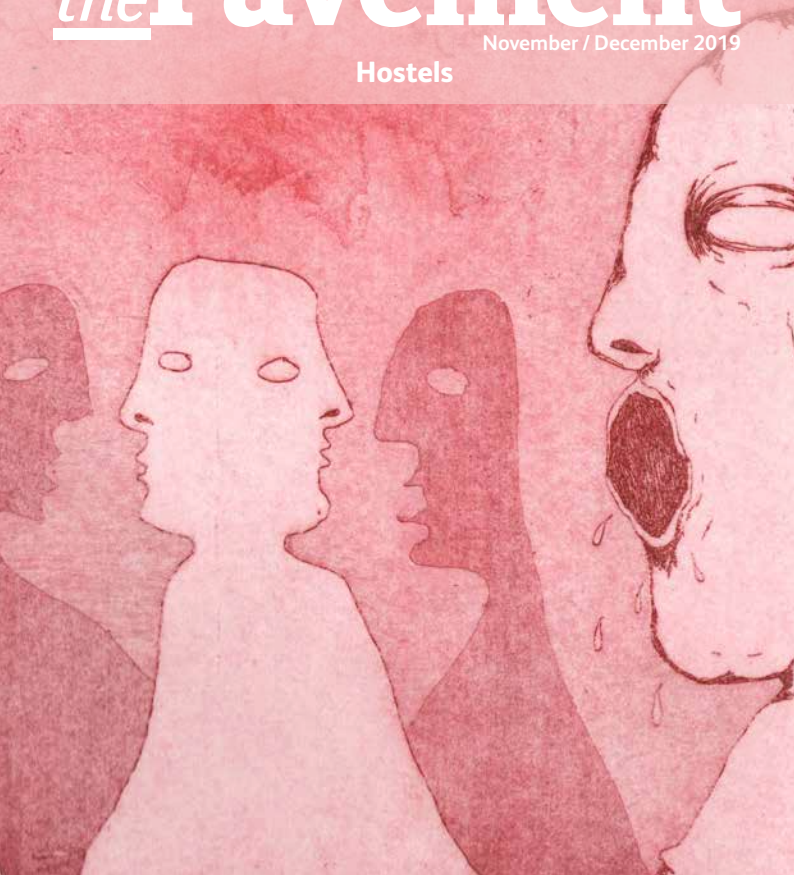


FREE
mag for
homeless
people

thePavement

November / December 2019

Hostels



Missing



Jacqueline Ullmer

Jacqueline went missing from Carrbridge in the Scottish Highlands on 31 August this year. She was 60 at the time of her disappearance.

Jacqueline, 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.



Davide Luongo

Davide has been missing from Belsize Park, London since 22 June 2018. He was 30 at the time.

Davide 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 Davide or Jacqueline, 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

Hostels

Hostels are lifesavers. But they do not suit everybody. In fact, it was the stories of hellish hostel experiences (and budget cuts) that inspired this issue of *the Pavement*. As Mat Amp on p24 says in his colourful column: "Hostels can be difficult but wherever they put you it has to be better than the street. If you're finding it difficult, ask for help and if you don't get it, ask somewhere else."

For general help finding food, recovery routes and somewhere to stay please turn to the centre pages of this mag for the list of services. Stay safe.

The Pavement team

- www.thepavement.org.uk
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Stop Press: Goodbye to our wonderful Val Stevenson who is taking a break as *the Pavement's* web editor. New web editor and the man to send services info to, for the List, is Kieran Hughes.

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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 hello to everyone at Crisis at Christmas

This winter 1,000 copies of *the Pavement* will be distributed during 23–29 December to **Crisis at Christmas**’ guests. For more information about night shelters (open from November to around April) please see the centre pages for a list of services.



Help in Hackney: Arto Maatta (right) works at the Greenhouse Walk-in Centre, which provides free housing advice and health care for single homeless people in Hackney at 19 Tudor Road, E9 (Mon-Fr, but not Wed). His advice: “For housing seek help as early as possible. Try and get your documents sorted - you’ll need ID and proof of any benefits. If you’re sleeping rough get the Streetlink outreach team to meet you.” Colleague Lisa Bellas (left) says: “At the Greenhouse we’re used to people not having ID, but you can still see the GP.” Her tip: “Don’t sleep in parks, go to the winter night shelters.”

In the centre of this mag there’s a list of services which includes winter night shelters. © *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 our readers and writers.

- www.thepavement.org.uk

Fundraisers needed

Can you fundraise or donate so we can keep providing *the Pavement* free to homeless people? A magazine that helps in 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

Grim record

The Office for National Statistics (ONS) estimates 726 homeless people died in England and Wales in 2018, the most in a single year on record. The grim figures represent a 22% rise on the number of deaths in 2017. This is also the biggest annual increase since data started being collected in 2013.

Drug related deaths increased by 55% from 2017 to 2018, by far the biggest increase among causes. Overall there were 294 deaths associated with drug abuse, with 131 of those attributed to opiate poisoning. In **Birmingham** 23 people died – this was the highest number of deaths recorded by a local authority.

PAVEMENT SAYS:

Living on the streets can be fatal. With a million people on council house waiting lists where are the homes that people need? That's why there's a growing call for the Government to start house building again. In Scotland Housing First has just passed its first milestone (see p6). While TV presenter George Clarke – who fronted C4's *Council House Scandal* - is campaigning for 100,000 new council houses to be built every year for the next 30 years.

Sign the petition on:

- www.councilhousescandal.co.uk

INVITE

Saying goodbye:

Many homeless people die far younger than they should. This is also desperately sad for their friends, support workers and family. That's why everyone is invited to remember all homeless people who have lost their lives at the **2019**

Service of Commemoration held at St Martin-in-the-Fields at 11am on Thursday 14 November.

© *Homeless Jesus* by Jack Carter, age 14.



Bad photo

Parliament has apologised to a group of people sleeping rough close to the Palace of **Westminster** in September, for taking individual photos of them while they were asleep. The photos were taken by a cleaning contractor employed by the parliamentary estate, according to the *Guardian*. A House of Commons spokesperson refused to explain why the pictures were being taken, although they did apologise for “any distress caused” adding that the practice “has been immediately stopped.”

Facing court

The Pavement reported months ago that **Glasgow** City Council (GCC) had been accused of it, now they are facing legal action over it. Shelter Scotland had raised more than £15,000 by October to fund the action, with the charity saying GCC had illegally denied people temporary accommodation. The *BBC* quoted the director of Shelter Scotland, Graeme Brown, admonishing GCC for “denying hundreds, perhaps even thousands, of people their right to a roof over their head.”

No UC evictions

Living Rent, Scotland’s Tenants Union, is launching a new Glasgow city-wide campaign calling on Housing Associations (HAs) to halt evictions arising from Universal Credit (UC) *writes Jack Hanington*. Following the Tenants Union’s summer actions against Serco and Mears Group in solidarity with 300 eviction-threatened asylum seekers and refugees, Living Rent will organise across Glasgow to pressure HAs to commit to a No UC Evictions policy. Research from the National Housing Federation showed last year that nearly three-quarters (73 %) of tenants on UC are in debt. In 2018/19, evictions of UC claimants from council houses in the UK reached an all-time high.

- www.livingrent.org

Housing firsts

In Scotland, 120 previously homeless people have now been housed under the groundbreaking Housing First program begun in 2018 *writes Jack Hanington*. The pathfinder policy aims to provide stable housing as a first step, rather than a last step, in the process of overcoming homelessness.

The Scottish Government, working with Social Bite, local authorities, third sector and housing providers, is trying to make Scotland the third country to attempt a nationwide roll out of the Housing First program. Currently it is run in **Aberdeen City, Aberdeenshire, Dundee, Edinburgh, Glasgow** and **Stirling**. By 2021, Housing First aims to provide 830 people with their own home.

- <https://social-bite.co.uk/housing-first-gas>

Starting Universal Credit?

For a short time, Citizens Advice Bureau will help anyone make an initial application for UC until they get their first payment *writes Ian Kalman*. This ends in April 2020. CAB is at some job centres for a few hours, so either check in your job centre or go to your nearest CAB. Or you can try CAB’s Help to Claim phone line. England tel: 0800 144 8444, Scotland tel: 0800 023 2581. Also see www.citizensadvice.org.uk/benefits/universal-credit/

3 Signs of Oral Cancer



A sore that
doesn't go away



Red or white
patches



Persistent pain
or **tenderness**
when swallowing

Tooth care: November is Mouth Cancer Awareness Month. Visit a dentist if you have an ulcer that hasn't healed after two weeks or you see a red/white patch in your mouth or you have pain/difficulty when swallowing.

© Gettysburgsmiles.com

Landlords' excuses

Readers of *the Pavement* will be all too familiar with the difficulties of accessing affordable housing. Our July/August 2019 issue noted Shelter's report on the rift between councils and social landlords, who weren't taking on homeless people as prospective tenants. Then in September the Chartered Institute of Housing released a report confirming that social landlords don't want homeless people as tenants. The study reveals social landlords routinely exclude homeless people from accommodation due to fears over the reliability of universal credit, unmet support needs and a presumption that prospective tenants would find themselves in rent arrears.

Manchester change

As *the Pavement* went to press, the future of two of **Manchester's** 28 homelessness charities looked uncertain. Coffee4Craig and Centrepont have run a seven-day service for homeless people for more than two years. Operating out of one building, the two charities offer evening drop-in services, hot food, showers, internet and general support. However the building, owned by Centrepont, requires urgent repairs, according to the *Manchester Evening News*. Work is scheduled to start in December and expected to last a year. The charities are keen to continue their partnership, but Coffee4Craig needs a permanent home. Its funding from Manchester city council runs until April 2020.

Bedding down

The Mayor of **Greater Manchester**, Andy Burnham, moved ahead with the second phase of his A Bed Every Night (ABEN) scheme in October. About 400 beds have been made available for emergency accommodation use. This is an increase of 100 on last year, according to *Wigan Today*.

Burnham hopes his ABEN scheme will end the need for people to sleep rough in Greater Manchester, while also providing support for homeless people in the area.

Getting Googled

News from Silicon Valley, where Google continues its research into how far the boundaries of ethics can be pushed. Their latest effort involves facial-recognition technology research carried out for them by contractor Randstad. Randstad had teams offering \$5 gift vouchers to people willing to have their faces scanned. Participants weren't told the Randstad researchers worked for Google, nor did they know their facial data was being recorded. Sources working for Randstad told the *New York Daily News* that Google had ordered researchers to target homeless people in **California**, as they were reportedly considered less likely to talk to the press, and more likely to take the vouchers and shut up.

New Hackney hostel

Dalston, **London**, is set to welcome a new hostel for homeless families. Blue Chip Trading Ltd and property developer Hezi Zakai have had plans for the purpose-built 292-room hostel approved and work will start imminently. The hostel looks set to house more than 600 people, and offer 24-hour security, as well as free wi-fi and a launderette. Rooms will come fitted with workstations too, according to the *Hackney Citizen*.

The plan has its detractors, with some councillors arguing this is not 'temporary' accommodation as tenants may stay for years in housing not fit for permanent residence. Hackney council will manage the site once work is complete.

No credit

Universal Credit (UC) has come under fire from **Tower Hamlets** council. Council officials registered 728 suspected errors in UC roll out in the London borough over an 18-month period from April 2018 to October 2019. During that time there was £215,000 in underpayments to UC users. A spokesperson for the Department for Work and Pensions (DWP) struck a defiant tone responding to the council's findings. The *Daily Mirror* reported them insisting "we (the DWP) continue to provide the best support possible to every single claimant."



Priced out: Hackney had the highest increase in property prices in the UK over the past 20 years – up by 472 %. Last year the total cost of temporary accommodation in Hackney increased from £7.2 million to £9.3 million.

© Pavement

A bad act

The Homelessness Reduction Act of 2017 (HRA) has lived an odd life. It was initially welcomed with hope, but this soon gave way to a creeping doubt. Now, two years on, an investigation by The Bureau of Investigative Journalism has outlined how it may be of no use to the people who need it most. The Bureau's *Locked Out* report shares evidence of people being denied support, told they're not really homeless and being offered impossible solutions out of their circumstances. Published in partnership with *Huff Post UK*, *Locked Out* reveals the shocking dearth of affordable housing harming HRA's effectiveness, and the inability of councils to offer advice to people experiencing homelessness. The full report is available on the Bureau's website.

• www.thebureauinvestigates.com

Things I've learnt: Connection at St Martin-in-the-Fields has set up a **Living Library** where instead of taking out a book, librarians introduce you to a real life person – with opinions. Then the two of you have a chat and share stories over a cup of tea. © Connection



Hostel life

Everyone has something to say about staying in a hostel. Here's a guide to the pros and cons by David Lawrence

When I became homeless, I discovered that there are different types of hostels which help homeless people find their own flat. There are single sex hostels (not just women only) and mixed hostels. At all the services provided vary. Mental health support is offered at the majority, plus help for substance or alcohol addiction and for those people who are considered vulnerable.

Due to austerity, funding for the homeless has been massively cut. There are approximately 20 % less hostel places than in 2010. This has made it far more difficult to get the help needed. It also means that people are being put in hostels where they do not fully fit in. This can cause clients to be held back as they may not be accepted by other clients.

In research I did with St Mungo's last year called *On your own two feet* we found out some reasons for people returning to rough sleeping was thanks to the rules and the people encountered in the hostel. Another was the pressure put on clients to change their life.

Hostels have a goal: to support the clients to make changes in their life so when they move on, they are able to keep their home. The support

Pets in hostels

Many hostels refuse to take pets, and those that do often limit numbers. The good news is that StreetVet (which gives free vet care to anyone who is homeless) is working on a scheme to help hostels accept more people's pets. www.streetvet.co.uk

St Mungo's accepts people who already have a dog or cat. Expect to sign a dog contract.

varies depending on what the client wants, but time at a hostel should be building people's self-esteem.

One disadvantage of hostel life is that it is difficult for people to leave their friends from the streets. People may also feel pressure to carry on with the problems that caused their homelessness. In the research I often heard managing perfectly well on the streets was a "Badge of Honour." Another problem is being afraid of letting go their old life, people sometimes feel there's nothing to replace their friends or their addiction. In a hostel they might be told by other clients that they cannot change. They might be verbally abused. All staff work hard to stop this, but to succeed anyone in a hostel needs to be focused on recovery.

Another disadvantage is that there need to be rules in the hostel for everyone's safety. But, this takes away the freedom many homeless

people felt on the streets.

The advantages of living in a hostel are not just about having a roof. It's a place where you learn how to manage your life, and how to use your time usefully. You may get a sense of achievement, reconnect with people and build your self-esteem. Although all these are hard without properly funded services, meaning only a handful achieve recovery.

Yes, hostels have pros and cons, but I am certain that the advantages outweigh the disadvantages. I

accept that there are times when this might be questioned, but with determination from staff, and most importantly the client, hostels are essential.

- **If you are sleeping rough or you see someone sleeping rough call Streetlink on 0300 500 0914 or go on line. Also get help from www.crisis.org.uk and www.mungos.org.uk**
- **In Scotland, call Shelter Scotland's free housing advice helpline on 0808 800 4444**



Made my own: Dean from the 999 Club in Deptford Broadway working on an upcycled chair created from an old wardrobe door with help from mentor Ellen Svenningsen. Dean's finished chair went on show at the V&A for the London Design Festival's final day in September to showcase design solutions to the climate crisis. Dean's chair makes good use of waste products, gives him the skills to make furniture for temporary accommodation and pride knowing that it will be donated to the People's Kitchen based at the Royal Docks.

© 999 Club / V&A

Hostel help

Sarah Hough finds out about the frustrations a project worker experiences trying to move clients through the hostel system

Anyone who has spent time living in a large hostel will remember those daunting first few nights; getting used to the sounds, smells and personalities of the other people sharing the space. The realities can be harsh and difficult to adapt to.

It's hard enough to cope with the institutional nature of hostel life, but trying to work in a hostel can bring problems too. My interview with a project worker from St Mungo's sheds light on the issues she faced whilst working for a homelessness charity and, ironically, becoming working homeless herself. Her name has been changed to protect her identity.

Pip worked as a project worker in a large hostel for four years. She became homeless after the houseboat she was living in became uninhabitable. "It was interesting going to work with people who assume that you've got this really nice life and having to explain that no, 'I'm actually looking for a place myself at the moment'. Some are quite shocked by that... I'm trying to sell them this idea that if you conform to society and get the job,

In a nutshell

- Hostels are only really suitable for people with support needs who are sleeping rough or referred by housing options (council).
- If you are working and do not need support, then try other temporary accommodation.
- When you're booked in, the rent comes from your housing benefit/UC
- Check how much the service and meal charges are. The writer was charged £20 a week at Lambeth assessment centre but when she went to a semi-independent hostel it dropped to £8 a week. Pay the service charge from your benefits.
- Check with your key worker what the move on process from the hostel will involve, and check how long you are expected to stay in the hostel.
- Make sure that your key worker explains all your options for your future housing.
- You should also do your own research and know your rights.

get the training then you can afford housing, but actually I couldn't."

Pip doesn't believe the hostel system works. "I've seen people come into that hostel really clean and healthy and within a matter of a few weeks, they're injecting because that's what they're surrounded by."

If service users do manage to

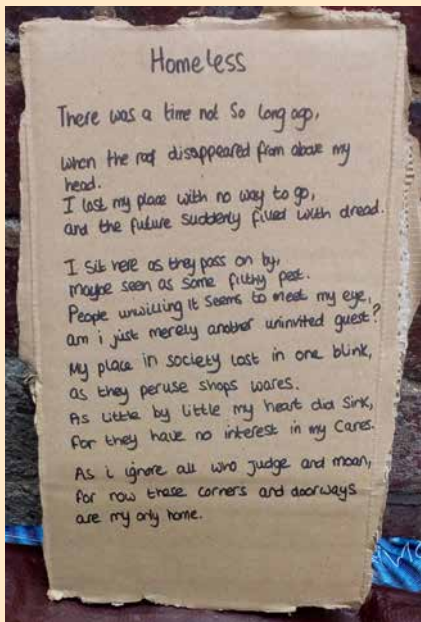
survive the hostel system, Pip refers them to a move on scheme through the council, but only after they have demonstrated they are ready for independent living and can cope independently.

Unfortunately, some people may be unable to prove a strong connection to a local area, even if they have been genuinely living there, as homeless people often go undocumented with local services.

Some of Pip's clients cannot move on due to the lack of proven area connection and they may have to remain in semi-independent housing until they can make up the time required (eg, two or three years). Pip acknowledges the frustration caused by a system that traps people in a high cost-service that is detrimental to their attempt to recover from the condition of homelessness.

Doorways: This poem was written by Peter Gregory and David Gough after their third time made homeless. The pair also write short stories inspired by their experiences. If you'd like to be published in *the Pavement* please send your ideas, words or photos to the editor, nicola@thepavement.org.uk In our first 2020 issue we're focusing on street food. © Gregory & Gough

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



Under one roof

Life in a hostel with the Singer, the Racist and the Spy, by Chris Sampson

I met some, erm, characters after almost four years living in a South London hostel. There was the tenant who decided to rip her radiator off the walls one night, flooding the flats below and leaving many of us without heating for three days.

"Of course," replied a 75-year-old tenant as if it was the most natural thing in the world when I asked if I'd heard right about him smoking crack. Silly me. The stink of crack, by the way, is horrendous; a sort of burning plastic stench. Lord knows what enjoyment anyone gets from it.

Then there was Mr Pants, so-called due to his habit of staggering to the front desk in only his Y-fronts. This was funny until he was seen on CCTV writhing naked in a corridor. There were a lot of kids at the hostel, so bye-bye Mr Pants....

Anyhoo, the main three characters at the hostel were the Singer, the Racist and the Spy.

The Singer's nickname was somewhat ironic, given his penchant for tuneless caterwauling at all hours of the night, to the accompaniment of slamming fire doors, as he wandered round the corridors, high on heroin. Only he thought his singin' was great. Sadly, he died in hospital, aged only around 30.

Supposedly, there was a zero-tolerance policy toward racism at the hostel, so why didn't the staff report The Racist's vile outbursts? "The council never do anything," they replied. And so The Racist subjected BAME staff and tenants to several more vile rants before he was finally arrested and relocated. A disgrace.

Another tenant, while being arrested after fighting with a woman (another class act, eh?), asked police "Don't you know who I am?" and assured them they'd be "sorry", as he was, "a spy for the Americans". I'd always presumed that the CIA would almost certainly insist that new recruits observe a *Fight Club*-style decree: "Don't tell anyone you're a spy", but apparently not...

The council allocated rooms without rhyme or reason; people with mobility issues were billeted on upper floors, while ground floor flats stood empty. There were innocents on the premises; women with babies and toddlers, awaiting permanent housing. There were chaotic characters, but also a spirit of generosity. People shared what little they had, be it cash, food or humour.

And despite all the problems in the hostel, there was always the knowledge of how lucky we were knowing that the so-called street homeless would love to be under our roof.

You can complain

If you are living in a hostel, or supported housing, you can complain about unacceptable behaviour.

- Every provider has a complaints process. Use that to make a complaint.
- Focus on your recovery. If people are doing things that are not OK, report them.
- When booked into a project you should be told how you can make a complaint. Remind yourself by looking at noticeboards.
- If you feel the person supporting you (eg, a key worker) is blocking you, then you can go above them and make a formal complaint to their manager. Or Google the head office number and make a complaint that way, as this will go to the right people and should be taken seriously

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



Ok to complain: Leave feedback in a suggestion box if you don't want to make an official complaint. © *Pavement*

PAVEMENT SAYS:

If something concerns you, for example if you see someone being abused or exploited, then confidentially talk to a hostel staff member who will deal with it.



"I USED TO HAVE A GROTTO"

Need to know

Generally you need to be referred to use a night shelter. Here's how:

1. Go to your council office.
2. If you are sleeping rough and need to be connected to local services you can make an alert using StreetLink. Call **0300 500 0914** or **www.streetlink.org.uk**

Tip: StreetLink staff go out at 10pm (or later) so try to stay in the place you reported yourself (even if it's raining), so that they can find you and help you move on to proper accommodation.

If you identify as **LGBTQ+** there's a high chance you may end up homeless. In London The Outside Project **www.lgbtiqoutside.org** runs a homeless crisis winter shelter. Also get help from Stonewall Housing, call **020 7359 5767**.

Quaker Homeless Action runs a **24-hour day centre** over Christmas – just turn up. It opens at 3pm on Monday 23 December at the American Church on Tottenham Court Road, W1T 4TD and closes at 10am on 30 December.

There will be hot food and drinks, clothing, entertainment, mobile library, hairdressers, a food bank, showers, and all sorts of other services and resources available. @QuakerHomeless

SCOTLAND:

In **Edinburgh** free transport to the night shelter from Waterloo Place at 9.15pm and 9.30pm every night. **Glasgow Winter Night Shelter** is open from 1 Dec – 31 March at 35 East Campbell Street.

Shut eye: We spend a third of our life asleep: where are you sleeping tonight? Outside? Inside? On cardboard? On a mat on the floor? Have you tried the night shelter camp beds?

Is there a pillow? This picture was inspired by a story from our friends at the Museum of Homelessness during the Shock to the System event to mark World Homeless Day. © *Pavement*



Hostile hell

Horrible times in a hostel reported by McGinlay. This may be upsetting.

Sometime ago, I used to work for an independent homeless outreach. Though this was rewarding, it was heart-breaking to hear some of the challenges my clients were facing. Through this outreach, I realised the varied levels of homelessness: most people's idea of it is rough sleeping but there are sofa surfers, squatters and those living in homeless hostels.

Some of my clients spoke of these places as a "living nightmare". No offence to them, but I used to think they were exaggerating. Surely hostels are meant for temporary safety and support, right?

By 2012, my own sense of security was broken, when a stalker made it unsafe for me to live at my home. I had to move out for my own safety, I was told I would only have to stay in a hostel for a few months. Those few months turned into two years and I cannot stress enough... IT WAS HELL ON EARTH.

The place was a mixed sex hostel with around 55 residents including 14 vulnerable females. All of the women were financially and sexually harassed. One ex-con said he deliberately committed petty crimes so he could go back to prison, to feel safer behind bars!

A young man, who I will call 'T',



© Jean Hendry

was seriously suicidal one evening and asked for help. The staff's attitude was blasé. They accused him of "seeking attention". Right in front of everyone, T started to slice up his left arm, over old scars. Within seconds, I couldn't see his flesh anymore, there was so much blood pouring from him. No staff called 999, nor assisted T to A&E. Neither T nor I had any travel expenses but we managed to walk to the nearest hospital. And today, that image still haunts me... I promised T I would tell his story one day.

Staff members also ate donated

Pret sandwiches reserved for residents. One so-called support worker knowing some clients had no income or benefits, said “Oh, I’ll have an extra beef sarnie, my dog likes them.”

The degree of daily neglect was taking its toll on my mental and physical health; I could stay awake for up to five days in a row due to the pressure I faced and receiving death threats or threats of rape made it worse. I felt suicidal, the repeated flashbacks on a daily basis led to a very public emotional breakdown. One amazing friend Rob, who had previously worked in mental health, intervened, as most friends by now had given up on me and didn’t know what to do. I was then diagnosed with Complex Post Traumatic Stress Disorder and eventually started therapy.

To this day, it scares the shit out of me that this hostel still stands. Since my experience, many have come forward to disclose similar experiences and have gone as far as to say “there needs to be a *Channel 4 Dispatches* type of investigation into these places. I’ve known many people go through that broken system. They go in with a handful of problems and come out the other end with more problems than they began with.

I’m still receiving therapy. Homelessness is a traumatic experience. To any reader who

Trauma recovery

Tried and tested services for mental health recovery:

- The Traumatic Stress Clinic at St Pancras Hospital, self-referrals accepted.
- Cognitive Behaviour Therapy & Schema Therapy, request through local GP, this therapy IS very intense but worth doing.
- The Trauma Focused Hypnotherapy the writer receives is private. Details from: Mariam@mb-therapy.co.uk
- Ask to be referred for therapy, which is available from some hostels

can relate to my story, my heart goes out to you and if you need therapy, I highly recommend it. I am currently receiving trauma focused hypnotherapy; it targets the trauma images I see in flashbacks. The therapy technique helps me not to get emotionally distressed when I talk about intrusive memories. Honestly speaking, I think it is the best therapy for PTSD, so readers please consider this if you feel like it might help you on your journey to healing and recovery.



What is a refuge?

Info from solacewomensaid.org

- A refuge is a safe place for women and children experiencing domestic abuse.
- Refuge addresses are confidential. Buildings have added security.
- Refuges offer short-term crisis accommodation. Expect to stay for around six months.
- A key worker supports you during your time at the refuge.
- Rent for a refuge place can be high, but your key worker will support you to apply for housing benefit to help cover costs.
- You can find a refuge space if you call Solace Advice Line on 0808 802 5565 from Monday – Friday 10am-4pm. Or for 24-hour support call the National Domestic Violence Helpline on 0808 2000 247.

- If you would like to talk to someone at **Solace** call 0808 802 5565 (Mon–Fri, 10am–4pm) or email: advice@solacewomensaid.org www.solacewomensaid.org
- Try **Respect** if you're concerned about your own, or someone else's, violent behaviour. Tel: 0808 802 4040

Safe lives

Scarlett Hanson is a rock for women fleeing domestic abuse. Interview by Rosie Roksoph

Speaking with Scarlett Hanson about her work at Solace, which offers advice and support for women experiencing domestic violence, it is immediately obvious she's in the right job.

For anyone who has ever hit the bottom and decided to seek help from an outsider, you'll know what a big leap that is. At your most vulnerable it's vital you put yourself in the hands of someone who understands what you're going through.

Pity is not the same as empathy gained through lived experience – the former often just adds injury to insult, making a person feel less normal.

It's the cycle of abuse that means those people who manage to get away before they die in an abusive relationship, are often sufficiently damaged that they never realise the potential for using their experience in a positive way.

Sadly, Scarlett's lived experience of being in an abusive relationship started when she was just 13. It lasted 14 years until she contacted Solace and was advised to leave the house and take her children to live in a refuge, similar to the one she now

works at. With that she ended the relationship and never looked back. In the years since she has grown stronger and as a result, she is a rock for women who need her.

The majority of those women have experienced sexual violence from men they are/were in a relationship with, but there are more unusual cases too. Among these was a Somali woman who came to the UK aged 10. Both parents were perpetrators; subjecting her to female genital mutilation (FGM) and other forms of sexual violence. Then there was the case of a woman who escaped a dangerous cult where she was brainwashed and groomed.

Scarlett tells me many abusive tactics are used. Perpetrators often use forms of abuse they believe they can get away with because it stops short of physical violence. These include verbal abuse; violently smashing things and threats of physical violence; violence towards animals; pressuring women into sex or jumping on them when they're asleep.

Believing what their abusers repeatedly tell them, women often feel they can't report domestic violence under such circumstances.

Many women on the street escape inclusion in statistics about domestic violence because they are picked up by gang members promising food and shelter in exchange for legitimate employment, but instead

are violently forced to work as mules, prostitutes and other illegal jobs. People traffickers use similar methods.

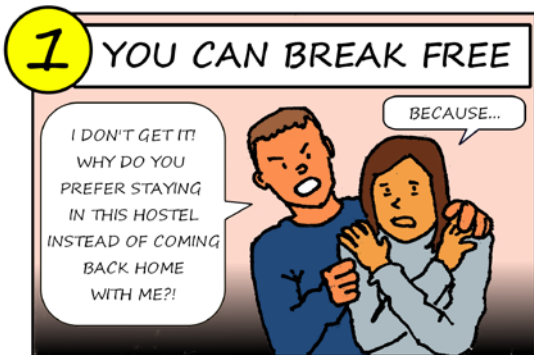
Another tactic used by abusers is to victimise themselves and pretend the abuse is the other way around. For example, in court cases where child custody is concerned there is a lot of manipulation by abusers involving social service professionals – things like bogus reports about the alleged incapacity of a parent – which leads to so-called secondary abuse where professionals disbelieve accounts by the abused party. Obviously, this can lead an already vulnerable woman to feeling helpless.

Among Scarlett's cases are women with drug and alcohol misuse issues and those with no recourse to public funds who she is supporting while they apply for British Citizenship.

Healing trauma

The root of many problems is often trauma. To recover, you will need to use a wide range of services and a holistic approach. Aim for:

- 1. Housing (ie, a place to live so that then you can work on any other issues such as alcohol and substance abuse, violence)**
- 2. Peer mentoring (a good friend)**
- 3. Personal budgets so you are in charge of your spending.**

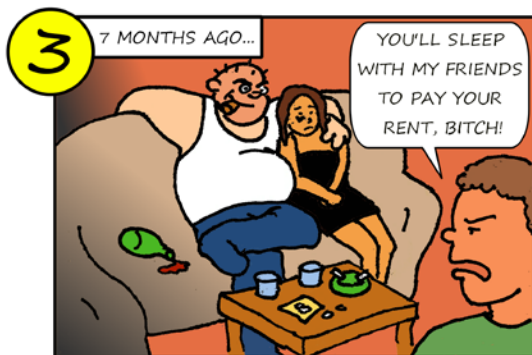


What I'm thinking

Thoughts from a woman specialising in helping sex workers

"She's not a sex worker, she's being sexually exploited. How did she get there? Is she safe? Does she have family? Children? Do they know? Does she know she's being exploited? Is her health OK? Does she want out?

"I know there'll be a certain amount of resilience. It's innate being



Comic © Ioanna-Kyriaki Toufexi

a woman. But is she being controlled? What's led her down this path? Remember there's always hope.

"There are lots of reasons women end up in a situation selling sex but always somewhere in their life they haven't been believed – either what they said, or what's happening to them.

"Women get trapped in a cycle of abuse. But you can get over trauma."

Finding yourself again

By Deputy Editor Mat Amp

"I live in a house where you can get a blow job for less than a fiver." That was the first line I wrote for *the Pavement*. At the time I was in supported accommodation in a five-bedroom house on Effra Road in Brixton, but at one point there were about 30 people using it as their primary residence. Mostly, they were using it to get high, crash and all the fun that goes with crack addiction - the shouting, screaming and stabbing.

At the time I dreaded the thought of going into a hostel. But even though I'd only been homeless for a couple of years, bouncing from the streets to shooting galleries was taking its toll on my mental and physical health. If I didn't get off the streets soon, I was going to die. I knew that.

The first step, for me at least, was the assessment centre. I was in bits at the time, a street junkie shoplifting for a fix, but I was assessed as low risk and moved into supported living in a shared house.

Despite being a converted family house with a garden it had that cold institutional feel. My first case worker was as much use as a chocolate teapot in the Sahara desert. She listened but she heard nothing. I got despondent quickly – and then things started to get really bad.

In a nutshell

- Hostels can be difficult with chaos, rules (no visitors) and a full on atmosphere.
- Expect questions at a hostel. Your answers get outcome stars.
- If you're finding it difficult, ask for help. If you don't get it, ask somewhere else.
- Cutbacks make it hard for staff too. See p12.

When one of the residents gave keys to every low-level rip-and-run crackhead within a two-mile radius of the house, in exchange for a few licks on a pipe, I was soon getting nostalgic for some good old-fashioned institutionalised sterility. It felt as if the universe was testing me 'coz all this shit kicked off for real just after I managed to get clean. It was more like a war zone than a domestic living arrangement.

It's a tsunami of emotion when you get clean and there was no relaxing in that house, not even for a minute. After you stop using, you're raw and it feels like every bit of pain and anguish in the world is being

channelled into you – unfiltered and beamed directly into your soul with a giant invisible antenna.

The trick was to survive until I got housed. And even that turned into a test when the flat I was meant to move into was cancelled due to problems with rising damp.

Eventually things got so bad that I decided to walk out of the place after two and a half years, ending my tenancy and effectively giving up my right to a flat. But instead of cutting me off, St Mungo's rehoused me in another five-bedroom house 300 yards away, and it was heaven.

At this point I had a case worker who really cared. Through her I found my way to this magazine which has led me to opportunities that have given me back a sense of purpose and a desire to live. The move on, to a one-bed Housing Association flat, soon came through, which has helped with my fight against addiction.

Although the intensity of emotion can last for up to six months or more when you stop using heroin, after a few months the pain and anguish starts to be accompanied by joy, laughter, and love. The struggle at this point is to get some perspective and not be overwhelmed by the sheer 'massiveness' of it all.

Hostels can be difficult but remember, wherever they decide to put you, it has to be better than the



Share your stories: *Pavement* loves hearing your experiences. Share in words, or on Instagram using #pavementpics. Follow us on: @pavement_magazine © *Mat Amp*

street. If you're finding it difficult, ask for help and if you don't get it, ask somewhere else. People will tell you that it's impossible to get clean in emergency accommodation but that just isn't true.

For me it was a struggle to survive, a struggle that I thought was going to kill me, but it showed me the way back to myself.



How was it?

What are your feelings about staying in hotels or night shelters? Interviews by Claire Rivers

MEET Richard:

"There are different types. The charity sector ones, which mostly run for single homeless. If they find you having relationships, you're out the door. The private sector runs differently – going into each other's rooms; people having a drink in someone else's room – they're quite happy about it. But where they do let themselves down is the buildings. I was literally in a bathroom with the bath taken out and a bed put in its place.

"I was hospitalised – there was no heating, and lots of things going on. I explained that to the doctors in the hospital, and while I was there overnight, two other residents of my hostel were admitted on the same ward as me, and they said the same thing. That's three of us out of a ward with eight beds. So, I said to the doctors 'Now do you believe me?'

"Because I had relating health issues, I went to see my GP, explained the situation to them. They issued a safeguarding arrest at the hostel. The Local Authority got involved, and within two days I was moved.

"As far as freedom of thought, freedom of expression, freedom of



Lisa © Claire Rivers

being yourself – the private sector hostel I would give it 8/10; for the voluntary sector, I would give it a 3. There are too many people involved in there who are jobsworths, saying 'You've got this problem, you've got that problem' and if you haven't got the problem, they make it up."

MEET Lisa:

"I did stay in a shelter – it was OK. All different women, and there were folding beds, and it's OK. I get on with people. I don't complain, I just put up with it.

"I do feel sorry for people. I was

In a nutshell

- Hostels aren't for everybody. See pros and cons on p10.
- Tips on life in a hostel are on most pages in this *Pavement*, see p10 onwards.
- You can complain, see how on p14.
- You can survive and move on, see p24.

reading the paper, the Middle East news. I saw these three children, and their Mum, had passed away in Syria. They were going to a shelter, but the middle girl – there were two brothers; one older and one younger – was shot in the chest. She died instantly. And the younger brother was only about 9 or 10. I just felt so sad. He's never going to get his sister back.

"I wonder what happened. I would have liked to help. See what happened – they were going to go to shelter, and she got shot in the chest, and died."

MEET David:

"Night shelters are difficult places... it's quite an angry vibe. The ones I've stayed in, they're high dependency, drink, mental health – and everyone's put in the same room so it can cause a lot of friction. It can be quite scary. This is why so many entrenched rough sleepers don't go back into night shelters.

"I stayed in a really good one.

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



Left out: One of the messages left by a homeless attendee at StreetFest 2019, see p30. © Jean Hindry

The food was great; the staff were brilliant, but it was only open seven days because it was a cold weather shelter, and then they moved me to this other shelter and it was the most awful place I've ever been into. There were people shooting up at breakfast.

"They put me into this room where someone had smeared human shit down the walls. I went 'Can't you put me into a clean room?' And they went 'We can't afford cleaners. You're gonna have to clean it yourself.' In the end, I moved out of there and moved back into my car."

Two pay cheques away?

Being a couple of pay cheques from the street isn't true for those with caring family or friends who can provide support. It's telling us something different, says Simone Hellenen, the need to destigmatise needing help

It is sometimes argued that “we are all two pay cheques away from homelessness”. This counters the idea that people are either personally responsible for their homelessness or particularly vulnerable: sinful or sick (Gowan, 2010) mad, bad or sad (Seal, 2005). Stigma plays more than a bit-part in complex stories that land people in homelessness. Perniciously, stigma helps to keep people homeless and keep the strategies we use to help fragmented, precariously funded and underfunded.

The way we think and talk about homelessness is important. The two pay cheques thinking does attack part of the problem because it emboldens people experiencing homelessness to feel “it could happen to anyone, so there is nothing especially wrong with me”. It also stops some people from pissing on people sleeping rough because “it could be me”. And it ignites a giving spirit in individuals and philanthropists who donate time and money more willingly to the

In a nutshell

- Stigma helps to keep people homeless.
- The stigmatisation of need means that people wait until a crisis before trying to access help.
- Crisis responses makes prevention far harder, if not impossible.

deserving poor.

There is a danger that two pay cheques thinking will deprioritise some social issues that DO create homelessness, and don't impact on us all equally, like inequality and poverty. I think I first heard the phrase “two pay cheques” around 2011. This may not be a coincidence as there is no doubt that since 2010 the pile-on of austerity, welfare reform, volatile employment conditions, such as zero-hour contracts, and a failing housing market has pushed many more people into a precarious position where homelessness is more likely than it was before.

But two pay cheques thinking has more in common with anti-stigmatising campaigns in mental health than anti-austerity campaigns. As Will Davies argues the “idea that one is simply ‘unwell’” might provide comfort “to people wrestling with their own depression

or anxiety”, but it simultaneously veils “more fundamental cultural, political and economic questions regarding the distribution of distress in our society” (Davies in Tyler & Slater 2018).

So, are we all two pay cheques away from homelessness? Not according to the findings of Bramley and Fitzpatrick. They propose that **“homelessness is not randomly distributed across the population”**. The odds of it occurring are to do with “individual, social and structural factors [eg, poverty], most of which are outside the control” of individuals. The authors explain that people who experience these factors and do not go on to become homeless are buffered by a range of protective factors including having a partner and being able to stay in the family home as a young adult. What’s clear is that some of us already have help in our lives.

We are all dependent and vulnerable (owing to having a physical body), but society has made not having back-up help shameful. There is this thinking that people doing well get there and stay there just because they work hard and they’re good. They might be, but they too depend on and get help. We were all babies once that needed our arses wiped and in time, we will all be old or sick and will again need our arses wiped.



Wake up: People sleeping rough are vulnerable to horrific abuse such as being urinated on by strangers
© Streets Kitchen

The ability to help (not just wiping arses) and care is golden. But because needing this sort of care is laced with stigma, the work is poorly paid and insecure instead of guaranteeing a living wage, good employment conditions and professional esteem. What’s needed are universal programmes to address income inequality, increase meaningful secure employment opportunities and provide decent affordable housing. That’s why it’s time to challenge the idea that we’re all two pay cheques from homelessness.

Simone Hellenen has just completed a PhD on engagement with help at the University of Birmingham. She worked with Groundswell for nine years. Find full book titles on the Pavement website. ■

Park life

StreetFest 2019, hosted by Give A Shift, Streets Kitchen and Jammin' for Change, is a September afternoon festival in the park for people who are homeless. Report from Jean Hindry who set up a stall for health charity Groundswell with colleague Gerry

StreetFest was organised by Haringey and Islington councils in Finsbury Park. There were various homeless charities and organisations offering advice, information and help or signpost homeless and vulnerable young people to the right service. Pets who are a great comfort to homeless people were not forgotten either, this was like a one-stop shop all in one space with a festival community feel. Under the trees there were even three music stages to entertain the visitors.

It was a chance for people to look after their mental health. It is vitally important that homeless people realise that they are entitled to a GP even if they don't have an address.

Streets Kitchen were dishing out free food and I have to say the smell wafting over from the BBQ was making me very hungry. However, volunteers and stall holders were not allowed to take advantage of the free food, and quite right too.

There were loads of clothes and shoes for homeless people to sort out to their liking, a library bus, yoga and meditation. Also proving popular was a mocktail stall, a nail bar and free haircuts.

- **For a chance to volunteer try our friends at Groundswell. The office is at St Matthew's church close to Brixton tube.**
www.groundswell.org.uk



At StreetFest Elvis lookalike (left) delighted all singing *Are you lonesome tonight?* on London's buses4homeless. Mojo (right) from Groove Groom & Grub shaved heads and beards. Here he's with Mel who does fundraising runs for Streets Kitchen. Other highlights: the BBQ, music, poetry and nail bar.

© Pavement



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.

Don't miss an issue

Want more (or less) copies of *the Pavement*?

TURN TO
CENTRE PAGES
FOR THE LIST
OF SERVICES

We distribute our little mag for a homeless readership bimonthly in London, Edinburgh and Glasgow. Mags are free, but if you'd like to make a donation (or donate a box of 100 copies for 50p a mag) tell the team.

For any distribution changes please contact:

London: Mat Amp

- london@thepavement.org.uk, tel: **07595 602 324**

Scotland: Marco Biagni

- scotland@thepavement.org.uk, text: **07701 093 643**

SERVICES NEWS FOR THE CENTRE PAGES: Please send in any info about the services you love (or offer) including correct days and times. We keep a list on our website and share in our magazine.

Listings: Kieran Hughes

- web@thepavement.org.uk

My notepad...

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

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: web@thepavement.org.uk

Updated: Oct 2019

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

London List

FOOD/SOUP RUNS

ACTON HOMELESS CONCERN

Emmaus Hse, 1 Berrymead Gardens,
W3 8AA

020 8992 5768;

actonhomelessconcern.org

Call for the times of their services.

AH, A, B, BA, CL, C, D, D, F, FC, MH

AGAPE

c/o Holy Trinity Ch, Chobham Rd,
Knaphill, Woking GU21 2SX, London
01483 824006 ; www.knaphillchurch.co.uk/agape.htm

Wed: 7.45–9.15pm (Embankment)

Soup, coffee, tea, sandwiches, biscuits.

FF

ALL SAINTS FULHAM

Pryors Bank Pavilion, Putney Bridge App,
SW6 3LA

www.allsaints-fulham.org.uk/thursdaylunches.htm

Thu: 12.30–1.45pm

Meal, fruit, yoghurt, biscuits, cakes,
bread. A warm place to meet and eat.

F, FF

AMERICAN INT'L CHURCH

79a Tottenham Ct Rd (entrance in
Whitfield St), W1T 4TD

020 7580 2791; amchurch.co.uk/soup-kitchen

Mon & Tue: 10–midday; Thu–Sat:

10am–midday

Free hot meals, clothes and toiletries.

Clothing store alternate Mons.

CL, FF

AMURT

3a Cazenove Rd, Stoke Newington,
N16 6PA
020 88064250 ; [www.amurt.org.uk/
who-we-are/amurt-uk/](http://www.amurt.org.uk/who-we-are/amurt-uk/)
Thu: 6.30–8pm (Lincoln's Inn Fields)
Vegetarian food, and music.

FF

ANCILLA SOUP KITCHEN

The Most Precious Blood & St Edmund,
115 Hertford Rd, N9 7EN

020 8804 4070; [www.facebook.
com/pages/category/Housing---
Homeless-Shelter/Ancilla-Soup-
Kitchen-1454166508210331/](http://www.facebook.com/pages/category/Housing---Homeless-Shelter/Ancilla-Soup-Kitchen-1454166508210331/)

Fri: 11am–2pm

FF

ASLAN (ALL SOULS LOCAL ACTION NETWORK)

c/o All Souls Clubhouse, 141 Cleveland
St, W1T 6QG

020 7580 3522; [www.allsouls.org/;
info@allsouls.org](http://www.allsouls.org/info@allsouls.org)

Sat: 5.30–7.45am (tea: 5.30–6.15)

Tavistock St; 6.15–6.45 Savoy Pl;
6.45–7.30 King Wm IV St; All Souls Ch
7.40–7.45); Sat: 9–midday (Webber St);

Sat: 6.30–8.30pm (invites via tea run or
All Souls.)

Step-free access via Cleveland St entry.

AC, CL, D, ET, F, FF, LF

BE ENRICHED

URC Rookstone Rd, SW17 9NQ

07397288160 ; be-enriched.org.uk

Mon: 12.30–2.30pm, 18 Hampton St,
SE1 6SN; Tue: 7–9pm, 1 Ethelburga St,

SW11 4AG; Fri: 12.30–2.30pm URC,
Rookstone Rd, SW17 9NQ
Free or pay-as-you-can meals.

F, FF

BLOOMSBURY CENTRAL BAPTIST CHURCH

235 Shaftesbury Ave, WC2H 8EP

020 7240 0544; bloombsbury.org.uk

Sun: 12.30–1.30pm (for 25 people
– tickets from 10.15); Mon–Fri: 10am–
4pm (tea, coffee, biscuits)

FF

BRIDGES

Memorial Community Ch, 389–395
Barking Rd, E13 8AL

020 7474 6603; [http://www.
bridgeshomelessupport.org.uk/](http://www.bridgeshomelessupport.org.uk/)

Sat: 8–11.30am (cooked breakfast
9–11am); Mon: 10am–2pm

NHS nurse clinics and signposting to
other support agencies.

BS, BA, CL, FF, MS, OL

CARPENTERS CAFÉ

Carpenters Est Community Hall, 17
Doran Wlk (entry Carpenters Rd),
Stratford, E15 2JL

07932 661 089; deptfordreach.org.uk

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

BS, BE, CL, D, F, FF, SF

CHRIST APOSTOLIC CHURCH (BETHEL) UK

217–23 Kingsland Rd, Hackney, E2 8AN

020 7729 4375/ 661;

cacbethel.org/dev/

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

Sat: 2–3.30pm (last Sat of month); Sun: 8–9am
Cooked Sunday breakfast and hot meal on the last Sat of the month.

FF

CHRISTIAN KITCHEN

65 Blackhorse Rd, W'stow, E17 7AS
info@christiankitchen.co.uk; www.christiankitchen.co.uk/
Mon–Sun: 7.30–8.30pm (Mission Grove car park, Walthamstow)

FF

COMMUNITY OF SANT'EGIDIO

0753 1597364; www.facebook.com/santegidiolondon
Sat: 4–4.30pm (hot drinks & sandwiches at Carmelite Priory, Pitt Street W8 4JH);
Sat: 4–6pm (last Sat of the month – 3-course meal in the Carmelite Priory)
Food, hot drinks and good company.

F, LF

COMMUNITY TABLE

Southcroft Church (Ichthus), 276 Mitcham Lane, Streatham, SW16 6NU
020 8677 0880; www.southcroft.org/
Thu: 11am–3pm
Food, clothing and a warm welcome.

BS, FF, IT

COPTIC CITY MISSION (ST MARK'S COPTIC ORTHODOX CHURCH)

Allen St, Kensington, W8 6UX
0207 937 5782; copticcitymission.com
Tue: 9–9.45pm (Spenser St, SW1E 6AA, then Strand)

FF

EALING SOUP KITCHEN

St John's Church Hall, Mattock Lane, W13 9LA
0208 840 0651;
www.havengreen.org.uk/ealingsoupkitchen.htm
Sat & Sun: 3.30–5pm (St John's Ch Room, W13 9LA); Fri: 11am–4pm (The Crypt, St John's W13 9LA; Mon: 7–9pm (Salv'n Army, 6 Leeland Rd, W13 9HH)
Practical help/housing advice. AA meetings.

AH, A, FF

EAT OR HEAT

1A Jewel Rd, E17 4QU
0800 772 0212 www.eatorheat.org
Mon, Wed, Fri: 6.30–7.30pm
Referral via referrals@eatorheat.org. Emergency free food for people suffering financial hardship.

FF

EMMANUEL CHURCH (STRATFORD)

Romford Rd/Upton Lane, E7 8BD
020 8522 1900
Thu: 8–10am (cooked breakfast)

FF

EMMANUEL PENTECOSTAL CHURCH

374 Lee High Rd, SE12 8RS
020 8852 8261; www.epchurchaog.com
Tue: 6–7.30pm (Life Bread)
Hot meal, and clothing when available.

CL, 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



FARM STREET CHURCH

114 Mount St, W1K 3AH
020 7493 7811; farmstreet.org.uk
 Mon: 8–10.30pm **Oxford St route:**
 Davies St, Bourdon St, S Molton St,
 Oxford St (S Moulton St to Oxford
 Circus), top end Regent St to Hanover
 St, Hanover Sq, New Bond St **Berkeley
 Sq route:** Berkeley Sq; Berkeley St; Green
 Pk tube; Piccadilly. **Hyde Park Corner
 route:** Mount St; Park Lane underpasses
 (Park La & Hyde Pk Corner); Shepherds
 Mkt; Curzon St.

FF

FAST58

www.fast58.org.uk/
 Fri: 8.45–11pm (Strand, nr Ryman's) &
 9.15–10.30pm (Waterloo, nr IMAX)

FF

FLOWING RIVERS FOUNDATION

37 Elizabeth Rd, Brentwood, Essex,
 CM15 9PA
07985585996;
flowingriversfoundation.org/
 Tue: 7–10pm (fellowship – Castle Green,
 Dagenham); Sun: 6.30–9.30pm (2nd &
 3rd week – Lincoln's Inn Fields)

CL, FF

GOOD SAMARIA NETWORK

12 Voyagers Cl, SE28 8QQ
0203 651 0869; www.sn-works.com/
 Sun: 6–7pm (Lincoln's Inn Fields)

FF

GREENWICH MIGRANT HUB

Woolwich Common Com Centre, Leslie
 Smith Sq, SE18 4DW
**07429031389; greenwichmigranthub.
 com**
 Tue: 10.30am–1.30pm
 Immigration, housing & domestic
 violence advice and a meal for migrants
 in Greenwich and neighbouring
 boroughs.

AH, AD, BA, FF, LA, SF

HARE KRISHNA FOOD FOR ALL

102 Caledonian Rd, N1 9DN
07946 420 827; iskconuk.com/
 Mon–Sat: 12noon–3pm (12.00: Islip
 St, Kentish Tn; 13.00: Arlington Rd/
 Inverness St, Camden; 14.25: York
 Way, King's X); Mon–Fri: 12.15–2.30pm
 (LSE & SOAS); Mon–Thu: 7.30–8.30pm
 (Lincoln's Inn Fields)
 Delicious vegetarian food.

ET, FF, IT, LF

HARVEST OF GRACE TRINITY CENTRE

John Morris Hse Com Centre, 164 St
 John's Hill, Battersea, SW11 1SW
07904302139; harvestogtc.com/
 Sat: 10am–4pm (breakfast & lunch)

FF

HAVERING ISLAMIC CENTRE

91 Waterloo Rd, Romford, RM7 0AA
01708 741 333;
haveringislamiccentre.org.uk
 Wed: 6.30–7.30pm (hot meals & drinks)

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

HOLY NATION CHURCH

PO Box 4215, Victoria, SW1E 5XH
020 7630 7987
Fri: 9–11pm (Waterloo stn)

FF

JOEL COMMUNITY SERVICES

St Peter's Ch, Rd, Kingston, KT2 6QL
0208 255 7400; joelcommunitytrust.org.uk
Tue: 8.30am–9.30am (conflict resolution); Tue: 10am–1pm (art group);
Thu: 10am–2pm ('cook and eat')

AA,AD,AC,B,BS,BE,CL,D,ET,FF,FC,IT,L,LF,LS

KALAYAAN

St Francis of Assisi Community Centre,
13 Hippodrome Place, W11
0207 243 2942; www.kalayaan.org.uk/
info@kalayaan.org.uk Please call us if
you require immediate assistance.

Mon–Fri: 10.00am–5.00pm
We provide immigration advice to
migrant domestic workers in the UK. For
advice relating to other immigration
categories, we suggest that you contact
an immigration solicitor for further
assistance.

ET,F,LA

KING'S CROSS BAPTIST CHURCH

Vernon Sq, King's Cross Rd, WC1X 9EW
020 7837 7182; Tue: 11am–1pm
kingscrossbaptistchurch.com

FF,LF

LOVE STREATHAM

Streatham United Reform Ch, 388
Streatham High Rd, SW16 6HX
www.lovestreatham.org/

Mon: 7–9pm
Food parcels.

FF

LOVE TO THE NATIONS MINISTRY

079044 44194

Sun: 4–4.30pm (alt weeks, Charing X –
phone); Wed: 7–7.30pm (hot drinks &
sandwiches, Charing X)
Meals, toiletries, clothes, sleeping bags.

FF,MS

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); Tue: 10am–midday (open
access; clothing); Mon: 1.30–3.30pm;
Fri: 10am–midday (ESOL); Tue & Fri:
1.30–3.30pm (healthy eating; kitchen
skills); Wed: 8–9am (running); Wed:
9am–midday (Women into Work;
advice); Wed: 1.30–3.30pm (Women
into Work); Thu: 9am–3pm (life
coaching); Thu & Fri: 1.30–3.30pm (IT,
reading, writing)
Female-only project. Activities for
residents and day centre users. Lift for
people with mobility problems.

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

MINISTRY OF PRAISE

46 Manor Rd, N17 0JJ
020 8808 7697; www.ministryofpraise.co.uk/
Tue: 8pm–8.30pm (Lincoln's Inn Fields)

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



MISSIONARIES OF CHARITY SOUP KITCHENS

c/o 177 Bravington Rd, W9 3AR

020 8960 2644

Mon, Tue, Wed, Fri: 4.30–5pm (Pius X Ch Hall); Sun: 3–3.30pm (Pius X); Mon–Wed & Fri: 10–10.30am (112–116 St George's Road)

FF

MUSWELL HILL CHURCHES SOUP KITCHEN

Muswell Hill Baptist Ch, 2 Dukes Ave, N10 2PT

020 8444 7027; mhbc.org.uk/

Mon–Thu: 7.45–8.45pm; Sun: 5–6pm
Two-course meal each night.

FF

NIGHTWATCH

PO Box 9576, SE23 3ZH

on.fb.me/1suz2AG

Mon–Sun: 9.30–10pm (Queen's Gdns, Croydon)

Sandwiches, hot drinks, clothes.

CL,ET,FF

NOTRE DAME CHURCH

5 Leicester Pl, WC2H 7BX

020 7440 2660

Sat: 12.30–2.30pm; Mon & Thu: 11am–4pm (refugees)

Sandwiches from ground floor Maison Pierre Chanel, 16 Leicester Sq.

FF

OPEN DOOR MEAL

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 James (Less Parish Ctr) SW1V 2PT
020 7630 6282; www.sjtl.org/
getinvolved/open-door-meal/
Fri: 7–9pm (2nd and 4th wks of month.)

FF

ORDER OF MALTA SOUP KITCHEN

Crypt of St James's Spanish Place Ch,
22 George St, W1U 3QY
Thu: 7.45–9pm; Thu: 7.30–9pm (café,
St James's, Spanish Pl, W1U 3QY); Wed:
6.15–7.45am (breakfast, Challoner Rm,
24 Golden Sq W1F 9JR)

CL,F,FF

OUR LADY OF HAL

165 Arlington Rd, Camden Tn, NW1 7EX
020 7485 2727; parish.rcdow.org.uk/
camdentown/

Tue, Wed, Fri, Sat: 12.45–2pm

FF

POSITIVE EAST

159 Mile End Rd, Stepney, E1 4AQ
020 7791 2855; positiveeast.org.uk
Mon–Fri: 9.30am–5.30pm; Sat: 11am–
3pm (HIV testing only)
For people living with or affected by HIV
in E London. Free HIV tests.

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

REMAR ASSOCIATION UK

847 High Rd, Leytonstone, E11 1HH
020 8539 0452; www.remar.uk.com/
Wed: 7.30–8.30pm (William IV St)
Offers help to people suffering from
drug or alcoholic addiction. 24-hour
helpline: 0791 758 5056

A,D,FF

ROYAL CONNECTIONS

The Hub Studios, 90 Monier Rd (off Wick Lane), Bow, E3 2ND
0300 111 1111; royalconnections.org.uk

Sun: 4–6pm (hot meal on 4th Sun of the month)

AH, B, CA, D, ET, FF, LA, MS

SADHU VASWANI CENTRE

25 Cricklewood La, NW2 1HP
0844 500 1744; sadhuvaswaniuk.com
Wed: 8–8.30pm (Lincoln's Inn Fields)
Indian food, drinks, chocolates and fruit.

FF

SALLY'S KITCHEN

Salvation Army Hall, Southwell Gr, Leytonstone, E11 4PP
07944281485; on.fb.me/1J1HkcP
Tue: 12–1.30pm

FF

SEVENTH DAY ADVENTIST CHURCH (STOKE NEWINGTON)

Yoakley Rd, N16 0BD
020 8800 8422; stokeysdachurch.org.uk
Wed: 12.15–1.30pm (drop-in); Sun: 7–7.30pm (Lincoln's Inn Fields)

FF

SILOAM COMMUNITY SERVICES

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

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

SIMON COMMUNITY (HOUSE OF HOSPITALITY)

129 Malden Rd, Kentish Tn, NW5 4HS
020 7485 6639; simoncommunity.org.uk
Sat & Sun: 1–3pm (street cafe: St Giles, nr Centrepont); Mon–Fri: 7.15–8.30am (7.15 Arundel St; 7.30 Burleigh St; 7.50 Covent Gdn); Thu: 8.15–10.30pm (Duke's Rd/Euston; Temple; under W'loo Br, behind NT)
Clothing from cafe when available.

C, FF

ST ANDREW'S CHURCH

Star Centre, Greyhound Rd, W14 9SX
07956 587176; standrewsfulham.com
Sat: 8am–12.30pm
Three-course meal; sandwiches to take away; showers; clothing; fortnightly medical attention.

CL, FF

ST ANNE'S DROP-IN KITCHEN

Ch Hall, Hemsworth St, N1 6TS
07847 761 361
Sat: 5–7pm

FF

ST IGNATIUS'S CHURCH

Sat: 7.30–8.15pm (Lincoln's Inn Fields)

FF

ST JAMES CONFERENCE OF SOCIETY OF ST VINCENT DE PAUL

St James Catholic Ch, George St, W1U 3QY
www.svp.org.uk/soup-runs
Tue & Fri: 7.45–8.15pm (Lincoln's Inn Fields)

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



ST JOHN THE EVANGELIST

39 Duncan Terr, Islington, N1 8AL
020 7226 3277; parish.rcdow.org.uk/islington/
Tue–Sat: 12.30–1.30pm
FF

ST JOHN VIANNEY CATHOLIC CHURCH

4 Vincent Rd, N15 3QH
020 8888 5518; parish.rcdow.org.uk/westgreen/
Sat: 5.30–6pm (Temple)
CL, FF

ST JOHN'S SOUP KITCHEN

St John the Evangelist, Brownswood Pk,
Gloucester Dr, N4 2LW
www.sjebp.com/soup-kitchen.html
Tue: 7.30–9.15pm (advice 1st Tue of month)
Vegetarian meal.
FF

ST MONICA'S CHURCH

1 Stonard Rd, Palmers Grn, N13 4DJ
020 8886 9568; <http://www.stmonica.co.uk/Contactus.htm>
Tue: 8.15–8.45pm (Temple)
FF

ST PATRICK'S OPEN HOUSE

21a Soho Square, W1D 4NR
020 7437 2010; <http://stpattricksoho.org/outreach/open-house/>
Org & Thu: 7–9pm (registration 6.30);
Sun: 6–8pm (film club, 1st Sun of month)
FF

ST THOMAS OF CANTERBURY CHURCH

Wed: 9–9.30pm (2nd and last of the month, Lincoln's Inn Fields)
www.stthomaswoodford.org
FF, CL

STREET SOULS

143 Lee Rd, SE3 9DJ
020 852 0467; en-gb.facebook.com/streetsoulshomeless/
Fri: 8–9pm (St Stephen's, Rochester Row, and W'minster Cathedral. In months with 5th week, Cathedral only)
Hot meals, sandwiches, drinks. Biscuits, cakes etc. Toiletries, sleeping bags etc.
CL, FF

STREETLYTES

Dalgarno Comm Centre, 1 Webb Cl, W10 5QB
020 7603 7956; www.streetlytes.org/
Mon: 6–9pm (St Stephen's Ch)
Open to anyone who is homeless or can't afford to pay for food and housing.
AH, AD, A, BE, CL, D, FF, OL, OW

SUFRA NW LONDON

160 Pitfield Way, Stonebridge, Middx NW10 0PW
0203 441 1335; www.sufra-nwlondon.org.uk/
Wed & Sun: midday–3pm (food bank, referral from Brent Council and other orgs); Wed & Sun: 10am–2pm (Growing Club); Mon–Sun: 10am–6pm (office open); Fri: 6–8.30pm (vegetarian meal)
Food bank & community kitchen. Phone or visit.
AD, BE, BA, CL, ET, FF



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TEEN CHALLENGE LONDON

Wilkerson Hse, Uphall Rd, Ilford, IG1 2JJ
020 8553 3338;

www.tclondon.org.uk/

Mon: 9–11pm (Whitechapel); Tue:
9–11.30pm (Hackney); Thu: 9–10.30pm
(Ealing); Wed: 9–11.30pm (Brixton); Sat:
9–11.30pm Stratford Central Baptist Ch;
Fri: 9–11.30pm (Waterloo stn)
Hot food and drinks.

FF, OW

THE CABIN

St Gabriel's Comm Centre, 21 Hatchard
Rd, N19 4NG

020 7272 8195

Mon–Sun: 8.30–9.30am; Thu: noon–
1pm

FF

THE HUB

101a Pears Rd, Hounslow, TW3 1SS

020 8569 5359; www.cccwl.co.uk/

Tue & Thu: 10am–midday (drop-in)

Low-cost coffee and tea.

F

THE MANNA PROJECT

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

020 7226 5369; themanna.org.uk

Tue: 7–9pm; Fri: 9–11am; Wed: 1–3pm

Food, showers, laundry (£1), activities,
alongside targeted keywork.

*AS, AD, A, AC, BS, BE, BA, CA, CL, FF, IT, L, LA, LF,
MD, OL, SF, TS*

THE MANNA CENTRE

12 Melior St, SE1 3QP

020 7357 9363; www.mannasociety.org.uk

Thu: 9.30am–1pm (health advice for
refugees); Mon–Fri: 10.30am–1pm
(computers); Mon & Wed: 10–11am
(clothing, ticket only); Tue: 10am–1pm
(chiropodist 1st & 3rd wks); Tue: 9.30–
12noon (mental health); Wed: 10am–
1pm (osteopath); Thu: 9.30am–1pm
(DWP surgery); Sun: 10.30–11.30am
(clothing, 2nd, 3rd & last of month, Oct–
May); Mon: 9am–1pm (nurse); Mon &
Fri: 9.30am–1pm (nurse)

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

THE PENGE RUN

Sat: 8pm–8.30pm (2nd week of month,
Tothill St); Sat: 10.15–10.45pm (2nd
week of month, Lincoln's Inn)

CL, FF

THE SWISS CHURCH

79 Endell St, WC2H 9DY

020 7836 1418; swisschurchlondon.org.uk/community/local-community

Tue: 8–10am (breakfast on the steps)

FF

THE VISION ORGANISATION UK

St Silas Comm Hall, Penton St, N1 9UL

07405200064; www.thevision.org.uk/

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

B, CA, CL, FF

TREM (PLACE OF OUR SANCTUARY)

84 Lillie Rd, Fulham, SW6 1TL
0207 381 5366; tremfulham.org.uk
 Sat: 2–4.30pm (1st Sat of month)
CA, FF

TRIUMPHANT CHURCH INTERNATIONAL

136 West Green Rd, S Tottenham, N15 5AD
020 8800 6001;
<https://bit.ly/2E8cgM7>
 Sun: 11am–2pm (food bank); Wed:
 7–8pm (meal); Sun: 9–10am (breakfast)
 Food bank by referral from Haringey
 agencies.
AD, CL, FF

UCHARITY

020 3642 6868; www.uchar.org.uk/
 Mon: 9–11pm (9–10, Waterloo nr
 Imax; 10.15–11.15, Strand nr Charing
 X station)
FF

URBAN TABLE

The Round Chapel (Clapton Park URC),
 Powerscroft Rd, E5 OPU
020 8533 9676; web.theroundchapel.org.uk/community/urban-table
 Sun: 2.30–4pm
FF

VICTORY INTERNATIONAL CHURCH

77 Coburg Rd, Wood Green, N22 6UB
020 8617 1715; vicintchurch.org.uk/
 Wed: 12–1pm
FF

WALTHAM FOREST FEET ON THE STREETS

07448633694;
 Outreach group in Waltham Forest. For
 support with appointments or to find
 out when their next soup run is, ring or
 email feetonthestreets@hotmail.com.
FF

WYCOMBE & MARLOW GROUP

Lincoln's Inn Fields
 Tue: 8.15–8.45pm
FF, CL

WINTER SHELTERS

We will update our full List at
THEPAVEMENT.ORG.UK/SERVICES as
 soon as we get more information.

999 CLUB (DEPTFORD CENTRE)

21 Deptford Bdwy, SE8 4PA
<http://999club.org/our-services/>; **020 8694 5797**

Winter shelter: Oct to 31Mar, 8pm–8am
 Referrals via agencies of the 999 Club
 Gateway Centre. 18+, dry, 25 spaces.
MH, AH, AD, A, AC, B, BA, BS, CA, D, ET, FC, IT, L, MS, TS, LA

BROMLEY WINTER NIGHT SHELTER

<https://bromleyshelter.weebly.com/>;
bromleyshelter@gmail.com
 21 Nov to 15 Mar, 7pm–9am (closed
 Crisis, 23–30 Dec. A further shelter
 opens on 30 Dec.) Contact Bromley
 Council Homelessness Team for local
 connection, or shelter for other spaces.
AH, F

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



C4WS HOMELESS PROJECT NIGHT SHELTER

Camden

c4wshomelessproject.org/

6 Nov to 7 Apr: 7.30pm-9am

Referrals only from agencies inc. London Jesus Centre and Irish Centre.

AH, BA, CA, ET, FF, LF, OL

CARIS ISLINGTON CHURCHES COLD WEATHER SHELTER

www.carisislington.org/

Jan to Mar, 7:30pm-8:30am

Food, showers and a safe place to sleep.

Phone after completing and emailing

a 1-page registration form to iccws@hotmail.co.uk. 15 guests; 18+, dry.

AD, BS, BE, CL, FF, F, IT, L, OL

CROYDON CHURCHES FLOATING SHELTER

croydonfloatingshelter.org

01 November

to March

(not during Crisis Christmas),

7.30pm-8am (will close late March but date not finalised)

Referrals from local agencies via

Croydon Reach (020 7870 8855),

Croydon SNAP Team (020 8760 5498),

Crisis Skylight (020 3848 1700) and

Turnaround (020 8760 5530).

Agencies should phone

8am-4pm to check vacancies.

14 bed spaces.

AH, F

CRISIS AT CHRISTMAS

66 Commercial St, E1 6LT

0300 636 1967; www.crisis.org.uk

23 to 29 December,

Monday 11am-9pm

Tuesday to Sunday 9am-9pm

Crisis at Christmas provides food, good cheer and great company. One-to-one advice to find your way out of homelessness.

Day Centre addresses (23 – 29

December only: North London Day

Centre (Westminster Kingsway College,

211 Grays Inn Row, WC1X 8RA), East

London Day Centre (The City Academy,

Hackney, Homerton Row, E9 6EA),

West London Day Centre (Kensington

Aldridge Academy, 1 Silchester Road,

W10 6EX), South London Centre (City

of London Academy, Lynton Road,

SE1 5LA), and Croydon Centre (Harris

Invictus Academy Croydon, 88 London

Road, CR0 2TB)

AH, AD, BS, BE, CL, D, ET, FF, IT, LF, OL

EALING CHURCHES WINTER NIGHT SHELTER

<http://www.ecwns.org.uk/home/>

25 Nov to 31 Mar, 7:30pm-8:30am

Referrals only via St Mungo's outreach

team, Streetlink (0300 500 0914),

Acton Homeless Concern (020 8992

5768) or Ealing Soup Kitchen (020 8566

3507 x7). Ealing Foodbank (020 8840

9428). Soup Kitchen (020 8566 3507

x7). 14 bed spaces.

AH, AD, BA, OL

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

FINCHLEY CHURCHES WINTER SHELTER

www.habcentre.org

Oct to Mar, 8pm-8am

Referrals from HAB, 36B Woodhouse Rd, N12 0RG; 020 8446 8400. 15 beds, 18+, mixed, dry.

FF, AH

FOREST CHURCHES EMERGENCY NIGHT SHELTER

<http://forestnightshelter.org.uk/>

1 Nov to 31 Mar, 8pm-7.30am

18+; mixed; dry; 30 spaces. Separate area for women. 18+ with a Waltham Forest connection. Phone 07739 870 411 before 3.00pm. We also accept self referrals and that is by calling 07739870411 Mon-Fri or visit St Mungo's Hub or Waltham Forest Housing Services for referral.

AH, BS, FF

GLASS DOOR HOMELESS CHARITY

155a Kings Road, Chelsea SW3 5TX
glassdoor.org.uk; 9am-5pm main office

Winter shelter: 4 Nov to 5 Apr, 8pm-8am (come to the day centre or phone to check vacancies)

Glass Door runs London's largest emergency winter night shelter, providing men and women a safe, warm place to sleep from November to April. Individuals affected by homelessness also access advice, food, showers and laundry facilities year-round from drop-in day centres that work in partnership with the charity.

Mon, Tue, Thu: 9am-2pm (Chelsea

Methodist Church); Wed: 9am-2pm (St Augustine's); Mon-Fri: midday-3pm (Ace of Clubs); Mon-Thu: 9:00-11am (Vineyard Community Centre); Tue: 12.30-3pm (The Yard, Putney)
Advice, food, showers and laundry facilities year-round. Lunch upstairs but staff or volunteers bring meals downstairs to those with limited mobility.

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

GROWTH (TOWER HAMLETS)

302 The Highway, Shadwell E1W 3DH

<http://thisisgrowth.org/>

1 Oct to 30 April, 7pm-7am

GrowTH is a partnership of churches opening its doors to those homeless in Tower Hamlets. Emergency night shelter providing immediate shelter for homeless men and women.

Referrals made by agencies in Tower Hamlets (<http://thisisgrowth.org/referrals/>) Crisis, Whitechapel Mission, Praxis, Providence Row, Health E1, Spitalfields Crypt Trust, Look Ahead Low support, 15 spaces, 28 nights max, men and women.

AH, AD, FF, F

HACKNEY WINTER NIGHT SHELTER

<http://www.hwns.org.uk/>

1 Nov to 30 Mar (dates TBC), 7:30pm-8am (6.30pm Suns. Closed during Crisis) Mixed; beds for 25 (area for women); dry. Last admission 8.30pm. Agency referrals only - leave message if voicemail.

AH, AD, C, FF, OL, 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



HILLINGDON WINTER NIGHT SHELTERS

07525 593 227; or HillingdonShelter@munigosbroadway.org.uk

21 Jan to 3 Mar, 6pm-8am

18+, men only, beds for 5, agency- or self-referral, dry.

AH, FF

JOEL NIGHT SHELTER

KCAH, St Peter's Ch Hall, London Rd, KT2

6QL joelcommunitytrust.org.uk/

1 Feb to 14 Mar, 7pm-9am

Referrals primarily via KCAH (020 8255 7400), which is next door.

AH, AD, AC, B, BS, B, CL, ET, FF, FC, IT, L, LF, LS, TS

MERTON WINTER NIGHT SHELTER

YMCA LSW Wimbledon, 200 The

Broadway, SW19 1RY

[https://ymcastpaulsgroup.org/](https://ymcastpaulsgroup.org/home/our-services/accommodation/winter-night-shelters/)

[home/our-services/accommodation/winter-night-shelters/](https://ymcastpaulsgroup.org/home/our-services/accommodation/winter-night-shelters/); nightshelter@ymcaspg.org

Dec to Mar, 6.30pm-8.30am

Self- & agency referrals, most from Faith in Action Homeless Project. Referral form: <https://bit.ly/2OMyusa>. 18+, dry, mixed, 12 spaces.

FF, F

NEWWAY PROJECT (NEWHAM)

Bonny Downs Baptist Church, Darwell Cl, E6 6BT

www.newwayproject.org

Oct to 30 April, 7.30pm-8.30am

Referral-only winter night shelter and year-round NEWday centre for

homeless people in Newham, with extended Advocacy services and life-skills workshops.

Office hours: Monday to Sunday, 9am-2:30pm. mixed; 15 spaces.

AH, AD, A, DA, D, FF, L, TS

QUAKER OPEN CHRISTMAS

The American Church, 79A Tottenham Court Rd, W1T 4TD

<https://www.qha.org.uk/quaker-christmas-shelter/>

23 Dec to 2 Jan, open 24 hours

AH, AD, A, AC, B, BA, BS, B, CL, D, FF, FC, LF, MS, NE, OL, OW, SH

ROBES PROJECT (SOUTHWARK & LAMBETH)

robes.org.uk/

5 Nov to 14 Apr, 7pm-8am (closed Crisis, 23-30 Dec)

Referrals ONLY through Manna Soc, Spires, Ace of Clubs, Webber St Day Centre, Crisis, Southwark Day Centre for Asylum Seekers, Southwark SPOT, Lambeth SST, Big Issue, Shelter. 18+, 35 bed spaces, low support needs.

AH, AD, BA, BS, B, FF

SIMON COMMUNITY

129 Malden Road, Kentish Town NW5

4HS www.simoncommunity.org.uk

1 Jan to 31 Mar, 7pm-8am; Mon, Wed,

Referral via Simon Community outreach services and Quaker Homeless Action.

FF, CL

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

THE HAVEN

KCAH, St Peter's Church Hall, London Rd,
Kingston upon Thames KT1 1SU
www.kcah.org.uk

24 Sept to Feb, 8pm-7:30am (John
Bunyan Baptist Church, 26 Cromwell Rd,
KT2 6RE & Everyday Church, 46 Union
St, KT1 1RP)

18+, mixed, beds for 12 (separate area
for women), agency or self-referral, dry.

AH, AD, FF

THE SALVATION ARMY REDBRIDGE COLD WEATHER SHELTER

www.salvationarmy.org.uk/
c/o Salvation Army, St Mary's Rd, Ilford
IG1 1QX

07 Dec to 07 Mar, 8pm-7am
Referrals (verified rough sleepers) via
Welcome Project, Ilford: 0208 514 3283.
28 bed spaces. no readmission.

FF, F

THE SHELTER PROJECT (HOUNSLOW)

<http://www.tsph.org/>

Dec to Mar, 8pm-7:30am
Age 18+; men only; 14 spaces. Referral
via Partnership Hounslow, Refugee
Action, Street Legal West, Olive Branch
Homeless Drop-in Hounslow. Office
10am-5pm.

AH, FF, F

TOGETHER IN BARNET WINTER SHELTER

HAB, 36b Woodhouse Rd, N12 0RG
<https://www.barnetparishchurch.org>.

uk/winter-shelter.php

03 Oct to Feb, 7.30pm-8.30am
Age 18+ mixed; Beds for 15; Dry.
Referral via HAB (020 8446 8400).
Doors close 10pm. No drugs/alcohol/
violence.

AH, FF

WESTMINSTER CHURCHES AND SYNAGOGUE WINTER SHELTERS

c/o W London Day Centre 134-136
Seymour Pl, W1H 1NT

03 Oct to 30 May, 7pm-7.30am
25+; dry; mixed; 15 spaces (separate
area for women). Referral W London
Day Centre only.

AH, FF

NIGHT SHELTERS

ASHFORD PLACE ASMT CENTRE

60 Ashford Road, Cricklewood NW2 6TU
020 8208 8590

Monday-Thursday: 9:30am-5pm;
Friday: 10:30am-5pm;
Shelter: 01 January to 31 December
Wednesday: 2pm-4pm (drop-in.
Referrals taken only 9am-5pm);
<https://www.ashfordplace.org.uk/>
Rough sleeping outreach, support,
health and wellbeing, alcohol and
drugs treatment. You are welcome to
visit to make an appointment. Night
shelter for single people in Brent open
365 days: for referral, phone
020 8208 8595.

MH, AH, A, AC, BA, BS, CA, CL, C, DA, DW, ET, F,
IT, L, MS, MD, OW, TS, LF

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



CARITAS ANCHOR HOUSE

81 Barking Rd, Canning Town E16 4HB
0207 476 6062

www.caritasanchorhouse.org.uk/

Accommodation and services.

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

CATALYST NIGHT SHELTER (HOPE 4 HAVERING)

01708226972; 07488915305

Monday-Sunday: 6pm-8:15am;

<https://www.hope4havering.org/catalyst-night-shelter/>

Year-round night shelter for 20 people, 18+. Self-referrals and agency referrals, inc prison and probation services.

F, AH

EMMAUS GREENWICH

226 Elmley Street, SE18 7NN

020 8854 3426

Monday-Friday: 10am-6pm

Accommodation for people aged 20-60 with low support needs who are willing to work as volunteers in our recycling project. Can accept ex-offenders. Priority to those with a local connection.

CA, ET

HOLY TRINITY BROMPTON

Queen's Gate (St Augustin's), SW7 5LP

020 7590 8248

Wednesday & Friday: 8am-2pm day shelter. <https://www.htb.org/>

Safe, non-judgmental place where all are welcome. Food, advice, friendship and practical support. Hot breakfast, coffee bar. Counselling, welfare advice, alcohol and drug support through partner organisations, which include GlassDoor caseworkers and CGL Addiction Specialists.

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

MISSIONARIES OF CHARITY

112-116 St George's Road

Waterloo

SE1 6EU

020 7620 1504

Friday-Wednesday: 9am-11am;

Ring first, aged 25+ Health clinic alternate Tuesdays. Twice weekly AA meeting. Nurse, mental health team and optician visits.

MH, AH, A, FF

THE CONNECTION AT ST MARTIN IN THE FIELDS

12 Adelaide Street, WC2N 4HW

020 7766 5544

Monday, Tuesday, Thursday, Friday:

9am-1pm; Wednesday: 9am-12:30pm;

Saturday & Sunday: 9am-1pm (invite only);

<https://www.connection-at-stmartins.org.uk/>

Day and night centre, outreach for rough sleepers, training, career advice, activity programmes

AC, BS, CA, CL, DW, ET, F, FC, IT, MS, MD, OW, SF

THE SALVATION ARMY (SOUTHWARK)

1 Princess Street, Southwark, SE1 6HH

020 7928 7136

Wednesday: 10:30am-1pm (drop-

in – shower and hot meal for up to 30

people); Tuesday: 10:30am-2pm

(advice – ring bell at side of building);

Thursday: 10:30am-2pm (advice appointments – housing, benefits, CV writing);

AH, BA, BS, DA, FF, IT, OL, TS