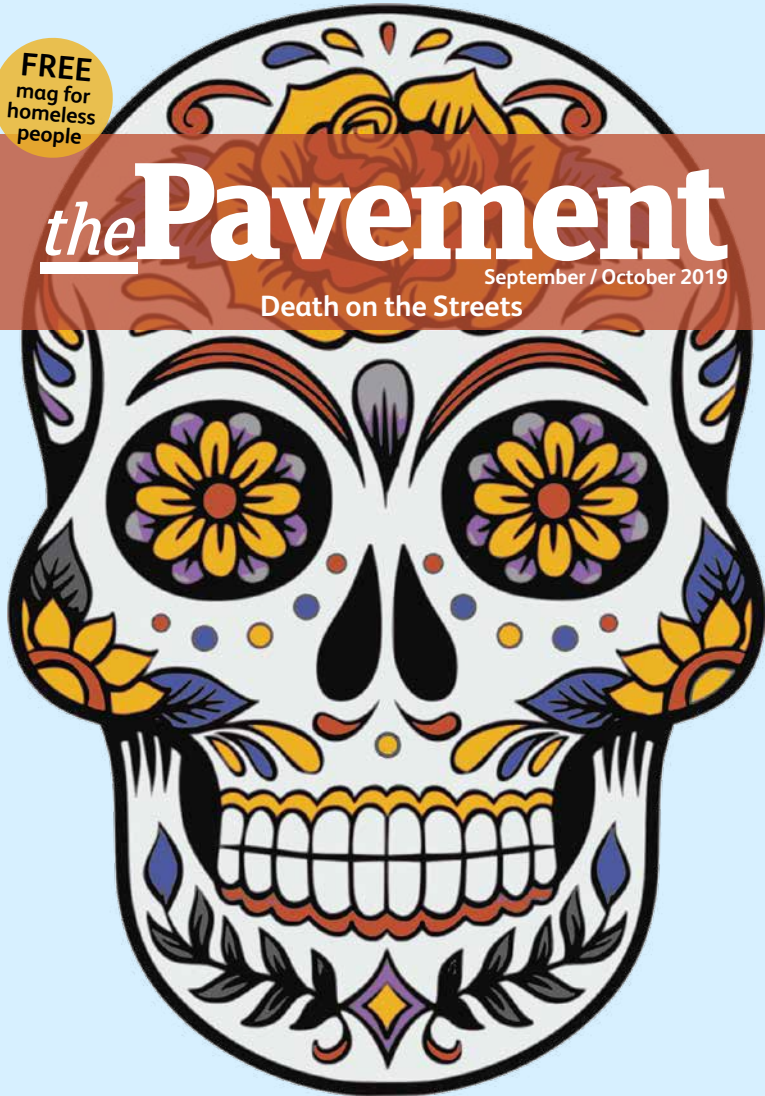


FREE
mag for
homeless
people

the Pavement

September / October 2019

Death on the Streets



Missing



James Hodgkiss

James went missing from Bolton, Greater Manchester on 2 August 2016. He was 34 years old at the time.

James, 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, confidential and 24/7.



Alexander Sloley

Alexander has been missing from Islington, London since 2 August 2008. He was 16 at the time.

Alexander can call our free, confidential and 24/7 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 Alexander or James, 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, confidential, 24/7.

**missing
people**

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

A lifeline when someone disappears

Death on the streets

Death is a topic that is not talked about enough in the UK. But for people who've lived on the streets, or are living there now – and especially those with addictions – having someone die on you happens a lot. Over the years *the Pavement* has lost many friends and contributors, so we felt it was time to create a rough sleepers' guide to dying. We look at end of life care (p10), chatty Death Cafes (p14) and dealing with a dead body (p20). For general help please turn to the centre pages for the list of services. Stay safe.

The Pavement team

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Cover: Mexican death mask

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Stop Press: on 10 Sep, 2–8pm, it's Streets Fest. A health and wellbeing event in Finsbury Park for homeless people in Haringey & Islington.

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The Pavement is written for your entertainment and information. Whilst every effort is made to ensure the accuracy of the publication, *the Pavement* cannot be held responsible for the use of the information it publishes. The contents should not be relied upon as a substitute for medical, legal or professional advice. *The Pavement* is a forum for discussion, and opinions expressed in the paper are not necessarily those of *the Pavement*.



A special welcome to our Vinne Pack friends: This winter 11,500 cold weather packs, known as Vinnie Packs, containing a thermal hat, gloves, two pairs of socks, wet wipes, toothpaste, toothbrush, pen and copy of *the Pavement* will be distributed to homeless centres and soup runs throughout England and Wales. The packs, paid for and assembled by volunteers from the St Vincent de Paul Society, are given out free of charge, and have been since the project started in 2010. If you want Vinnie Packs to distribute, or would like to know where to collect a pack for your own personal use, contact info@svp.org.uk, or text **07929 490090**.

More information about the St Vincent de Paul Society (SVP) can be found at www.svp.org.uk.

© *the 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. Right in the centre is a list of places to help you. 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.

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.

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 been homeless. A big thank you to our readers and writers.

- www.thepavement.org.uk

Join us

Can you fundraise or donate so we can keep providing *the Pavement* free to homeless people? Mags that help them at moments of crisis, as well as giving the info people may need to move on. Ideas please to:

- nicola@thepavement.org.uk

Written by Jake Cudsi

Housing First

Liverpool City Region started its pioneering Housing First programme in July, having secured £7.7million from the government to fund the pilot scheme. The Housing First approach removes the so-called ladder system that homeless people must climb when trying to secure a home.

Instead, homeless people are provided individual housing straight off, as opposed to moving through hostels and shelters. Health, addiction and employment services are made available to every household involved with the programme. The *New Statesman* quoted the Metropolitan Mayor of the Liverpool City Region, Steve Rotherham, explaining “Housing First is based on a simple premise, that the first thing homeless people need is a decent place to live.” Similar schemes are being run by Greater Manchester Council and the West Midlands Combined Authority.

- **Finland has a Housing First policy. It is the only country in the EU where homelessness is falling.**

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

Need urgent help?:

If you are on the streets and homeless ask anyone (or do it yourself) to share your location with StreetLink via the app or 0300 500 0914. StreetLink enables the public to send an alert when they are concerned about someone sleeping rough in England and Wales, connecting that person to local accommodation and support services. Since StreetLink was set up, in 2012, it has received more than 100,000 referrals from the public, and put 35,000 people in touch with the support they need to escape rough sleeping.

- www.streetlink.org.uk

Field day

Conservative MP Mark Field faced backlash in July for a leaked email, published in *the Guardian*. The email revealed a contempt for homeless people and The Passage, a charity based in **Westminster** which helps vulnerable and homeless people. Field was unimpressed with the charity’s work calling them a “magnet” for “undesirables”. It was Field, who grabbed headlines in June for gripping an environmental activist around her neck.

- www.passage.org.uk was recently shortlisted for its work on homelessness and modern slavery in the London Homelessness Awards, run by the London Housing Foundation.

Unhappy camping

Homeless camps in the UK that have been forcibly dismantled by councils have more than trebled in five years. In 2014, 72 of these camps were cleared, rising to 254 last year. Wily councils didn't just stop at tearing the camps down, though. *The Guardian* reports that councils often confiscate tents and charge homeless people a return fee. For example, **Brighton** local authorities charge homeless people £25 to get their tents back. Business must be going well for the authorities, because in 2017 Brighton had the second largest rough sleeping population in England. Complaints to councils about homeless camps increased by 448 % in five years, with 1,241 complaints made in 2018.

Shock increase

In late June the Combined Homelessness and Information Network (CHAIN) released its annual report 2018–19 on rough sleeping in **London**. The report, commissioned by the Greater London Authority (GLA) and managed by St Mungo's, details an 18 % increase in people sleeping rough compared to 2017–18 figures. Outreach teams for CHAIN counted 8,855 people sleeping rough in the capital during 2018–19. Of that total, 5,529 people (62 %) were new rough sleepers, having never previously slept rough.

Free water:

More than 100 public water fountains are being installed throughout London by the Mayor and Thames Water. The aim is to encourage people to refill their own bottles, reducing plastic waste. Find them in main line and tube stations, markets, shopping centres and recreation grounds.

© Jean Hindry

This represents a jump of 24 % on last year's figures.

- Find CHAIN annual reports at <http://data.london.gov.uk/dataset/chain-reports>

Mapped out

Quddous Ahmed spent five months on the streets in 2015. In those five months he was racially abused, hit with a rock and his sleeping bag was set on fire. His struggles during homelessness inspired him to create Hounslow Soup Kitchen (HSK). HSK's work involves running outreach teams, soup kitchens, breakfast clubs and other charitable schemes in **Hounslow**. Ahmed's most recent project is an interactive map available on the HSK website. Speaking to the *BBC*, Ahmed explained the map "centralises all the services that are available and free and open to the homeless without any judgement."

- View the map at www.hounslowsoupkitchen.com



Cut down

Deaths among homeless people are more common in areas of England and Wales suffering from funding cuts, shows analysis by the Labour party. Between 2013 and 2017, nine of the 10 councils with the highest number of people dying on the street had their funding cut by more than three times the national average. Those nine councils are **Birmingham, Blackburn, Leeds, Liverpool, Manchester** and in London – **Camden, Lambeth, Tower Hamlets** and **Westminster**. Birmingham council saw the highest number of homeless deaths between 2013 and 2017, with 90 people dying.

Get out

According to the annual CHAIN report on rough sleeping in London (see p6), the most common reason for people sleeping rough continues to be eviction or being asked to leave by the person they were staying with. Around 31 % of people new to rough sleeping found themselves on the street in this way. Meanwhile, people sleeping rough on a longer-term basis had increased by 9 %. Outreach teams identified 2,080 people sleeping rough in 2018–19 who had also slept rough in 2017–18. London Mayor Sadiq Khan called the report's findings a "national disgrace", bemoaning "the government's policies" for forcing people on to the streets.

Street preaching

The Conservative Mayor of the **West Midlands**, Andy Street, has admonished his government's homelessness policy. Street says the government has directly increased the number of people being made homeless, by freezing housing benefits. *Coventry Live* reports Street wants the government to adjust the local housing allowance element of Universal Credit so that it at least matches inflation. Teaming up with Crisis to call for changes to Universal Credit, Street advised government "to increase local housing allowance to a level where 30 % of rented homes in any area are affordable to everyone."



Time of the month? Try asking for free period products at libraries, hostels and community centres. Photo is of a Period Friendly Point available to homeless women in Scotland which is organised by the Simon Community.

© simonscotland.org/period-friendly

Temporary fix

In a reverse of the trend of homeless people being moved far away from the area they sought accommodation, West Berkshire Council plans to invest in more local temporary accommodation. The council had previously moved many homeless people towards services in **Slough**, however it is now looking to invest locally.

Newbury today quoted Green councillor Steve Masters, himself formerly homeless, calling for a rethink of the council's housing strategy: "If we as a community invested in true social housing stock... this would go somewhere towards addressing the needs of the people on the housing list."

Vagrancy act

As *the Pavement* went to press, the Government was still reviewing the archaic, draconian Vagrancy Act of 1824. Woefully outdated and clearly unfit for purpose, successive governments had ignored the act, which makes it a criminal offence to sleep rough or beg in England and Wales. A campaign to repeal the act, supported by a group of charities headed by Crisis, has gained cross-party support among MPs and at the time of writing it was hopeful the law will soon be dumped.

Pension problem

A devastating report produced by the All Party Parliamentary Group on Housing and Care for the Elderly predicts *the Pavement's* readership is set to skyrocket (although they didn't report it quite like that).

Rental Housing For An Ageing Population, predicts more than 600,000 members of the millennial generation in the UK (people born in the early 1980s to mid 1990s) will struggle to avoid homelessness when they become pensioners. This generation is also known as "generation rent", due to the dwindling number of homeowners among younger people. Should rents and earnings rise at the same rate, at least 630,000 pensioners from generation rent will be unable to afford their rent by 2038. The report calls for immediate action to prevent a "crisis of pensioner homelessness".

Good news

Prisoners from open and women's jails now have more opportunities to work or be trained. It's all thanks to rule changes giving Prison Governors greater autonomy to grant Release on Temporary Licence (ROTL).

- **A good place to look for a job as kitchen porter, bartender, chef, waiter or pub management is via the charity Only A Pavement Away (no connection with the Pavement), see <https://harri.com/onlyapavementaway>**

Giving up

Chris Sampson gave up smoking on 6 June after 35 years. Now he says:

- **Money Smells Funny: I hadn't smelt coins since 1984(!)**
- **I can now tell who smokes what, and where, when I walk down the street**
- **Instead of going to cigarettes when stressed, I find other ways: ice cream, for instance**
- **No longer do I have the dreaded "Ginger Finger" of long-time roll-ups smokers**
- **Teeth are meant to be white, it turns out. As mine now are.**
- **As opposed to reeking of tobacco, I now smell of strawberries. This is not a side effect of nicotine leaving the body: I just like strawberries**

Stoptober – Stop October – is another good time to give up cigarettes. It's probably going to be tough, so what are the unexpected pluses? Share with the Pavement by emailing nicola@thepavement.org.uk

Let's talk

Talking about death can be helpful and help you live well. That's why we've devoted this issue of *the Pavement* to the big taboo. This intro is by end of life care specialists Andrew Knee, Dr Caroline Shulman and Julian Daley

Though death happens to everyone, many of us have not spoken to anyone about our concerns, fears or wishes. This may be because we don't want to. Or it may be that we haven't thought about discussing it before. Or we don't know who we could talk to. It may be that we prefer to just focus on the here and now, or we have suffered so much that we cannot face talking about it. Most of us are not alone in having fears and concerns about death.

Discussing these fears and concerns may enable us to deal with them, and get support from others.

It's important that we don't feel pressurised to talk. Many people who are homeless often have fears and concerns that they would like to share with someone – but for many reasons may not feel able to do this.

Sasha told us: "I used to carry a list and a diary around with me when I was on the street, because it had things about who I was. I wanted people to know me as a person. I'd written down what I wanted to

In a nutshell

- Death happens to everyone.
- Focus on what you might want should your health deteriorate, and what living well means to you.
- This is a chance to hope for the best, but plan for the worst. See how on p12.

happen to me. And it had important information like who my family were, stuff like that. I was afraid of dying alone. I had friends on the street for a while who I talked to, but when we all went our separate ways, I never told anyone else of these fears."

Instead of fear, maybe we could focus on what we want? For example, what would living well look like? If we ended up unwell and in hospital what would we like to say to a health care provider about what we would (or wouldn't) want them to do to us?

Many people experiencing homelessness have a long-term health condition, which can make it difficult to know what the future holds. This can be particularly complicated for people who are using substances. For example, even specialist doctors often do not know how long someone with severe liver disease might live for. Perhaps it would help all of us to think about what we would like to happen here

and now; what living well means to us now and what we would like to happen if our health were to get worse. ■

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



The writers (l-r): Andrew Knee, Palliative Care Coordinator, St Mungo's; Dr Caroline Shulman who works in homeless health with Pathway Charity, University College London & King's and Julian Daley, who has been homeless, and is now a Care Navigator, Pathway. © AK

What is...

- **Palliative Care** is the treatment, care and support for people with a long-term condition and advanced ill health. Palliative care is to help us to have a good quality of life. This includes being as well and active as possible in the time we have left.
- **End of Life Care (EOL)** involves treatment, care and support for people who are nearing the end of their life. It involves managing physical symptoms, pain relief, and emotional support to us and those close to us.

My wishes

Let It Be, *The Great Gig in the Sky* and *Candle in the Wind* are all songs dealing with loss that can really make you sob. But sometimes it's wise to dry the tears and take control by thinking about the practical things you need to do before you die. Ideas from Andrew Knee who works at St Mungo's

Many of us may feel that our voices won't be heard or that we have no choices available to us. But we all deserve to be cared for when ill, and to die with dignity and respect. We have the right to live our life however we choose and there are people who can help us with this, whatever stage we are at. If we did want to think, or talk about these things with someone – including end of life care, funeral wishes, and how we want to be remembered – this list below might help us to do this. It's also a good plan to keep it somewhere safe.

Q. My name:

Q. Where I would like to be cared for?

Thinking about how we would like to be cared for is really important. We may want to be cared for at home or we might want to be cared for in a place that is special to us. Letting people know as early as possible will make it easier to get the support we need. This is known as an **Advanced Care Planning Statement**. I'd like...

Q. Appointing Power of Attorney:

A Power of Attorney is a legal document that allows someone to make decisions for us, or act on our behalf, if you're no longer able to or if we no longer want to make our own decisions. There are different types of Power of Attorney, so it is best to ask for free legal advice from the Citizens Advice Bureau.
www.citizensadvice.org.uk

Q. Refusing treatment

We can decide how we want to be cared for including different types of treatment and resuscitation if we wish. This is known as an **Advanced Decision to Refuse Treatment**. I'd like...

Q. Things to do before I die:

1. Reconnecting with people

2. My funeral wishes (eg, Plan what music you want. How do you want to be remembered?)

3. Passing on my possessions to others

4. Other things that are important to me

Safe storage

You can keep documents safely on you, or leave in a safe spot, see:
streetstorage.co.uk

My first Death Café

How will Jean Hindry, armed with just a cuppa and cake, cope talking about life's biggest taboo?

The only certainty in life is that we are all going to die, so why are we frightened to talk about death and why is it such a taboo subject? With this in mind, full of fear and trepidation, I went to find out at a Death Café.

To my surprise the atmosphere was very relaxed and chilled: not what I imagined at all! Bizarre to think 18 of us were all going to talk in small groups for two hours about our concerns, our wishes, our expectations, what we wanted and what we didn't want over some chocolate brownies.

Loads of issues were explored in such an informal way, we chatted about Wills, Powers of Attorney, funeral wishes, and if we wanted to be resuscitated, buried, cremated, thrown into the sea, a humanist funeral or left to rot in some woods. Interestingly leaving your body to medical science could cause a problem because there are certain criteria you have to meet.

After a while it became apparent that maybe I need to prepare for my dying days and talk to people close to me about what I wanted. Although some of the group said that speaking to some people close



Cheerful skeletons celebrating Mexico's Day of the Dead. This year it is on 2 November. © the Pavement

to you about the subject can be very awkward. But I will certainly think about having this chat, because it makes sense to tell people close to you where you put your Will or list of wishes and organising that everything is put into one place, instead of them rummaging about frantically.

I have to admit that I came away feeling alright about it and we had a right laugh, despite the subject.

- **Death Cafés are run by Gentle Dusk. From July 2019–Jan 2020 there will be several at Wellcome Collection on Euston Road. See www.gentledusk.org.uk to book a place**



Do the maths

- For the first time in December 2018 government published numbers of homeless people who had died. There were 597 deaths in England and Wales during 2017 (Office for National Statistics)
- Many more deaths of homeless people occur in urban areas (574) compared to rural areas (26). (Office for National Statistics)
- 165 names were read out at October 2018's St-Martin-in-the-Fields service of Commemoration for people who have died homeless in London.
- UCL researchers found nearly a third (30%) of homeless deaths were from treatable conditions that could have improved with the right medical care, e.g. TB, pneumonia or gastric ulcers. The research explored the in-depth medical records of 600 people that died while experiencing homelessness. #makethemcount
- *The Ferret* reports in March 2019 that 139 people died while homeless in Scotland over the past 18 months. Many of the recent Glasgow deaths were connected to use of street valium.

Chats and cake: this is what a Death Café looks like. © *Gentle Dusk*



"SEE! I TOLD YOU-THEY'RE ALL DRUG ADDICTS!"

Feeling happy?

James Quigley asked *the Pavement* readers what makes you smile? Then our Facebook group joined in...

We tried asking people how they found light in the darkness. Your answers reveal that even a small act of kindness (which every human being is capable of) can make even the most-weary person a little bit happier.

J: "My girlfriend doesn't know I'm homeless, but spending nights with her, when I can, gives me the drive and energy to keep doing everything I can to get off the street."

T: "I love fruit! I love it when I'm able to buy it myself or when I'm given some by passers-by. Also having a hot meal either in a hostel or over a fire (which often gets doused by public officers)."

D: "It means the world to me when people stop for a chat or give me money to get into a hostel. Small acts of kindness are great – such as the man who gives me some water every morning even though his boss gets angry with him. They stop me from feeling resentful of the people around me even when my tent and possessions keep getting stolen."

From the *Pavement's* Facebook page

Chad: Drum and bass makes me happy. Music makes people dance and have fun. When you get more than one person having fun / dancing, it makes everyone happy.

Yousif: Fit women, candles and the Arsenal FC.

Jax: Dogs.

Jill: Cheering others up by telling / sharing a joke.

- Want a delicious three-course meal and a chat? Then find your nearest Foodcycle which uses surplus food to cook up delicious grub, serving 1,400 people a week. www.foodcycle.org.uk



Love insta? Follow and tag us on Instagram. We'd love to share your photos too. @pavement_magazine #pavementpics

Dying FAQs *

Everyone deserves to die with dignity and respect says Andrew Knee from St Mungo's palliative care. Interview by David Lawrence and Nicola Baird

Q: Why don't people know much about dying?

There's such a taboo about talking about death. What we need to do is communicate better and talk to one another. Certain cultures are better at celebrating a person's life – think of the Mexican Day of the Dead or the jazz funerals of New Orleans.

Q: When will I stop feeling so sad?

The famous five stages of grief include denial, anger, bargaining, depression and acceptance. But not a lot of people know that these aren't necessarily linear. All five stages could be mixed up. You might even have two at the same time.

Q: Why's it good to talk about dying?

People need to feel in charge. Then they are more inclined to take part and use the service.

Q: How does palliative care help?

Well if you were close to death with a terminal illness, I'd help you live your last months the best you can. We'd talk on a one-to-one basis and I'd ask you what you want and make sure

In a nutshell

- St Mungo's website helps explain everything about death and dying, from treatment to funerals, www.homelesspalliativecare.com
- Compassion in Dying helps people plan for the end of life. Free info line open Monday-Friday, 9am–5pm on 0800 999 2434 www.compassionindying.org.uk
- Gentle Dusk organises workshops to empower communities to talk about death and plan for the end of life, www.gentledusk.org.uk See Death Café on p14.
- Dying Matters aims to change the public's knowledge, attitudes and behaviours towards dying, death, and bereavement, www.dyingmatters.org

that was respected. For example: Do you want treatment? Would you refuse resuscitation? Do you want to be remembered or not? What about burial or cremation? Support doesn't stop when that person dies – everyone's affected by that person passing. We can offer emotional and practical support and a befriender service.



The Departure Lounge: popped up in Lewisham shopping centre, in May, to help people talk more openly about death. Serious stuff but there was plenty to giggle about including what people say to avoid using the D word, such as kick the bucket, pushing up the daisies, popped your clogs... © AK

Q: What's different about your work with people who are homeless?

Sometimes people don't feel that they deserve a choice because of their past – for example if they have cirrhosis of the liver. But you do deserve a choice about how you want to die and how to have your wishes heard. We want to make sure people have that choice.

Q: Andy, what's your own end of life plan?

If I was terminally ill, I would:

1. Prefer to die at home or in a hospice.
2. Like a view from my bed and I'd like music.
3. Want to be cremated.

Time for a change?

"Hostels are not care homes, though some could be as the health needs of residents are so high. There needs to be some kind of specialist hospice for people who've been homeless," says **Martin Murphy Homeless Health Peer Advocacy (HHPA) manager at Groundswell**, the homeless health charity.

"People experiencing homelessness may go into palliative care at a younger age and die for different reasons – organ failure and/or problems with continued use of drugs for example. If you have a number of people in need of palliative care within a hostel and there are no nursing staff on site, are those residents really receiving the level of care they need? Some of these people have been excluded all their lives, let's not exclude them at the end of their lives."

- If you need support for your health care – a companion or a champion – Groundswell can help. Call 020 7725 2851 www.groundswell.org.uk
- Also cut out and keep the health care card on the back page to make sure a GP will see you.
- Lots of good info about handling cancer on www.macmillan.org.uk

* FAQ means:

"Frequently Asked Questions"

Deaths on the street

A rough sleepers' guide about dying homeless, by Alastair Murray who has helped run the annual Service of Commemoration at St-Martin-in-the-Fields since 2003

Q: What happens if someone dies homeless on the street?

The death needs to be reported as soon as possible to the emergency services (tel: 999), ideally by the person who found the body. The police will normally be the first on the scene alongside paramedics or an ambulance. A cordon will be placed around the body to give dignity and privacy, and to enable police to investigate the scene for any evidence which might help identify the cause of death. The death will also be reported to the local Coroner, and a post mortem is usually required. Local homeless services such as day centres, outreach workers, church and community services should also be informed.

Q: What about the person's family or next of kin?

People who have been seen sleeping on the street by outreach workers will usually have some information recorded with local services. In London this would be held on the Combined Homelessness and Information Network (CHAIN) database which records personal



Sadly on a podcast by our Glasgow News Group a man told us: "I've been to 15 funerals in the last 18 years. They were all under 40."

© Jean Hindry

details such as name, nicknames, date of birth and contacts with services. This information is not always accurate or complete, but it could be the best available, especially for the difficult task of informing the next of kin. If the person is not known to local outreach workers or other services, perhaps by their own choice, this can make identification and any follow up action more problematic. However,

people who've been homeless for any length of time will be known at least to their friends on the street and in the community. It is also worth noting that relationship breakdown is a common feature of homeless people's lives. Respectfully negotiating the wishes and demands of all parties will require considerable tact and sensitivity.

Q: What happens afterwards?

Homeless Link recommends that the death of a homeless person should always initiate a review. Were opportunities missed to help this person to move off the streets and into safety? What are the lessons which need to be learned to prevent something similar happening again? In the case of serious shortcomings in services, which might have prevented the death, this might take the form of a Safeguarding Adult Review.

Q: Funeral, Commemoration, and recording deaths

In most cases friends of the person who has died will join with staff of local homeless services and clergy to organise a funeral. Churches will always be sympathetic to a request to hold a funeral, especially if the person who died was known to the church, perhaps having stayed in the night shelter or using the church community drop-in.

In Remembrance Week each year a service is held at St Martin-in-the-Fields, commemorating the lives of all who have died homeless in the previous year in London. The most poignant part of the service is always the reading of the long list of names of those who have died, including those who have died on the streets, as well as all the names from the hostels, day centres, outreach teams, health services (especially Great Chapel Street), and church and community shelters.

The Bureau of Investigative Journalism (TBIJ), the Museum of Homelessness, Streets Kitchen, *the Pavement* and Housing Justice, among others, have sought to draw attention to this issue. The year long TBIJ investigation, published in 2018 led *Channel 4 News* broadcasting a series of reports into homeless deaths. It also prompted the Office of National Statistics to start recording homeless deaths. The Museum of Homelessness now holds the Dying Homeless Project, to record and memorialise each homeless death, including the cause, so that people are not forgotten, and to encourage and provoke change in the system. ■

- Homeless Link: homeless.org.uk
- TBIJ Dying Homeless reports. www.thebureauinvestigates.com
- Museum of Homelessness museumofhomelessness.org

Goodbyes

Dying is just part of the cycle of life, writes Mat Amp

Without an end, there would be no beginning. That's why I feel that until we accept the inevitability of death, the necessity of it, we can't really live to our full potential.

Until we accept our inevitable demise, we're going to find it difficult to deal with the loss. When someone dies there are often issues that are left unresolved and this is especially true of sudden and tragic deaths.

It can be awful to watch someone we love die slowly, but at least it gives us the opportunity to say what needs to be said.

Losing someone close can be a great lesson in letting go, in acceptance if you like. Once you accept there is nothing you can do about this, and you stop struggling against the inevitable then you are ready to die... More importantly once you're ready to die you're ready to start living.

Part of my journey has seen me lose everything a few times. That's what a self-destruct button does. But it wasn't just the material things that I had to lose. I had to lose my marbles too as well as having my spirit broken. Only then could I see outside of myself and start to appreciate the real value of this fragile, exquisite existence.

In a nutshell

- Being clear that you are not around forever is a good way to be sure to live to your full potential.
- To be fully happy you need to know how to cope with pain.
- No one should be dying young because they've been homeless.
- Be willing to say goodbye – that's how funerals can help start the grieving process.

Losing people in tragic circumstances can leave us scared to love. How does the saying go – "Tis a fearful thing to love what death can touch." (Yehuda HaLevi)

The fear that someone might die on us, can stop us letting go and truly loving someone.

Break-ups can be a major cause of homelessness, and breaking up with someone can be as painful as having them die. You may have to deal with rejection and self-loathing, especially if they've kicked you out because of your drug or alcohol use.

More recently I've started to lose good friends with an alarming regularity. As someone who has been a homeless junky in the past, I have a lot of friends in the same

boat. It's not a lifestyle conducive to a long and prosperous life, and so it seems that every few months now somebody I know well passes away.

These deaths I find hard to cope with because at the end of the day they are so unnecessary. Overdoses could be totally avoided with proper substance regulation or legislation. And it's nothing short of criminal that people are dying in their mid-40s as the result of being homeless in one of the richest countries in the world.

Self-medicating as a response to grief is a bad idea because it just means we're hiding from necessary emotions, bottling them up and not dealing with them. Doctors have been playing this game for nearly 50 years now, prescribing strong anti-depressants for grief, which is, after all, a natural human response to losing someone.

As a result, we think we can control sadness rather than embrace it as a healthy and necessary response to sad things happening to us. Dolly Parton pointed out the balance of human emotions when she quipped: "Everybody wants happiness, nobody wants pain, but you can't have a rainbow without a little rain." We can't really be happy unless we know how to deal with sadness. We can't hide from the pain, and nor should we want to.

Saying goodbye properly is

Invitation:



You are invited: To the 2019 Service of Commemoration at St Martin-in-the-Fields at 11am on Thursday 14 November
© Don Pollard

important and that's why we have funerals. Funerals are not the end of the grieving process but rather the beginning of it. They give family and friends the opportunity to share memories of the person who has just died, but they also make sure that we accept someone's death.

Western culture has a relationship with death that more or less involves gagging it and locking it up in a cellar, out of sight and out of mind. But sadness and grief are inevitable. I'll leave you with words from *The Tibetan book of Living and Dying*:
"Perhaps the deepest reason why we are afraid of death is because we do not know who we are." ■

On your feet again

Podiatrists can work magic on your feet, so can a pair of shoes that fits you well. Here's what happens in Glasgow

Within Greater Glasgow & Clyde the health service employs David Hurrell as a podiatrist. He goes around the city helping the homeless with problems they have with their feet. Patients can access podiatry by referral from any of the wider health and social care team or they can attend drop-in clinics which are put on throughout the city.

David will treat patients who have problems with their feet, will give advice on footwear and foot care and will arrange to try and see the patients on a regular basis if they need podiatry treatment. He works as part of the health and social care team at Hunter Street Homeless Services in Glasgow. This allows quick referral to other services should the patient need this.

During the times when the night shelter is on, David also offers help to anyone who needs it, including footwear. The service has helped hundreds of people.

Case study A

A patient attended with pain from his foot. The patient had a corn over his left 5th toe and signs of blistering over the back of his heel caused by shoes that did not fit.

Healthy feet checks

1. **Toenails:** Clip and file toenails, safely and keep them at a length which feels comfortable.
2. **Skin:** Check for cracks and breaks in the skin. Suitable footwear and dry, clean socks. Look for signs of infection (pain, redness, swelling or heat) or obvious early problems such as blisters and openings (ulcers) in the skin then seek professional advice
3. **Footwear:** Check for comfort, fit, state of repair and safety

The corn was taken away and there was an opening (ulcer) underneath which required a dressing and needed to be checked within the week.

The patient was given new footwear and we made arrangements to meet up the next week.

Case study B

This patient had an opening over her heel and several cracks in the skin. She is also a type 2 diabetic.

Diabetes is very dangerous; it can damage the feeling in your feet and can damage the circulation to your feet as well. It is important that you check your feet daily and contact the podiatrist if you have

If the boot fits:

During 2018–19 winter night shelter the Glasgow podiatry department (via Cosy Feet and Glasgow Caledonian University) gave winter boots to the homeless people of Glasgow in partnership with the night shelter, Simon community HUB and street team and also Hunter Street Homeless Health Centre.

© Pavement



any problems.

The patient's trainers were worn and wet. New footwear and socks were given along with advice. The area was treated and dressed so as to avoid it becoming infected. An appointment was made which suited the patient so she could meet with the podiatrist the following week.



Case study C

Patient was having problems with pain coming from his toenails. His toenails were ingrown, bleeding and had been hacked down the side. The areas were infected.

This patient had poor circulation. If you have poor circulation it is really important to keep an eye on your feet and to contact the podiatry department if you have any problems.

All the pieces of nail were removed, because some were painful, local anaesthetic was used. The areas

were dressed with antiseptic dressings and the patient was given antibiotics to deal with the infection.

The patient's footwear was unsuitable and he was given a new pair of shoes. The patient made arrangements to meet with the podiatrist the next week.



Case study D

This patient showed up complaining of heel and ankle pain.

The patient was fitted with insoles which have made a difference to the way he walks, and he finds this is more comfortable now.

In Glasgow podiatrist David Hurrell will see anyone who asks to be seen by the service. He is at Hunter Street, can be seen in the Simon community HUB, goes around all of the projects in the city and will meet anyone at any of the day centres should they need podiatry treatment. Just ask. ■

Cut above

Need a haircut? Here's how to get one, writes Viola Levy

A new haircut can make someone feel like a new person as well as giving them a brand new style. Thanks to several salons offering free haircuts for homeless people, more and more of us can feel the benefits of getting a fresh new trim. The lottery-funded Haircuts4Homeless began in 2014, with locations including Glasgow, and several in London (Dagenham, Ilford, Walthamstow, Camden and Whitechapel). They style roughly 14,500 heads each year, thanks to 600 volunteers.

The Pavement spoke to founder and veteran hairdresser Stewart Roberts, who started the service, “purely by accident. I’m 13 years sober and was in recovery doing some talks at a local Salvation Army. I’d seen a guy in America doing these street makeovers, so for the next talk, I decided to bring some scissors along with me to do some haircuts. That was five years ago and now here we are.”

For Stewart, a lot of the people he’s helped have had similar experiences to his own. “Because of my addiction problems, I felt an affinity with a lot of these guys. The same is true of a lot of our volunteers. People drawn to help have something in their backstory,



Street makeovers: fresh trims by Stewart Roberts, founder of Haircuts4Homeless
© Haircuts4Homeless

whether it’s themselves or a relative who’s been affected by addiction or homelessness.”

“There is something very personal about cutting someone’s hair that can be both enjoyable and therapeutic which is something that many homeless people rarely experience,” he notes. “It’s often way down on a homeless person’s priorities so this service, which for most is a luxury, proves to be very popular.”

The people who use this service certainly agree. “It makes you feel a lot better. If I could afford to go

in a salon, I would," client Tracey commented. "I live in a tent on the cliffs or in the job centre car park. It's freezing down there and when it rains it gets flooded. I don't sleep some nights because I'm always protecting myself. That's why a haircut makes you feel good, it makes you feel better."

Since starting the initiative, Stewart has taken the idea further with the Haircuts4Homeless Hair Academy, which launched in March at Jet Training Academy in Essex, to teach homeless people and those on a low income a lifelong skill which will help them into work.

In Edinburgh, hairstylist and salon owner Keith Love offers free haircuts for homeless people on the second-last Sunday of every month, as part of a service which is called 'Social Cuts'. He was inspired to get involved after seeing homeless people sat outside his salon.

"Clients need to have an appointment and they get booked in through a charity called Social Bite. When they come in, they get the full works: consultation, shampoo, head massage and a cut. We treat them as we would any other customer." But provisions don't just stop at a haircut. "The local bakers provide food, people donate clothes and toiletries, blankets, etc. And after we cut the client's hair, they're encouraged to stay in the salon for a coffee and a chat."

Keith explains how it can sometimes be a challenge for first-time clients, "Getting used to sitting and speaking in the hairdressers is normally quite daunting, so it's very brave of them, especially if they're conscious of how they look when they come in." But he's noted how much of a difference a haircut can make. "One girl had never had her hair cut, she was 14 years old. She was just smiling from ear to ear and her mum was in tears." ■

- **To make an appointment with Haircuts4Homeless in London, visit The Whitechapel Mission at 212 Whitechapel Road, E1 1BJ or The West London Mission, 19 Thayer Street, Marylebone, W1U 2QJ or email team@haircuts4homeless.com**
- **For Haircuts4Homeless in Glasgow, visit the Salvation Army, William Hunter House, 70 Oxford St, Glasgow G5 9EP. Otherwise email as above.**
- **To book in with Social Cuts in Edinburgh via Social Bite, contact Marzena at: 0131 220 8206 info@social-bite.co.uk**
- **Or visit the head office (open Monday–Friday 9am–5pm) Social Bites, 1-3 St Colme Street, Edinburgh, EH3 6AA.**

Empathy masterclass

This year's One Festival of Homeless Arts, set up by David Tovey, takes place in Glasgow, London and Manchester. Interview by Jacqueline Messih

The One Festival of Homeless Arts exhibits art from all over the country, created by artists who are or have been homeless. David Tovey, is the man behind the concept and with the help of The Old Diorama Arts Centre in Camden, launched the festival in 2016.

Initially planned as a one-off event it has now been successfully running for four years and been seen by more than 4,000 visitors. Artists have the opportunity to sell their work with 100 % of the proceeds going to the artist and there is no entrance fee. David is multi-skilled artist working in theatre, film, painting, photography and installations and considers his work as "socially engaged art". David was homeless at the time of launching the One Festival and hopes to bring positive change to other artists.

This year the event takes place in Glasgow, Manchester and London. The exhibit will showcase a selection of art from theatre, film, sculpture and photography. David says: "The aim is to change people's lives and perception of homelessness". David maintains it's more than just putting a painting on a wall, it falls deeper,

Enjoy the show

- ***On Hold* at Camden's People Theatre** [6 Oct, 5.30 – 7pm]
- ***On Hold* at Camden's People Theatre** [7 Oct, 7 – 9pm]
- **London opening at Old Diorama Arts Centre** [10 Oct, 5 – 9pm]
- **Glasgow opening at The Project Café** [10 Oct, 6 – 10pm]
- ***The Outsider Feast* at Triton Square, Regent's Place** [13 Oct, 1 – 4pm]

instead it humanises the person behind the painting, removing the label of "homeless artist" to "artist".

Jamal was homeless when David asked if he would submit some of his art work. After agreeing, David invited him to the exhibition to witness his work on display. Special guests were invited, local business and universities. After encouraging Jamal to speak about his story and introducing him to guests, Jamal was offered a job with Ted Baker in the design department. David says, "I never expected the festival to change someone's life, I'm happy now, that was enough for me."

"It's empowering a community and showing another community how much talent and great people there are. They're not being judged for who they are. They're being



Changing lives: Striking art is guaranteed at the One Festival of Arts which is put together by David Tovey, writer of *Man on Bench Fairytale*. Submissions from artists who are, or have been homeless, are needed in September, see onefestivalofhomelessarts.com © Lucy Morris

looked at for what they're doing," he says. David fondly recalls a middle-aged lady who was displaying her work for the very first time. "Her demeanour changed and all of a sudden she was standing tall, having her picture taken with guests and relishing the compliments coming her way. Very rarely did this lady leave her room and she had never been across the river until that day. The recognition changed something in her and in turn, the viewer," says David.

"The whole point of the show is for people to engage with homeless people and to see we are all the same, because if I can do that, then suddenly there is more empathy and it's empathy that can change the mentality of the viewer."

Homeless art has never really

been archived throughout history and David says showcasing this art can provide a glimpse into the times we live in and represent a part of society that is usually shunned out. David says: "I want to change people's perceptions on how they view homeless people or how they engage with them, often people think a homeless person has given up or left society, the truth is society has turned its back on them." ■

- David is ready to pass on the baton and for people within the community to step-up and run the show. Get involved www.davidthoveyart.co.uk
- Deadline to submit work is in September, see onefestivalofhomelessarts.com

Healthy living now that you're dead old

by Ruby

It used to be we could take a header down a flight of stairs, bounce back on our feet and carry on dancing. Now there's a danger we can break a rib turning over having a nap. So, get calcium and vitamin D tablets on prescription, those bones need to be tough.

I used to use other folk's toothbrushes whilst idly trying to remember which Hepatitis it is you can get from sharing a toothbrush. Nowadays that sounds minging, besides, dentists will give a good, basic NHS clean.

Colourful scarves tied round your head look great: no one knows you're just hiding that it's gone grey, needs a wash or you've cut it yourself, in the dark.

No one wants to drink a lot of fluids if it's a hassle getting to the toilet. Find pubs/cafes that do free tea and coffee refills for hours AND have a toilet. Absolutely cane the drinking then.

Have you noticed you're not as angry now you're older? You don't want to be getting into fights and arguments, ugh the stress of all that. Let people move in front of you/ talk bollocks/support the wrong team. Do we still CARE about that shite anymore? *OK we do, but not enough to take on Wee Mad Kenny.*

Apparently older women are invisible to society. Well HALLE-FUCKING-LUJA, I don't want wee scrotes bothering me anymore. Yeah of course, *I know you could still turn it on if you wanted to...*

So many opportunities in life depend on what you look like, so be shameless. Folk want to help a sweet little old lady more than someone looking like they've chewed their way out of a cage and are looking for their next victim. What, that's UNFAIR? Like we didn't already know that.



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

- Phone: **0300 500 0914**

2. Shelter

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

3. Citizens Advice Bureau

- Web: www.citizensadvice.org.uk
- Phone: **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.

I do not need a fixed address.

I do not need identification.

My immigration status

does not matter.

As stated in the Primary Medical Care Policy and Guidance Chapter 4.

If I have any issues registering

or accessing a GP practice,

my local

healthwatch

can direct me to advice

Groundswell

03000 68 3000

www.healthwatch.co.uk

the Pavement

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: val@thepavement.org.uk

Updated: June 2019

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

EOL CARE & BEREAVEMENT

A number of hostels now have outreach services from hospices. If you are discussing end of life care with your GP, ask whether a local option is available. And check out Dr Kershaw's Hospice below: it's the UK's first homelessness-friendly hospice.

A GUIDE TO END OF LIFE SERVICES

0800 090 2309;

<https://bit.ly/2GGBWOR>

You can search for local services using their online directory or ring the support line.

MS

AT A LOSS

www.ataloss.org/

'One stop shop' website for finding local bereavement support. If you are grieving for someone, visit the site.

MS

COORDINATE MY CARE

The Royal Marsden NHS Foundation Trust, Fulham Rd SW3 6JJ

020 7811 8513;

<https://bit.ly/2LSK7Mm>

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. Phone or email coordinatemycare@nhs.net

AD, MS

CRUSE BEREAVEMENT CARE – NATIONAL HELPLINE

0808 808 1677 ; www.cruse.org.uk/
Monday & Friday: 9.30am–5pm (not bank holidays); Tue–Thu: 9.30am–8pm
The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. Group, one to one and peer support; friendship support, practical support, listening, drop-in, phone helpline and more.

C

DR KERSHAW'S HOSPICE

Turf La, Royton, Oldham, Greater Manchester OL2 6EU
0161 624 9984; www.drkershawshospice.org.uk/
Open 24/365
The UK's first 'homeless-friendly' hospice. 24-hour helpline: 0161 785 5635. "Dr Kershaw's Hospice provides specialist palliative care for adults with non-curable, life-limiting illnesses in a peaceful and homely environment. Our healthcare focuses on relieving and preventing the suffering of patients."

C, MS, B, BS, BE, ET, FF, FC, F, IT

DOCTORS OF THE WORLD (PRAXIS)

Praxis, Pott St, Bethnal Grn, E2 0EF
0808 1647 686 (freephone); www.doctorsoftheworld.org.uk/patient-clinic/#

Mon, Wed, Fri: 1–5pm (register for an appointment after 11am – first come, first served); Mon–Fri: 10am–midday

(advice line); Tue: 11am–2pm (women & children clinic - first come, first served)
Info, advice to help vulnerable people access NHS and other services. Basic healthcare and advocacy for people who have problems accessing healthcare. Closed on Bank Holidays.

AD, MS

GROUNDSWELL HOMELESS HEALTH PEER ADVOCACY

St Matthew's Ch, Brixton Hill, SW2 1JF
020 7725 2851; groundswell.org.uk/
Mon–Fri: 9am–5pm (appointments for peer support)
Peer advocates with experience of homelessness support homeless people to access healthcare. Peer advocates support clients with health/mental health appointments and with getting support from community mental health teams, social services, therapy-based services etc. Also support clients with a dual diagnosis of mental health and drug & alcohol issues.

MH, AD, ET, OW

MARIE CURIE SUPPORT LINE

0800 090 2309

Mon–Fri: 11am–6pm (support line); Sat: 11am–5pm (support line); Mon–Fri: 10am–4pm (info and support nurse)
Call the free Support Line for practical or clinical information and emotional support if you're living with a terminal illness.

AD, 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

MY LIFE, MY CHOICES (ST MUNGO'S)

<https://www.mungos.org/publication/life-choices-telling-people-matters-end-life/>

'My Life, My Choices: telling people what matters to me at the end of my life' will help you discuss your rights and treatment. Where would you like to be cared for? Do you want to appoint someone to speak on your behalf? Answers to some of the questions you may have.

MS, AD, LA

SALVATION ARMY – I NEED TO FIND SOMEONE

020 7367 4747; www.beadproject.org.uk/

If you have lost touch with someone (family or friends), you can begin your search here. Phone, write or email family.tracing@salvationarmy.org.uk. Provide your full name, DOB and address, and the following information about the person you are looking for: their full name, DOB, relationship to you and why you are out of touch.

THE LOSS FOUNDATION

0300 200 4112;

thelossfoundation.org

Support for those that have lost loved ones to cancer. Free support groups and therapy. Visit website to find out the date of their next group near you.

AD, C

TRAUMATIC STRESS CLINIC

4th Fl, West Wing, St Pancras Hospital, St Pancras Way, NW1 0PE

020 3317 6820; <https://bit.ly/2YyURBt>

Psychological treatment for people 18+ with post-traumatic stress disorder (PTSD) in North London.

MH

DAY CENTRES

240 PROJECT

116 Bramley Rd, W10 6SU

0207 221 7530; 240project.org.uk/

Acupuncture, art, cognitive behavioural hypnotherapy, computing, cooking, drama, felt workshop, group therapy, leather work, mosaics, music, poetry, qi gong, yoga etc. Ring for details or check www.240project.org.uk/timetable/. Not step-free.

AC, CL, FF, F, IT, LF, MD

999 CLUB (DEPTFORD CENTRE)

21 Deptford Bdwy, SE8 4PA

020 8694 5797; 999club.org/

Mon–Sun: 6.30pm–8.30am; Mon–Fri: 9am–midday (9–10.30am for rough sleepers only); Tue: 9am–midday (mental health); Wed: 9am–midday (GP & signposting); Thu: 9am–midday (nurse)

Learn new skills, find work and housing and reconnect to family and friends. Specialist housing and benefits advice. Learning, activities and healthcare.

MH, AH, AD, A, AC, B, BA, BS, CA, ET, FC, IT, L, MS, TS, LA, EO

FC Foot care
IT Internet access
LA 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



ACE OF CLUBS

St Alphonsus Rd, Clapham, SW4 7AS
020 7720 2811; aceofclubs.org.uk/
 Mon–Fri: midday–3pm
 Lunch, tea, coffee, showers, bike club etc.
 Accredited education courses.

AH, B, BA, BS, BE, CL, ET, F, MS, OL

ACTON HOMELESS CONCERN

Emmaus Hse, 1 Berrymead Gdns, W3 8AA
020 8992 5768; actonhomelessconcern.org/
 Mon–Fri: 9am–midday (refreshments, Damien Centre, 3–5 Church Rd, Acton);
 Mon–Fri: 2–6pm (Damien Centre); Thu:
 2.30–6pm (Damien Centre)
 Call for times of their range of services.

AH, A, B, BA, CL, C, DT, DW, F, FC, MS

ADDICTION, RECOVERY, COMMUNITY, HILLINGDON SERVICE (ARCH)

Old Bank House, 64 High St, Uxbridge UB8 1JP
01895 207777; www.cnwl.nhs.uk/service/addiction-recovery-community-hillingdon-service-arch/
 Mon, Wed, Fri: 9am–5.30pm; Tue & Thu:
 9am–7pm

For young people and adults who live, or are registered with a GP, in Hillingdon and want to deal with their alcohol or drug difficulties, and associated emotional or mental health issues. Self refer or ask your key worker to help.

NE, AH, CA, LF, C

AKWAABA

Princess May Primary School, Barrett's Gr, N16 8AJ
07516 675995 (Sun pm); akwaaba.org.uk/
 Sun: 2–6pm
 Social drop-in service for refugees, asylum seekers and other migrants. Hot meal, games, books, ESOL conversation classes and other activities.

ET, F, LF

AL-HASANIYA MOROCCAN WOMEN'S CENTRE

Trellick Tower, Golborne Rd, W10 5PL
020 8969 2292; al-hasaniya.org.uk
 Mon–Fri: 9.30am–5pm; Fri: 10am–midday (drop-in); Sun: midday–4pm
 1st Sun of month – drop-in for isolated Arabic-speaking men 55+)
 Advice and assistance for Moroccan and Arabic-speaking women and their families on benefits, housing, homelessness, domestic violence, health etc. For mental health support in Arabic, book in advance. Some projects are borough-restricted, so contact them for more information.

MH, AH, AD, BA, CA, ET, MS

ASLAN (ALL SOULS LOCAL ACTION NETWORK)

c/o All Souls Clubhouse, 141 Cleveland St, W1T 6QG
020 7580 3522; www.allsouls.org/
 Sat: 5.30–7.45am (tea run: 5.30–6.15 Tavistock St; 6.15–6.45 Savoy Pl; 6.45–7.30 King William IV St; All Souls Ch 7.40–7.45); Sat: 9am–midday

(at Webber St. Breakfast, ESOL, photography & art. Showers & clothes for ticket holders); Sat: 6.30–8.30pm (entertainment – invites via tea run or welcome desk at All Souls. Films, coach trips, clothes store and bible group Saturdays at 6.30pm. If you need step-free access, a volunteer will let you in. Email: info@allsouls.org

AC, CL, DW, ET, FF, F, LF

BARON'S COURT PROJECT

69 Talgarth Rd, W14 9DD

020 7603 5232; www.baronscourtproject.org/

Mon–Wed: 2–5pm (drop-in, showers/laundry, café); Fri: midday–2pm (women's group); Fri: 2.30–5.30pm (club for isolated BAME people); Thu: 2–5pm (life skills); Tue & Thu: 11am–1.30pm (advocacy, advice)

Friendly drop-in where people who are vulnerable through homelessness or mental health problems can socialise, find support and access services.

AD, IT, LF

BENCH OUTREACH

14 New King St, Deptford, SE8 3HS

020 8694 7740; www.benchoutreach.com/

Thu: 1–4pm (SHE)

SHE (Support, Help, Empowerment) is a drop-in offering advice to homeless and vulnerable women in a safe, female-only space.

AH, BA, FF, LF, OL, TS

CAMDEN ROUTES OFF THE STREETS (CGL)

6–8 Greenland St, NW1 0ND

0207 846 3535

Mon, Tue, Thu, Fri: 9am–5pm; Wed: midday–5pm

For single homeless people with a connection to Camden.

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

CARITAS ANCHOR HOUSE

81 Barking Rd, Canning Tn, E16 4HB

0207 476 606; www.caritasanchorhouse.org.uk/

For people affected by homelessness, drug & alcohol misuse, mental health, domestic abuse & offending. Accommodation and varied services. Email info@caritasanchorhouse.org.uk.

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

CARPENTERS CAFÉ

Carpenters Est Comm Hall, 17 Doran Wlk (enter from Carpenters Rd), Stratford, E15 2JL

07932 661 089; www.carpenterscafe.co.uk/

Tue: 10am–midday (food, drinks, clothes, books, toiletries, showers)

Aims "To show the love of Christ in practical ways to the homeless, elderly and anyone needing a helping hand".

BS, BE, CL, DW, FF, F, SF

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



CHELSEA METHODIST CHURCH PASTORAL CARE

155a Kings Rd, SW3 5TX

020 7352 9305; www.chelseafulhammethodist.org

Mon, Tue, Thu: 9am–2pm

Staff or volunteers bring lunch down to those with limited mobility.

CL, F

CLAPTON COMMUNITY DROP-IN

Round Chapel Old School Rooms,
Powerscroft Rd, E5 0PU

020 8533 9676; theroundchapel.org.uk

Sun: 2.30–4pm; Wed: 12.30pm–3.30pm
(Job Club)

Contact: coordinator.claptondropin@gmail.com. Help to access services in the borough, 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 the peer support programme for women or mental health support, phone, call in or check the website.

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

DIVINE RESCUE

Thurlow Lodge, 1 Thurlow St, SE17 2US

020 3489 1765; www.drescue.org/

Mon–Fri: 9am–4pm

Work with homeless people and people with substance abuse issues. Help with hospital visits and bereavement, and support with detox.

AH, AD, BA, CL, C, ET, FF, OW

DUNLOE CENTRE

St Saviour's Priory, 18 Queensbridge Rd,
E2 8NS

020 7739 9976

Tue: 10.30am–midday

Turns away only people who are violent. On ground floor, but with one step between the street and the lobby.

BE, CL, FF

ENFIELD AND HARINGEY HOMELESS RESPITE, ALL PEOPLE ALL PLACES

N8 & EN2

allpeopleallplaces.org/; info@allpeopleallplaces.org

Daytime casework (housing, benefits, health) and advocacy all year. Email contact 7 days per week. Day centre operates 4 or 5 days per week. All enquiries by email: info@allpeopleallplaces.org.

AD, A, AH, BS, BE, BA, DA, L, MD, TS

FAITH IN ACTION (HOMELESSNESS PROJECT MERTON)

Salvation Army Citadel, 109 Kingston Rd, Sth Wimbledon, SW19 3JR

07843 280 419; www.mertonfaithinaction.org/

Wed & Fri: 10am–3pm

Drop-in for rough sleepers, and for people who are vulnerable or isolated, and for those with addiction issues. Benefits advice most Weds. Advocacy, alcohol and drug advice. A listening ear, breakfast, lunch, teas and coffees.

AH, AD, A, BA, BS, CL, C, DW, F, L, OL, 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

FINSBURY PARK MOSQUE

7–11 St Thoms's Rd, N4 2QH
020 7424 5252; finsburyparkmosque.org/

Mon, Tue, Fri: 10.30am–1pm (women's group); Thu: 6–8pm (soup run 7–9pm in summer)

Serving the Muslim community and wider society in Islington and surrounding boroughs.

C, ET, LA, LF

GLASS DOOR HOMELESS CHARITY

155a Kings Road, Chelsea, SW3 5TX
020 7351 4948; www.glassdoor.org.uk/

Mon, Tue, Thu: 9am–2pm (Chelsea Methodist Ch); Wed & Fri: 9am–2pm (St Augustine's Ch); Mon–Fri: midday–3pm (Ace of Clubs); Mon–Thu: 8.30–11am (Vineyard Comm Centre); Tue: 12.30pm–3pm (The Yard, Putney)
Advice, food, showers and laundry. Shelter and support for people who are homeless. Staff or volunteers bring lunch down to those with limited mobility.

AH, BS, CA, CL, ET, FF, L, IT

GREENWICH MIGRANT HUB

Woolwich Common Comm Centre, Leslie Smith Sq, SE18 4DW
07429031389; www.lrmn.org.uk/migranthub

Tue: 10.30am–1.30pm
Drop-in centre offering free immigration, housing and domestic violence advice and a hot meal to migrants in Greenwich and neighbouring boroughs.

AH, AD, BA, FF, LA, SF

HOLY TRINITY BROMPTON

Queen's Gate (St Augustin's), SW7 5LP
020 7590 8248; www.htb.org/

Wed & Fri: 8am–2.30pm (day shelter; office hours 8am–4pm)

All welcome. Food, advice, friendship and practical support. Hot breakfast, coffee, activities. Counselling, debt and welfare advice. Alcohol and drug support through partner organisations.

MH, AH, AD, A, BA, BS, CA, C, DA, FF, F, IT, OL, OW

HOMELESS ACTION IN BARNET (HAB)

36b Woodhouse Rd, N12 0RG
020 8446 8400; www.habcentre.org/
Mon–Fri: midday–3pm (free breakfast until 10.30, cheap meal – £1.50 – from 12.00 to 1.30)

Works with people who are homeless or threatened with homelessness to enable them to get and keep a home.

AH, AD, BA, BS, CL, F, TS

ISLINGTON CENTRE FOR REFUGEES & ASYLUM SEEKERS

Cross St Baptist Ch, 16–18 Cross St, N1 2BG

020 7354 9946; islingtoncentre.co.uk/
Mon: 10am–2.30pm; Tue: 10am–1pm; Wed: 10am–3.30pm

Practical help, education & art classes.

AD, CL, ET, F, IT, LF

FC Foot care
IT Internet access
LA 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



KINGDOM COMPASSION (YWAM)

29 Rosaville Road, SW6 7BN

020 7385 5791; www.kingdomcompassion.com/

Wed: 10am–4pm (2–4pm, coffee bar)

Out of hours, an answering service is available. If you can, please make an appointment – phone or email office@eccp-ywam.org.uk

CL, FF, SF

LONDON JESUS CENTRE

83 Margaret St, W1W 8TB

0845 833 3005

Mon, Tue, Wed, Fri: 10.30am–12.30pm (drop-in, advice); Mon, Tue, Wed, Fri: 10am–4.30pm (refugee/migrant drop-in)

IT, citizenship, arts and crafts, life skills and ESOL classes.

AC, ET, IT

MARYLEBONE CENTRE (CHURCH ARMY)

1–5 Cosway St, NW1 5NR

020 7262 3818; churcharmy.org.uk/

Mon–Thu: 9.30am–1.30pm (rough sleepers' drop-in); Mon: 10.30–11.30am (drama); Mon: 1.30–3.30pm (M'lebone Proj newsletter); Tue: 10am–midday (open access; clothing for rough sleepers only); Tue & Fri: 1.30–3.30pm (healthy eating; kitchen skills); Wed: 8–9am (running); Wed: 9am–midday (Women into Work 1:1; advice); Wed: 1.30–3.30pm (Women into Work); Thu: 9am–3pm (life coaching 1:1); Thu & Fri: 1.30–3.30pm (IT, reading, writing); Fri: 10am–midday (ESOL for beginners) Female-only project. Two hostels and a day centre with a rough sleepers' drop-in. Activities programme. Lift for people with mobility problems.

BS, CA, CL, ET, FF, IT, L, LS, MS, MD, SH, TS, SF, LF

NEW HORIZON YOUTH CENTRE

68 Chalton St, NW1 1JR

020 7388 5560; nhyouthcentre.org.uk/

Mon: 2–4pm (alcohol support); Mon–Sun: 10.30am–4pm (showers, laundry, breakfast & lunch; 10.30am–1pm advice)

For young (16–24) homeless people.

Free lunch. Women-only groups.

Mental health, life skills & advice, and employment/resettlement support. Sex worker project. Street outreach. Refugee worker. 7-day drop-in. First-time visitors should arrive at 10.00am to make an appointment with the Advice team.

MH, AH, AD, A, BA, BS, CA, CL, DW, ET, FF, IT, LF, MS, OL, OW

NORTH LONDON ACTION FOR THE HOMELESS

St Paul's Church Hall, Stoke Newington Rd, N16 7UE

07745227135; www.nlah.org.uk/

Mon: midday–1.30pm; Wed: 7–8.30pm Three-course vegetarian meal, and tea or coffee. Take-away food and clothing upon request. Visits from Health Access Worker. E European outreach workers.

CL, FF, MS, OL

PROVIDENCE ROW

The Dellow Centre, 82 Wentworth St, E1 7SA

020 7375 0020; providencerow.org.uk/

Mon–Fri: 9am–3.30pm (needle exchange – closed 12.30–1.30pm); Mon: 10–11.30am (men's group); Mon: 2–3pm (yoga); Tue: 9.30am–12.30pm (homeopathy); Tue: 11.30am–12.30pm (relaxation); Tue: 2–3.30pm (women's group); Wed: 11.30am–1pm (peer



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support, addictions); Thu: 11am–1pm (art & wellbeing); Fri: 10–11.30am (computer assisted therapy); Fri: 10am–11.30am (self-harming support); Mon: 1.30–3.30pm (mental health)
Download the timetable for their learning and wellbeing programme (<https://bit.ly/2FXNYor>). Services in Romanian and Polish.

MH, AC, BA, BS, CA, C, DW, ET, FF, F, IT, NE

SANKTUS WELFARE PROJECT

4 Lady Margaret Rd, Kentish Tn, NW5 2XT
020 7485 9160; www.sanktus.org/
Sun: 3–4.30pm (showers and clothes available); Wed: 2–3.30pm (afternoon tea with sandwiches and refreshments)
Phone or email sanktus.welfare@gmail.com for details of Tai Chi, yoga and craft sessions, welfare advice etc.

BA, BS, CL, FF, AC, LF

SILOAM COMMUNITY SERVICES

TSA London, 217a Gordon Rd, SE15 3RT
020 8695 8873; silomcs.co.uk/
Tue & Thu: 10am–2pm (community café and drop-in); Tue: 7–8pm (free cooked meal)

Free meals and drop-in. Signposting to other agencies. Emergency meals, food, clothing, toiletries, sleeping bags etc.

MH, AH, BA, CL, FF, F, TS, SF, OL

SOUTHWARK DAY CENTRE FOR ASYLUM SEEKERS

The Copleston Centre, Copleston Rd, SE15 4AN

020 7732 0505

Tue: 12.30pm–5pm (drop-in – lunch,

advice, creche, ESOL, gardening, wellbeing); Wed: 11am–2.45pm (Baptist Ch, 121 Peckham Pk Rd, SE15 6SX); Thu: 1–5pm (St Mary Newington, Kennington Pk Rd, SE11 4JH)

Advice on housing, health, education, training and employment. Gardening club. Group therapy.

MH, AH, CL, ET, FF, MS, LF

SPIRES CENTRE

8 Tooting Bec Gdns, SW16 1RB

020 8696 0943; www.spires.org.uk/

Mon, Tue, Fri: 9–10.30am (rough sleepers); Tue: 10.30am–2pm (drop-in); Wed: 10am–midday (rough sleepers only); Thu: 9am–1pm (rough sleepers only); Mon & Fri: 10.30am–1.30pm (women's space)

Food, showers, clothing, resettlement advice, drug & alcohol support, health advice, medical and optician services and more! Contact them for adult education info and times.

AH, MS, A, DW

ST CUTHBERT'S CENTRE

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

020 7835 1389

Mon–Fri: 11.30am–3pm (internet access & wi-fi); Tue & Thu: 10.45am–12.45pm (computer skills); Mon: 11.30am–2.30pm (art & crafts); Tue: 1–3pm (knitting)

For vulnerable people in Earl's Court.

AH, AD, AC, BS, CL, C, F, IT, OL, OW, FC, DT, TS, BA

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

ST GILES' TRUST

Georgian Hse, 64–68 Camberwell Ch St,
SE5 8JB

0207 708 8000; www.stgilestrust.org.uk/

Mon–Thu: 9.30am–12.30pm
Supports ex-offenders.

AH, AD, BA, CA, ET, IT, OL

STOLL

446 Fulham Rd, SW6 1DT

020 7385 2110; www.stoll.org.uk/

Mon–Fri: 9am–5pm (closed 12.30–1.30);
Wed: 4–7pm (drop-in alt weeks)

Supported housing for ex-servicemen
and women. Support inc employment
training, advice, addiction services, and
health and wellbeing activities.

*MH, AH, AD, A, BA, CA, C, DA, DW, ET, MD, OW,
TS*

STREETS2HOMES

2a Wych Elm, Harlow, Essex CM20 1QP
01279 430011; www.streets2homes.co.uk/

Mon–Fri: 8.45am–2pm (day centre
– breakfast from 8.45); Mon–Fri: 9am–
5pm (appointments)

Social contact and access to housing
and employment advice, health
services, food & clothing, and general
guidance. Links to other agencies and
organisations. Showers, clean clothes,
food etc. Advice, support and practical
help. Ring or email streets2homes@streets2homes.co.uk for more info.

AH, AD, CL, F, MS, OL, BS

THAMES REACH (CAMDEN SPECTRUM)

Camden Spectrum, 6–8 Greenland St,
NW1 0ND

020 7267 4937

Mon–Fri: 9.30am–7pm

Helping people to find decent homes,
build supportive relationships and
lead fulfilling lives. Its vision is to
end street homelessness. Email
CamdenSpectrum@thamesreach.org.uk

AH, A, AC, BS, CL, DW, FF, IT, MS, OL, TS, LF

THAMES REACH (EMPLOYMENT ACADEMY)

29 Peckham Rd, SE5 8UA

020 7702 4260; [thamesreach.org.uk/
what-we-do/employment-academy/](http://thamesreach.org.uk/what-we-do/employment-academy/)

Mon–Fri: 9am–4pm

A range of services, activities and
accommodation projects. Their aim is
for the people they help to have decent
homes, supportive relationships and
fulfilling lives. Phone or email enquiries@
thamesreach.org.uk for info.

MH, AH, CA, ET, IT, OL, OW, TS

THE CONNECTION AT ST MARTIN IN THE FIELDS

12 Adelaide St, WC2N 4HW

020 7766 5544; www.connection-at-stmartins.org.uk/

Mon, Tue, Thu, Fri: 9am–1pm; Wed:
9am–12.30pm; Sat & Sun: 9am–1pm
(invite only)

Day and night centre, outreach for rough
sleepers, skills training and career advice,
activity programmes and specialist
support for complex needs. For people

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



aged 16+. Visit website to see their wide range of services.

MH, AH, A, AC, BA, BS, CA, CL, DW, ET, F, FC, IT, MS, MD, OW, SF

THE MANNA CENTRE

12 Melior St, SE1 3QP

020 7357 9363; www.mannasociety.org.uk/

Tue: 10am–1pm (chiropodist 1st & 3rd wks); Tue: 9.30am–midday (mental health); Wed: 10am–1pm (osteopath); Thu: 9.30am–1pm (DWP); Thu: 9.30am–1pm (health advice for refugees); Mon–Fri: 10.30am–1pm (access to computers); Mon & Fri: 9.30am–1pm (nurse); Mon & Wed: 10–11am (clothing, by ticket only); Mon: 9am–1pm (nurse) Open-access day centre open 7 days a week. Free breakfast & lunch, showers, housing & welfare advice.

MH, AH, BA, BS, CL, ET, FF, FC, MS, TS, SF

THE MANNA PROJECT

St Stephen's, 17 Canonbury Rd, N1 2DF

020 7226 5369; www.themanna.org.uk/

Tue: 7–9pm; Fri: 9–11am; Wed: 1–3pm Food, showers, laundry (£1), pool, table tennis, singing, art, poetry and gardening, alongside targeted keywork.

AH, AD, A, AC, BA, BS, BE, CA, CL, DA, FF, IT, L, MD, OL, TS, LA, EF, EO, SF, LF

THE MARGINS PROJECT

19b Compton Terrace, N1 2UN

020 7704 9050; www.unionchapel.org.uk/about-us/the-margins-project/

Mon & Wed: 11am–2pm

Hot showers, clothes, food and advice drop-in covering health, housing, money and legal issues. Also therapy, job club and English tuition.

AH, BS, DA, F, LA

THE PASSAGE

St Vincent's Centre, Carlisle Pl, SW1P 1NL

020 7592 1850; passage.org.uk/

Mon–Fri: 8am–midday & 4.30–6pm (rough sleepers), midday–2pm (lunch), 2–6pm (appointments); Sat & Sun: 9am–midday For people aged 25+.

MH, AH, A, BA, CA, CL, DW, ET, F, FC, IT, MS, TS

THE SALVATION ARMY (CHALK FARM)

10–16 Haverstock Hill, NW3 2XY

020 7485 1605; www.salvationarmy.org.uk/chalk-farm

Mon: 6–8pm

BS, F

THE SALVATION ARMY (NUMBER 10 DROP-IN CENTRE)

10 Princes St, W1B 2LH

020 7629 5424 (option 4); www.salvationarmy.org.uk/no-10-drop-centre

Mon, Tue, Fri: 10.30am–midday (advice & enquiries); Tue: 2–4pm (art, board games & drop-in); Wed: 1–4pm (advice & enquiries; employability); Wed: 5.30–8pm (dinner – two sittings); Thu: midday–4pm (lunch, advice, enquiries); Fri: 1–3pm (lunch, advice & enquiries); Tue: 9–9.45am (breakfast)

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

Speak to a member of staff to arrange an appointment.

AH, BA, CL, LF

THE TAB

Shoreditch Tabernacle Baptist Ch, 3 Godfrey Pl, E2 7NT

020 7739 3076; www.tabcentre.com/

Fri: 9am–midday

Offers support and friendship to people experiencing homelessness, and alcohol and drug addiction.

DW, F

THE VISION ORGANISATION UK

St Silas Comm Hall, Penton St, N1 9UL
07405200064; www.thevision.org.uk/services/drop-in

Wed: 7–8pm (Lincoln's Inn Fields: food, drink, hygiene goods and help); Thu: 7–9pm (drop-in: 3-course meal, clothes, books)

B, CA, CL, FF

THE WELCOME PROJECT

2 St Mary's Road, Ilford, IG1 1QX

020 8514 3283; www.healthylivingprojects.org.uk/projects/welcome-project-page.html

Tue & Thu: 10am–3pm; Wed: 9am–1.30pm; Mon: 10am–3pm (appointments only); Fri: 9am–3pm

Drop-in for homeless people, particularly rough sleepers. Support work, nurse-led clinic, counselling, ESOL & other educational sessions. Allotment, gardening, exercise and therapeutic massage. Referral through Streetlink.

ET, MS, LF

TRIUMPHANT CHURCH INTERNATIONAL

136 West Green Rd, South Tottenham, N15 5AD

020 8800 6001; www.triumphant.org.uk/community-outreach/homeless-weekly-feeding/

Sun: 11am–2pm (food bank); Wed: 7–8pm (hot meal); Sun: 9–10am (hot breakfast)

Five Loaves Food Bank by referral from Haringey agencies.

AD, CL, FF

UPPER HOLLOWAY BAPTIST CHURCH (ARCHWAY DROP-IN CENTRE)

11 Tollington Way, N7 6RG

020 7272 2104; upperhollowaybaptist.org.uk/

Mon: 10am–midday (sandwiches, soups, drinks)

Food (snacks, tea, soup, sandwiches), a change of clothes and somewhere to spend time. Some counselling, advice and information available. £1 for food.

CL, F, LF

WEBBER STREET (LONDON CITY MISSION)

6–8 Webber St, SE1 8QA

020 7928 1677; webberstreet.org/

Mon–Thu & Sat: 9am–midday

List for showers taken on Mon (1 p.w. per male guest). Short Bible talk each morning – prayer and other spiritual help offered. Closed first Wed of each month. Not step-free.

MH, BS, CL, F, MS, OL, LF

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

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NE Needle exchange

OL Outreach worker links
OW Outreach workers
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TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



WHITECHAPEL MISSION

212 Whitechapel Rd, E1 1BJ

020 7247 8280

Mon–Sun: 6–11am (cooked breakfast 8–10am); Sat: midday–2.30pm (women)

Welcoming centre open 365 days a year.

AH, A, B, BA, BS, BE, CL, C, DA, DW, F, IT, MS, OL, TS

WLM SEYMOUR PLACE

134–136 Seymour Pl, W1U 2QJ

020 7569 5900; www.wlm.org.uk/Pages/Category/wlm-seymour-place

Mon–Fri: 8.45–10am (rough sleepers' drop-in); Mon–Fri: 10–11.30am (drop-in – hostel residents join); Mon, Thu, Fri: 11.45am–12.45pm (advice – appointments); Mon & Thu: 1.30–3.30pm (drop-in for those with tenancies)

AC, BA, BS, CL, C, F, IT, LS, MS, OL, TS

WSUP (THE WEEKEND SERVICE USER PROJECT)

Woolwich Central Baptist Ch, Simmons Rd, SE18 6UX

07580322891

Sat: 10.30am–2.30pm (clothing 3rd Sat of month); Tue: 11.30am–3.30pm; Showers, laundry facilities and food. Also clothing, hairdresser, and signposting. Art therapist, board games and table tennis.

LGBT

ALBERT KENNEDY TRUST (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 because they have come out to their parents or care giver.

AH, AD, BA, DA, ET, TS

ANTIDOTE SERVICES (LONDON FRIEND)

London Friend, 86 Caledonian Rd, N1 9DN

020 7833 1674; <https://bit.ly/2YjwxIj>

Mon–Fri: 10am–6pm; Mon: 11am–1pm

(drop-in assessment for referral or confidential chat. Women workers available, 86 Caledonian Rd); Mon: 9am–midday (walk-in clinic, MSM clinic, Capper Street; Tue: 5–7pm (MSM CODE clinic, 56 Dean Street); Thu: 6–8.30pm (LGBT drop-in, 32a Wardour Street)

A drug and alcohol service targeted at the lesbian, gay, bisexual and transgender (LGBT) community.

A, C, DW, SH

BROKEN RAINBOW

0300 999 5428/0800 999 5428; www.brokenrainbow.org.uk/

Mon & Thu: 2–8pm; Wed: 10am–5pm

Support for LGBT people experiencing domestic violence. 0300 numbers are billed as 01 and 02 landline numbers and are usually included in contract and

KEY

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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

package minutes; 0800 numbers are free from landlines and include in some mobile provider inclusive minutes. Also offer online chat via the website.

AH, AD, C, MS, LA

GUYS@MARY'S

135a Praed St, W2 1BL

020 3312 3405 / 3406; www.imperial.nhs.uk/our-services/sexual-health-and-hiv/sexual-health/guys-at-marys

Free, confidential sexual health service for men who have sex with men, which provides sexual health testing and treatment for men who are experiencing symptoms and advice on PEP and PrEP. Self-referral through the online booking form.

AD, MS, OW, SH

HACKNEY RECOVERY SERVICE

110 Mare Street, E8 3SG

0300 303 2611; www.wdp.org.uk/find-us/london/hackney-0

Mon–Fri: 10am–4pm (assessment)

Service for people with problems with drugs. Drop-in, prescribing, community detox, BBV clinics, group work, key working. Self-refer or get your key worker to help you. Out-of-hours, please phone **0808 168 8669**.

ET, CA, AH, BA, C, DW, NE

LIFELINE BASIS SUBSTANCE MISUSE SERVICE

Royal Arsenal Medical Centre, 21 Arsenal Way, Woolwich SE16 6TE

020 3696 2640; lifelinebasis.org.uk/

Mon–Fri: 9am–4.30pm (later by

appointment)

A unique, free and confidential substance misuse service in Greenwich. They work with those using cannabis; cocaine and party drugs; new psychoactive substances (NPS, formerly 'legal highs') and party drugs; steroids; alcohol (non-dependent); and 'chemsex'. Good links to local social enterprises which offer training, volunteering and employment.

A, AC, DW, OL, OW, SF, LF, ET

POSITIVE EAST

159 Mile End Rd, Stepney, E1 4AQ

020 7791 2855; www.positiveeast.org.uk/

Mon–Fri: 9.30am–5.30pm; Sat: 11am–3pm (HIV testing)

Practical and emotional support and advice for people living with or affected by HIV in E London. HIV tests across London. Counselling and psychotherapy service.

MH, AD, BA, CA, C, FF, F, IT, MS, OW, SH

QUEEN MARY LEGAL ADVICE CENTRE

Legal Advice Centre, School of Law, Mile End Rd, E1 4NS

020 7882 3931; www.lac.qmul.ac.uk/

Tue: 6–8pm (appointments only; term-time only)

By appointment only; term-time only. Pink law gives free and impartial advice to the LGBT community.

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

FULL LIST
AVAILABLE ON
OUR WEBSITE



SOHO NHS WALK-IN CENTRE

1 Frith Street, W1D 3HZ

020 7534 6500; www.clch.nhs.uk/

Mon–Fri: 8am–8pm; Sat & Sun: 10am–8pm (and Bank Holidays - closed on Christmas Day)

Walk-in medical centre for healthcare, contraceptive advice, and HIV/Hep tests. If you want to go after 6pm, phone first.

MS,SH

SPECTRA CIC

St Charles Centre, Exmoor St, W10 6DZ

0800 5878302; spectra-london.org.uk/

Mon–Sun: 11am–4pm (drop-in)

Health and well-being services, including sexual health, emotional resilience and wellbeing. Outreach, social and therapeutic groups, support, health screening, counselling. Open every day for health check, HIV test, info. Daily outreach; check website for details.

MH,C,ET,OL,OW,SH

STONEWALL HOUSING

2a Leroy Hse, 536 Essex Rd, N1 3QP

020 7359 5767 (advice);

stonewallhousing.org/

Mon: 2–3.30pm (drop-in, Lighthouse Sth London, 14–15 Lower Marsh, W'loo);

Mon–Fri: 10am–5pm (advice line, 020 7359 5767, closed 1–2pm); Wed:

2–3.30pm (drop-in, Origin Housing, NW1); Fri: 2–5.30pm (drop-in, London Friend, 86 Caledonian Rd)

Specialist LGBT housing advice and support. Housing support for LGBT people in their own homes, supported housing for young LGBT people, as well as free, confidential housing advice for LGBT people of all ages.

AH,AD,LA

SWITCHBOARD LGBT

0300 330 0630; switchboard.lgbt/

Mon–Sun: 10am–10pm (switchboard open)

For LGBT+ people who have experienced hate crime, sexual violence or domestic abuse. Supports lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system. Phone, email chris@switchboard.lgbt or message them via the website. Can also help with bereavement.

LA,AD,MH

THE OUTSIDE PROJECT

020 7359 5767; lgbtiqoutside.org/the-project/

Mon–Fri: 10am–1pm (phone referrals);

Mon: 6–9pm (drop-in, 23 Castlehaven Rd NW1 8RU); Wed: 5–7pm (drop-in for trans people, 1st Wed of month, cliniQ, 56 Dean St, W1D); Wed: 2–3.30pm

(drop-in, Origin Housing, St Richards Hse, 110 Eversholt St, NW1 1BS); Fri:

2–3.30pm (drop-in, London Friend, 86 Caledonian Rd, N1 9DN); Wed:

midday–2pm (drop-in, 2nd Wed of month, Camden LGBT Forum Hub, Union Chapel, N1 2UN)

The UK's first LGBTIQ+ crisis/homeless shelter & community centre. For referral, please download the form (stonewallhousing.org/services/referral-form/), phone the Stonewall Housing Helpline (020 7359 5767) or email Michael (Michael.Nastari@stonewallhousing.org). No appointments necessary. (Pre-arranged appointments can be made for between 15.30 and 17.00)

SF