

An abstract, colorful background featuring a face-like shape in profile, composed of swirling, blended colors like orange, yellow, green, and blue. Below the face, there are broad, curved bands of color, including red, orange, yellow, and green, resembling a rainbow or a stylized landscape.

the Pavement

The free magazine for homeless people

May – June 2021

Issue 132: Access to Healthcare

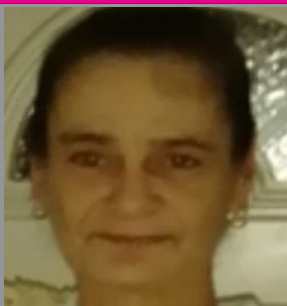
Missing



Kevin Fasting

Kevin went missing from Liverpool, Merseyside on 21 November 2003. He was 49 at the time.

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



Carol Mighall

Carol has been missing from Birkenhead, Merseyside since 5 January 2021. She was 51 at the time of her disappearance.

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

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

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

Free and confidential.

**missing
people**

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

A lifeline when someone disappears

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

Cover: Thank you to Glasgow-based artist *James Gray* for our fantastic cover art. James started his art career in a day centre when he was experiencing homelessness. Follow James on Instagram at **@graymosaic**
© *James Gray*

The Pavement magazine

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- facebook.com/thepavementmag
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TURN TO PAGES A – P
FOR THE LIST OF SERVICES

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Vaccine talk: Streets Kitchen founder Jon Glackin receiving his Covid-19 vaccine.

A GP in London led the way (see Vaccine programme story, p6), Wales was ambitious, and England lagged behind. But by late April the Covid-19 vaccination rollout among the homeless population, and among people working in the homeless community, was well under way. At the start of the year, Homeless Link mobilised and called on vaccines for homelessness workers, as well as people experiencing homelessness. *The Pavement* is glad to see homeless people and homelessness workers (see Streets Kitchen founder Jon Glackin pictured above) prioritised for vaccination. If you're still awaiting your jab, or are questioning whether you want one, find information about the vaccination, courtesy of Groundswell, on p20.
© Streets Kitchen

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

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

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

Help needed

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

A big thank you to our readers and writers.

• editor@thepavement.org.uk

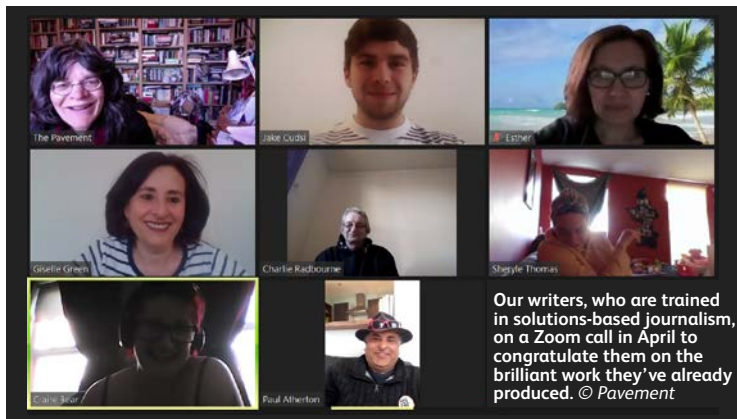
Telling it like it is

This issue has seen a takeover by our solutions journalism trainees focusing on access to health. The project, funded by the European Journalism Centre and organised in part with our friends at health charity Groundswell, saw 12 people with experience of homelessness join a unique training programme run by solutions journalism specialist, Giselle Green. The six-week training (between December 2020 – February 2021) has enabled us to share high-quality writing from our trainees in issues 131 and 132 and we hope future issues too. Writing is a muscle, but writing about your own experience, especially the trauma of homelessness, requires bravery and skill.

You start with the five Ws – who, what, where, when, why – and then, as trainer Giselle Green explains, you ask a sixth W – what next? In this issue, this takes us from the challenge of finding a GP who will treat asylum seekers; via outreach at a pop-up shower to the need for a friend and advocate in A&E. We are very proud of the quality of this work and hope it will help our readers tackle their health challenges too. Thank you to everyone involved.

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

Stay safe, *the Pavement team*





Living in the past

In the six months between the start of April and the end of September last year, police in **England** and **Wales** used the ancient, draconian Vagrancy Act to make 361 charges leading to court hearings, reports *HuffPost UK*. The Vagrancy Act was introduced in 1824, and as our older readers may remember, it seemed harsh then. Sections 3 and 4 of the act prohibit “begging” and “lodging in... the open air, or under a tent”. The UK government vowed a review of the law back in 2018, but that’s ancient history. No comment on the progress of the review, nor any changes (or abolishment), have been made. Crisis called the charges “inhumane”.

Peter, the first tenant housed as part of the Riverside Next Steps Accommodation Programme, pictured in his new home.

© Riverside

Vaccine programme

Dr Anil Mehta is on a mission to vaccinate homeless people in east **London** against Covid-19. Homeless people were not included in the highest priority category, as the UK stepped up inoculating people at the start of the year. Mehta told the *Associated Press* he was moved to act, forming a small team of doctors and nurses to offer free jabs at homeless day centres and night shelters. In one week in late February, Mehta and his team provided vaccine jabs to more than 200 homeless people and social care workers.

Address issues

HSBC is offering a bank account to people without a permanent home address with its No Fixed Address service. It operates in over 100 branches around the UK, and people can access this scheme by using the address of the charity supporting them and being accompanied by a caseworker. Under this system they will not need proof of address or photo ID. Speaking to *The i*, Polly Neate, Chief Executive of Shelter, said that HSBC's scheme will mean that "more people can take a key step towards financial independence" crucial to helping rebuild people's lives.

- Find out more at www.hsbc.co.uk/help/money-worries/no-fixed-address/

170-mile school run

Lack of local social housing within Birmingham meant that a 10-year-old boy and his family were relocated 85 miles away in a **Manchester** Travelodge. This meant that for two months he had to wake up at 5am for the school run, and then get straight to bed once arriving back to his hotel. His headteacher, whilst commending him for his 'great resilience', told *the Guardian* that this is not an isolated issue, with many other children having to make long journeys to schools as they were not able to be housed within the city.

Next step

Social housing and regeneration organisation Riverside is investing £1.86m into a new scheme designed to help rough sleepers access permanent homes in **England**. The Next Steps Accommodation Programme (NSAP) provides funding for local authorities to create new tenancies and offer support for people sleeping rough. By late March 38 Riverside properties were being used for the NSAP scheme. One of the scheme's new tenants, Peter, has moved into a one-bedroom terraced home in Liverpool. "It's a wonderful experience to have somewhere to call home that I haven't had for more than six years," he said.

- www.riverside.org.uk/care-and-support/supported-living/single-homelessness

170% increase in people sleeping rough between 2010 and 2020

976 homeless people died in the UK in 2020, according to analysis by the Dying Homeless Project (Museum of Homelessness)

710 homeless people died in the UK in 2019, up by more than a third in 2020.

Well played

Former footballer Lou Macari has been hard at work since the Covid-19 pandemic turned everything on its head last year. In a segment on *BBC Radio 5 Live*, Macari revealed he had set up 'glamping pods' for homeless people in **Stoke-on-Trent**. Macari has run a homeless shelter in the region for the past four years, but had to make significant alterations to the shelter when the pandemic hit in March 2020. The former Manchester United star invested in 'glamping' pods for the 46 residents of the Macari Centre, and set up the wooden pods – designed for luxury camping – in a warehouse. Macari says residents are “showing a great deal of pride in their pod.”

Cartoon caper

Solutions journalism trainee Paul Atherton's idea to look at homelessness best practice and compare it with what has happened to him has been given pictorial life by cartoonist Mike Stokoe. Using the tradition of political satire begun by William Hogarth, they've created an up-to-date political cartoon about homelessness. You can see a version on p26. Excitingly, talks are ongoing to have the work on display at the Cartoon Museum, 63 Wells Street, W1A 3AE.

- **Keep an eye on their Twitter for updates:** [@cartoonmuseumuk](https://twitter.com/cartoonmuseumuk)

Health and wealth

Camden New Journal (CNJ) reports on the continued privatisation of NHS services and general practices. AT Medics LLP, a subsidiary of US health insurance firm the Centene Corporation, has taken on numerous NHS-funded contracts in the UK since last autumn, including the Camden Health Improvement Practice for homeless patients. Campaigners protest the takeover of services has been approved without any public debate. According to *CNJ*, Centene Corp is the 42nd richest corporation in the US, recently slashing 3,000 jobs in the States.

NHS hero

Tom Pemberton was on the streets from the age of 17. With the help of The Prince's Trust he was able to join the Get Into Hospital Services programme, allowing him to secure a job working for the NHS as a laundry assistant. He's now 23, helping to mentor other young people enrolled in the programme, and recently spoke at the Movement to Work Youth Summit at the Houses of Parliament. His remarkable achievements were acknowledged as he was given the Prince's Trust Young Achiever of the Year award. Speaking to *LancsLive*, he said “it is amazing what you can achieve with the right support, if I can do it, anyone can.”

- www.princes-trust.org.uk



Village people: The homeless charity Embassy has outlined plans to convert shipping containers into 40 modular homes in **Manchester**. Embassy plan to build on a derelict site in the city centre, and told *Manchester Evening News* the scheme would be the first Housing First development of its kind in England. The development is called Embassy Village, and plans put forward by the charity detail a communal outdoor space for residents, life-skills support and a village hall. Embassy hope to start construction in summer 2021, pending approval by Manchester City Council. © Embassy

When in Rome...

3,000 people in **Rome**, Italy are currently sleeping rough every night, according to Community of Sant'Egidio, a Catholic charity. The charity says there are about 8,000 homeless people in the capital city, and night shelters are turning people away because of Covid-19 restrictions. The pandemic

has seen homelessness rise in Italy, and shelters have struggled. "Shelters which could previously host 100 or 200 people have had to reduce numbers or completely close," Massimiliano Signifredi, coordinator for homeless outreach at Sant'Egidio, was quoted as saying in *the Guardian*.



Fettes College, Edinburgh, students Eleanor Kinmonth and Emmanuel Urama designed this poster for the Youth Homelessness Prevention Pathway.
© A Way Home School

Finding a way

A Way Home Scotland, a coalition of individuals, organisations and authorities working to end youth homelessness in Scotland, launched its second Youth Homelessness Prevention Pathway. The new pathway sets out to outline ways to prevent homelessness for all young people, it follows the success of the first pathway in 2019, aimed at care leavers faced with homelessness. *Scottish Housing News* reports the pathway contains 16 recommendations and three calls for action, including an emphasis on creating local strategies tailored

to the population. The Scottish Government published statistics for the year 2019-2020 showing 8,319 people between the age of 16 and 25 presented as homeless to their local authority.

Be kind

Kindness Homeless Street Team, a community group based in **Glasgow**, served more than 200 people at their outdoor soup kitchen on one freezing, snowy night in late February. The street kitchen is set up in George Square on Mondays, Wednesdays, Fridays and Sundays, and regularly serves a group between 130 and 150 people. Laura McSorley set the Kindness Homeless Street Team up in 2019. Speaking to *Glasgow Live* she said the soup kitchen was seeing “loads and loads of new faces” during the pandemic.

- Visit the team's Facebook page at facebook.com/KindnessHST

Antisocial architecture

The Pavement has previously railed against the ugly sight of anti-homeless architecture, architecture designed to disrupt and exclude the homeless population of any given place. Now plans have been submitted to the City of **Edinburgh**

Council to install rails at the National Records of Scotland (NRS) building. STV News says that in plans submitted to the council, NRS cited concerns over people drinking on the steps of the building and using needles. If successful, the plans would see metal railings placed along the entrance to West Register House on Charlotte Square.

Preventative care

A new group whose members include figures and organisations from the housing and homelessness sectors, health and social care, and local authorities has warned support to prevent people becoming homeless needs to start up to six months before a person is threatened with losing their home. The Homelessness Prevention Review Group (HPRG) want action to be taken a little further on up the river, confronting the issue at source, before people have fallen into homelessness. The Scottish Government ordered the creation of the HPRG, and the group has been organised by Crisis. Professor Suzanne Fitzpatrick, chair of the HPRG, explained to *The Scotsman*: “The homelessness system should become the safety net it was intended to be rather than a default response to housing problems.”

Unbelievable "success"

Some quite literally unbelievable news: the Scottish Government has revealed there are only 11 people sleeping rough in the whole country. According to the *Daily Record*, the government says the lowly number is down to the success of schemes designed to house people during the pandemic. The figures were released in response to a Freedom of Information request. Colin McInnes, chairman of Homeless Project Scotland, was having none of it. “Last Friday night, we fed 240 people at our soup kitchen in Glasgow. What we see on the streets suggests there are more than 11 rough sleepers in Glasgow, never mind Scotland.”

1,414 homeless households were accommodated in B&Bs between March and September 2020 in Scotland, data released by the Scottish Government in late March revealed

704 homeless households were housed in B&Bs over the same time frame in 2019, representing a 99% increase.

Keeping clean

ShowerBox was set up to provide homeless people and people sleeping rough with a simple, yet difficult to find service: A free and secure shower. Interview by *Sheryle Thomas*

When I was street homeless, I found it really difficult to access places to have a shower. Homeless centres that receive government funding are inaccessible until you have a local connection of six months. How can you get a local connection when you are homeless? It's extremely difficult and it's yet another government restriction that isn't helping homeless people. Luckily there is now an outreach service for rough sleepers that provides showers. ShowerBox helps with mental and physical health and – importantly – keeping clean, especially with Covid-19.

I spoke to the founder of ShowerBox, Sarah Lamptey.

Why did you set up ShowerBox?

I used to be a volunteer for the Simon Community, and individuals who had been homeless in different parts of the world spoke to me of the extra challenge in London because of lack of access to showers. Two years ago, I started to work out what I could do to help. Quaker Homeless Action was running a winter shelter at the American International Church

in 2018 and needed showers, so I fundraised, bought an old trailer and renovated it. Fast-forward two years and my volunteers now run showers from the trailer each Saturday at St Giles-in-the-Fields Church, near Tottenham Court Road tube station, between 10am and 3pm. It's a drop-in service and there are free showers and towels provided as well as toiletries and other essentials like Tricky Period packs – full of period products for women.

How does it work? Where do you get supplies?

We run on JustGiving donations and we've received two grants from other charities, too. Ecover sponsors us with cleaning products, and Greggs gives us unsold baked goods each Saturday morning. We are given hot water from the neighbouring coffee shops so we can give out hot drinks, too. Malcolm, who runs MLJ Cleaning company, cleans our towels each week for free and we couldn't do it without him! Also we are often donated clothing, and sometimes given sleeping bags and shoes to give out, too.

What sort of response have you had?

We have had a really positive response from our guests, donors and fellow voluntary groups. There has been some resistance though. A few local councillors argue that efforts should focus solely on getting individuals off the streets, not providing hygiene facilities. My response is that they should be working to get individuals into accommodation! But what happens in the meantime? I believe that mental and physical wellbeing is at the centre of whatever we humans work towards. I think every day matters in one's journey, and if we can help even one person have a more comfortable, healthier day, then that is what we want to do.

Why does it work so well?

I am lucky enough to have a core group of volunteers who help each week, alongside the other groups in the area who I connect with regularly such as the Simon Community, Street Storage, Streets Kitchen, Tricky Period and the Museum of Homelessness. We also have returning faces who come to shower each week who help us set up, so it works well as we all work together.



The ShowerBox team set up in their usual spot at St Giles Church, central London.

© ShowerBox

What are your hopes for the future?

I have a double shower room for installation, which we have started to create out of a ten-foot shipping container, and also a huge solar power shower donation from eco company Navitron which I am working to install and run safely in London.

I'd love to make a community wellbeing and shower garden, with showers at the centre, and work with local groups to make it happen. The public baths that used to exist in this city were community hubs and I'd like this green space to work to revive that sense of unity.

- **ShowerBox runs weekly sessions on Saturday from 10am – 3pm at St Giles Church, London.**
- **Visit their website for more info: www.showerbox.org** ■

Patient Lee waiting

Before finally being operated on, *Lee Foxall* endured an agonisingly long wait for heart surgery. From his hospital bed, *Lee* spoke with *Giselle Green* about the uncertainty and the loneliness of waiting

I've been here in the Queen Elizabeth Hospital in Birmingham for almost a whole month now, waiting for heart surgery. I've had it cancelled three times in three weeks. The first time it was understandable. When it happened again and then again, it was a terrible disappointment. I had got myself so prepared the night before, you do your nil by mouth, no water and no food after a certain time. You get yourself shaved for surgery. You're woken up early to get washed. So from six o'clock you're ready, you're just lying there waiting. Mentally prepared. About half eight the sister came in and said she still wasn't sure they could get a bed for me in intensive care. She said we would know in a bit. She came back within about 40 minutes. And I just knew by the look on her face, she was going to give me bad news. And she did. She just said it's been cancelled. The surgeons and team came up in the evening and apologised. They said it won't be this week now.

There are people in here that have been in longer than me. One chap, he went home two days ago, he'd waited over 10 weeks for his heart operation after it had been cancelled

Long list

About 4.7m people are waiting for operations in England. The highest number since records began in 2007, says the *BBC*.

quite a few times. There was another chap and he'd been waiting five weeks. It seems to be the norm at the moment.

There's such a backlog now that this is just going to go on and on and on for quite a while. There are so many people out there that have got more major surgery required than myself. I just feel for them.

And one of the hardest things is having no visitors. Total isolation. I'm in a room on my own at the moment so I've got no one to talk to. The nurses and doctors come in and do their observations. And you have a bit of a chat, a bit of banter. But I don't think they've got the time. Everybody's been lovely. But they're very busy. The NHS is so under pressure, they're run off their feet, you can see that. And I take my hat off to everybody in the hospital. Praise to the NHS.

As we're not allowed to have



Thanks to regular contributor to *the Pavement* Chris Bird for sharing this beautiful artwork titled Dream Town. © Chris Bird

visitors, I'm lucky enough to have my phone. I would've found it so much harder if I hadn't been able to talk to anyone outside. I've also got my tablet so I've managed to get onto Zoom with Groundswell and Crisis as well. I've had some good messages and it's good seeing these people. They are a blessing to me. I don't know what I'd do without that.. It would be a case of just sitting here waiting, you're not allowed to go out of the building. Total boredom.

The thing I'm most looking forward to when I get home is my own bed! I must admit, the beds here are ok but they're not the comfortablest are they? And a change of scenery and being secure back in your own place. Hopefully,

we'll have a nice summer so I'll be able to sit in the garden.

For someone who's been homeless themselves, it's a big thing being able to go home. I've been street homeless and through hostels and everything, I've done the journey. But to actually say you're going home and knowing I've got the key in my pocket, it's a relief. I couldn't imagine what it's like for somebody who is homeless, they've got that feeling that they're going back to a hostel. My heart goes out to them. I know that I am actually going to what I call home. It is such a relief.

• **A week after sharing his story with *Giselle*, Lee's heart operation finally went ahead. He is now back at home recovering.** ■



Inflation, inflation, inflation

The numbers just don't add up on Universal Credit.

By *Ian Kalman*

Good news for those on benefits, as an increase in Universal Credit (UC) payments started in mid-April. You will see an extra 0.5 % – in real terms around 37 pence – and I would suggest don't spend it all at once.

Now for those of you in accommodation the energy companies announced a rise of around 9 % . I worked mine out and it has increased by 6 % .

This inequality rather infuriated me as I also know my food bill had increased by a third and I felt this was an injustice, I did not expect any changes would happen but maybe something might be done. I therefore wrote to four political parties, asking for their opinion and if something might be done.

I gave them a week and I must admit I am not surprised at the response. I have not heard from the Liberal Democrats or the Green Party. The Labour Party said they could not comment about this but if I had any other questions I should get back to them.

The Conservative press office got back to me but their reply was standard, they did say if anyone felt they had problems with their electric bill they can always transfer to another company. As all company's

In a nutshell

- This year's 0.5 increase to benefits follows a 1.7% increase introduced in April 2020
- In real terms, this represents a 37 pence increase on last year
- These are the first increases to benefits in six years, following a freeze on payments.

have increased their rates this will not help.

The spokesperson then spoke of the £20 extra to UC, people could transfer to that if they are eligible. Fact: in September that £20 disappears.

I will say I was surprised that only the Conservatives replied, but it also shows the lack of importance of UC to the other three parties.

I will continue to champion this. It will be interesting to see what will happen when the £20 disappears.

- **You can apply for UC if you are homeless. You can claim online or at the Jobcentre.**

Mental health and A&E

When visiting A&E, the support of a friend, advocate, or peer mentor could be crucially important, by *Charlie Radborne*

John was in crisis. He'd had mental health problems for many years but this time was different. His peer mentor Pete took him to his GP. The doctor assessed the situation, talked to them both and tried to calm John. He said if the situation persisted, John should go to A&E and gave him a note.

John's mood did not improve. It declined. As he descended into greater distress and crisis, the talk of suicide increased. Pete had no option but to take John to A&E.

Pete booked him in at reception. He explained the situation and passed over the letter from the GP because John, at this stage, was unable to talk with clarity or even string a sentence together.

The pair sat waiting, all the time Pete trying to keep John calm.

Eventually the psychiatric nurses arrived. But they would only see John alone, barring access to Pete. This made John more distressed and, as it later emerged, it left him feeling "alone and lost".

Just a few minutes later John was released, no explanation, not even a word and told to go home. Outside A&E, John grew more suicidal and sank deeper into crisis.

It was at around midnight that I got a phone call from Pete. He is

Want to talk?

If you are experiencing mental health problems, take a look in the centre pages of this magazine to find organisations to contact, e.g.

- Mind, a mental health charity
www.mind.org.uk or
0300 123 3393
- To discuss your mental health over message, text "SHOUT" for free to 85258

a colleague of mine. He explained the situation to me. I told Pete to call the police and ask them to take over responsibility for John's safety. They were not happy and just took John back to A&E. But he wasn't even seen this time and the police ended up driving him back to his accommodation leaving him to stew.

This sorry story, of a person in a mental health crisis being left without a friend or mentor to advocate for them in A&E and not being properly treated, is all too common. I know of many instances, both personally and through friends and colleagues, where the psychiatric nurses called to A&E will not let anyone in with the patient while they are being assessed.

What is a peer mentor?

A peer mentor is usually somebody who has lived experience of homelessness who can help support, advise and befriend people who are currently homeless. According to OutcomeHome, the organisation Charlie works for, the aims of peer mentoring are to:

- Provide non-judgmental support
- Empower clients to engage with support services
- Develop peer groups for both clients and peers to gain support

We are allowed to support clients and friends at GPs, at councils, at DWP and most other appointments. It is even encouraged. Just to give them moral support, be with them in a strange environment, someone to fill in the words they cannot say, to express their feelings, their emotional state. And to talk about what happens after the appointment.

This doesn't happen at A&E. Why not?

Talking with the professionals that I know, they believe that it is obstructive to have someone else present, because emotions can run high and this will interfere with their assessment. These are professionals, they should be able to control the situation. How can they make a proper diagnosis without the full picture?

There is a solution. Allow the friend, family member or carer to go in for at least part of the assessment. Let them offer support and provide their own information which may

help build up a better picture of the person in crisis. And afterwards, make sure the psychiatric nurses speak to them and give some helpful tips on how to stop the crisis getting worse instead of just walking away in the opposite direction.

When I personally was in crisis, and got taken into a psychiatric assessment on my own, an old adage went through my mind: "It's better to remain silent, and thought a fool, than to open your mouth, and remove all doubt."

As you can see, I couldn't talk to them in A&E either.

- **Names have been changed in this article. *Charlie Radbourne* is a lead peer mentor with OutcomeHome, which provides psychological services to people who are homeless. He has more than two years experience of peer support and advocacy.**
- **Find out more at:**
www.outcomehome.com

HEALTHCARE

About the Covid-19 vaccine

What you need to know about the vaccine:

- Reduces risk of serious illness from Covid-19
- Injected into muscle in upper arm
- Administered in two doses, 3 to 12 weeks apart
- Two doses offer the best protection
- It is safe to have the vaccine if you have already had Covid-19
- The approved vaccines work against new variants of Covid-19
- Three vaccines have been approved for use in the UK so far
- Every vaccine has been tested and analysed

What happens after the vaccine?

- Common side effects include fatigue, headaches, pain
- These are all signs of the vaccine working
- It's safe to take paracetamol if side effects continue
- Call NHS 111 if side effects persist or get worse
- No long-term side effects of the vaccine have been reported
- After receiving your first dose, you will be given details of your second
- Moving forward, a Covid-19 vaccine will likely be offered every year, like the flu jab

Frequently Asked Questions

1. Do I need the vaccine if I've had Covid-19 already?

Yes, the antibodies present in your immune system after infection will decline. The vaccine strengthens immunity against the virus.

2. Why isn't just one vaccine being used?

Multiple vaccines using multiple scientific approaches gives society the best chance of controlling the virus.

3. What vaccines are available to me?

As of April 2021, three Covid-19 vaccines have been approved for use in the UK. These are Pfizer/BioNTech, Oxford/AstraZeneca and Moderna. All three have been through the same approval process.

4. How has the vaccine been produced so quickly?

The entire genomic sequence of the virus was published on 12 January 2020. Vaccine development started immediately, supported by huge investment and resources.

Find out more about the vaccine

- Groundswell and partners Covid-19 vaccine info: www.groundswell.org.uk/the-covid-19-vaccine
- Covid-19 guides for people experiencing homelessness: www.groundswell.org.uk/coronavirus
- NHS info on the Covid-19 vaccine: www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine



Groundswell works with people with experience of homelessness, offering opportunities to contribute to society and create solutions to homelessness. Participation is at our core because the experience of homelessness is crucial in making decisions that affect lives and ultimately help people to move out of homelessness.

Many of the reporters featured in this edition are taking part in Groundswell's '*Monitoring the Impact of COVID-19 Project*' – you can find out about this project and view many more of their reports at <https://microsites.onourradar.org/covid19>



Creative writing

Confronting and (gradually) overcoming grief and writer's block, by Mat Amp

Over the last year my creative muscle has withered and shrunk like my nad sack after a dawn dip in a Swedish fjord. My Instagram feed features one post in the last year and writing feels like digging glass out of my foot with a blunt spade. Before you start reaching for your tiny violins, rest assured that I'm not launching into some sad song or looking for sympathy either.

During the first lockdown, feelings from the traumatic shit that happened to me in my past rapidly overwhelmed me. I'd be curled up in a ball sobbing, thinking about my parents. My mum was two days short of her 30th birthday when she died suddenly. My dad was run over by a drunk driver a few years later when he was 48.

Growing up, (it would probably be more honest to use the term 'getting older') there was nothing but love in our home. While it was tragic to lose my folks at such a young age, I've always felt lucky to have had them at all. It's something I've accepted, so it was surprising to find myself so intensely connected to that loss again. Even more surprisingly, I've gradually started to feel less and less. Now I find myself unable to cry.

The major reason for writing



Facing up to hurtful emotions, problems and difficulties we face can be a daunting prospect. We can and do come out the other side better for it. © Poppy Burnley

this column is to share this type of experience in the hope it makes others feel less alone if they are going through something similar, but it also helps me work out what's going on in my life. As I'm writing this, I realise that feeling less about everything is probably some kind of survival instinct. It's easier to deal with a detached world when you detach yourself from your feelings.

The silver lining for me is the thing my nan used to bang on about, yer know, 'that you don't know what you've got till it's gone'. With her words still ringing in my ears (she

You're not alone

Mat found he wasn't alone in experiencing writer's block.

"Writing about writers block is better than not writing at all"

- Charles Bukowski, *The Last Night of the Earth Poems*

The process of writing, and creativity in general, can itself be inspiring. Try writing down your thoughts and feelings regularly.

The Pavement welcomes submissions of writing, artwork or photographs from everybody, particularly people with lived experience of homelessness.

died nearly 15 years ago but she was very loud) I'm determined to make the most of what's been an utterly shit year by never taking my friends, or the things I do with them, for granted ever again. I'm gonna roll this lesson up and smoke it like a Bob Marleyesque baseball bat of a dooberoony.

When I was at my lowest point five or six years ago, I pencilled in a date and time to take an overdose. Things started to change for me when a few positive things happened in quick succession. The most important of them was my case worker booking me on a course run by this magazine. I turned up only because she'd gone out of her way for me, and I felt I owed her that much. How screwed up is that?

That course and my subsequent involvement with *the Pavement* directly led to supported permitted work and then a full-time job.

I'm really not saying that's what everyone should be doing, but it's what I wanted. All I had to do was say yes.

For a while after that I said yes to everything. I got into yoga and volunteering, and helped people with odd jobs, like walking the dog, feeding the goldfish or whatever. It was a total pain in the arse for a while because I ended up doing everything for just about everyone, but it worked.

Over the past year though, I've gradually withdrawn emotionally and writing this column, something that I usually love, has really been like digging glass out of my foot with a blunt spade. Only, this splinter was in my head and the keyboard has effectively been the tweezers I've used to deal with it.

Anyone need their shed painted?

- For 24 hour support contact [samaritans.org](https://www.samaritans.org) on 116 123 ■

Best of friends

Our pets are our friends, and that bond can be vitally important when experiencing homelessness, writes *Sarka*

Looking after cats has been central to my life during the last 10 years. All the cats I've met on the way have kept me going and given me purpose and drive. They've also brought me sadness at times when I could not help them as I was struggling myself. But my determination to help them has pulled me through.

I started feeding a colony of feral cats in the garden of my rented accommodation. During one autumn I took in two kittens who were in urgent need of veterinary treatment. I got very attached to them, so when I was evicted from my home, keeping the kittens was my major concern. At first St. Mungo's found fostering for the kittens, even though that wasn't part of their job.

In the meantime I kept going back to the garden of my old home to feed the colony as often as I could. The cats were used to being fed twice a day, though, so sadly many disappeared despite my best efforts.

Meanwhile the fostering of my house kittens with St. Mungo's ended so I took my pet cats into my emergency accommodation as I had nowhere else to put them. But an inspector came round unannounced and found out about them.

I was given an ultimatum: remove the cats from my emergency

Pet peeves

- Most private rented accommodation doesn't allow pets
- Nor do night shelters, hostels, emergency and temporary accommodation.

Can charities help?

- Most homelessness charities do not help with pets
- You can't enter most charity's hostels if you have a pet with you
- According to research, only 10% of all UK hostel projects currently accept pets
- Pet charities don't foster pets of homeless people.

accommodation or I would be kicked out onto the street. I called multiple cat charities asking for help. The charities told me they mostly fostered cats put up for permanent adoption. I didn't want to give up my cats.

But finally some good news. The Crisis Skylight team negotiated

with my landlord to give me time to find somewhere for my cats. I asked anyone and everyone if they knew somebody who could take my cats for a bit. A friend of a friend was willing to have them. Eventually I had to take the cats out of there. But by that time I had found accommodation where I am allowed to have my pet cats and it is not so far from my feral cats too.

There was another special cat in my life that I will never forget – Tortie. She was always on the street, in snow, rain or shine. She ate when I offered her some cat food. She did not eat a lot, what she seemed to want was love and attention. I would spend hours sitting in a doorway with Tortie on my lap. She was neither feral nor owned. She was abandoned, homeless.

Sitting outside with her was harder by February as it was snowing and freezing. I spent hours just cuddling her on my lap. The weather was getting warmer in March, so I thought things would get better for her. But she disappeared. I never found out what happened. Tortie gave me her cuddles and feline company when I needed that as much as she needed human warmth and affection. She helped me through a difficult time. I just wish I could have done more for her. I cry when writing this. I still mourn her. ■



One of Sarka's cat companions, Waffy. © Sarka

Have a pet? Some good organisations to know:

- The Mayhew provides dogs with free health checks and microchipping: themayhew.org
- Blue Cross offers free veterinary treatment www.bluecross.org.uk or call 0300 790 9903
- StreetVet provides outreach veterinary care www.streetvet.co.uk
- Pet Fostering Service Scotland provides short-term emergency care for pets www.pfss.org.uk or call 0344 811 9909



PAUL ATHERTON WAS HOMELESS AT HEATHROW AIRPORT TERMINAL 5 WHEN LOCKDOWN WAS ANNOUNCED & BORIS JOHNSON SAID TO GET "EVERYONE IN" IT COULD'VE BEEN AN END TO ALL HIS WOES, IT COULD'VE BEEN THE BEST OF TIMES FOR HIM, INSTEAD THE REALITY WAS THE ABSOLUTE WORST

■ THE MEET - Being found homeless - 9pm

THE BEST OF TIMES



THE WORST OF TIMES



■ A GOOD NIGHT'S SLEEP - Sleep Health - 2am

THE BEST OF TIMES



THE WORST OF TIMES



■ STAYING CLEAN - Personal Hygiene - 7:30am

THE BEST OF TIMES



THE WORST OF TIMES



■ OPEN WIDE - DENTAL HEALTH - 9:30 am

THE BEST OF TIMES



THE WORST OF TIMES



■ THE DOCTOR - PHYSICAL HEALTH - 11 am

THE BEST OF TIMES



THE WORST OF TIMES



BY PAUL ATHERTON CARTOON BY stokoe

Seeking asylum and care

The difficulties accessing healthcare being an asylum seeker, by *Tina Banda*

As an asylum seeker it was not easy to register with my GP as I didn't have my ID. I had to ask my case worker from the charity that provides me with accommodation to write a letter so I could get registered.

I have a lot of health issues, therefore I am constantly seeing my GP. But with the pandemic it's been difficult, as I can only speak to them on the phone. Some doctors are really good, some are not. I have to push to be heard, even if it means calling the practice every day.

When you are prescribed medicine, some doctors will tell you that you can buy them off the counter. At the moment I have an HC2 certificate as an asylum seeker which means I am entitled to free medical care and some medicines but not all. I have no support coming from the government which means the little money I get from charity I have to use on medicines. There are other people who do not have this HC2 certificate and they have to pay for their treatment and prescriptions. It's hard for them as they do not really have money so some end up very sick.

I always remind my GP that I am an asylum seeker, some do understand what it means. Other

In a nutshell

Migrants Organise:
www.migrantsorganise.org

The British Medical Association:
<https://www.bma.org.uk/advice-and-support/ethics/refugees-overseas-visitors-and-vulnerable-migrants/refugee-and-asylum-seeker-patient-health-toolkit/refugees-and-asylum-seekers-entitlement-to-nhs-care>

Some information can also be found in our centre pages, the List

Remember: You can still register with a GP even if you are homeless.

TURN TO PAGES A – P
FOR THE LIST OF SERVICES

doctors I have to explain to them what an asylum seeker is and the problems we face, so that when they are prescribing medication they know that some of us won't be able to afford to buy them.

Nell's lightbulb moment



Nell's salon vision imagined by Ella Meyer © Ella Meyer

When I was homeless or in any tricky situation I tried to focus on practical results that would make me feel better

These ideas lie between a dream and something that haunts me quite frequently. When you don't have a place to call home, you lose the ability to have somewhere warm and clean. And slowly you lose your identity by not being able to have something basic like a haircut, or do something relaxing like getting your nails done.

That's why I have these two visions: a mobile salon offering free haircuts and manicures; and a tiny house in someone's garden equipped with a warm bed and shower to help a homeless person with little impact on the host's own daily life. In today's society everyone is wrapped up in their own problems, so I want my solutions to be as minimally demanding on others as possible. ■



Housing in England: Your Rights

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

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

Ask them to help you make an emergency housing application.

For free help with your emergency housing application:

1. Streetlink

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

2. Shelter

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

3. Citizens Advice Bureau

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

If your application is rejected:

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

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

Housing in Scotland: Your Rights

Call Shelter Scotland for free housing advice

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

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

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

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

My notepad...

Make sure you read...

the **Pavement**

online at
www.thepavement.org.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

Updates: web@thepavement.org.uk
Compiled: April 2021

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

London List

HEALTH

ALCOHOLICS ANONYMOUS

0800 917 7650

alcoholics-anonymous.org.uk

DOCTORS OF THE WORLD (PRAXIS)

Praxis, Pott Street, Bethnal Green E2 0EF

0808 1647 686 (freephone)

doctorsoftheworld.org.uk

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

AD, MS

HEALTH E1

9-11 Brick Lane, Aldgate East, E1 6PU

020 7247 0090

Drug & alcohol, mental health services

NHS 111

Call 111 (open 24/7)

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

ADVICE & HELP

CAMPAIGN AGAINST LIVING MISERABLY (CALM)

0800 58 58 58, <https://www.thecalmzone.net/help/get-help/>

Helpline open 5pm-midnight.

MH, MS, C

SHOUT

Text **85258** (open 24/7) If you are in crisis, www.giveusashout.org

COVID-19 MUTUAL AID

Use Facebook for offers of food and other supplies. Find your nearest food bank at www.trusselltrust.org

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

FRANK

0300 123 6600, www.talktofrank.com

Monday–Sunday: 2pm–6pm (live chat);

Drug advice for young people.

www.talktofrank.com;

text: 82111;

frank@talktofrank.com.

AD, C, DW, OL

NARCOTICS ANONYMOUS (NA)

0300 999 1212; ukna.org

Helpline open 10am–midnight.

online meetings available.

SAMARITANS

116 123 (24/7), jo@samaritans.org

(email response within 24 hours)

Provides support to anyone in emotional distress or at risk of suicide.

MH

SHELTER (CALL OR GO ONLINE)

0808 800 4444; england.shelter.org.uk

Mon – Fri: 8am – 8pm;

Weekends: 9am – 5pm

Website offers an online chat, advice line and directory. Advice on homelessness, eviction, benefits, repossession and council housing.

AH, BA, TS

DENTAL

KING'S DENTAL INSTITUTE

Bessemer Road, Denmark Hill SE5 9RS

020 3299 3052

<https://bit.ly/2aZpDA0>

Monday–Friday: 8:30am–12:30pm;

Walk-in service - first come, first served.

Patients queue from 7am.

DT

DENTAL HELPLINE

01788 539 780

<http://bit.ly/1DDHrCo>

Monday–Friday: 9am–5pm

Free, independent and impartial service on all aspects of oral health.

DT

GUY'S HOSPITAL EMERGENCY DENTAL SERVICES

23rd Floor, Tower Wing, Thomas Street
SE1 9RT

020 7188 0124; bit.ly/2SPruMn

Opens at 8am (at full capacity by 9am.)

DT

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

NHS 111

For dental emergencies call NHS 111

EYECARE

VISION CARE (LONDON SITES)

0203 286 4186

visioncarecharity.org

Free sight tests and spectacles.

MS

BARBER

WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ

0300 011 1400;

whitechapel.org.uk/help/timetable

Haircuts every third Wed.

AH, B, BA, BS,

ACTION HOMELESS CONCERN

1 Berrymead Gardens W3 8AA

020 8992 5768, bit.ly/1rY49Ay

Hot lunches, showers and clothes too

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

SHOWERS

999 CLUB (DEPTFORD CENTRE)

21 Deptford Broadway SE8 4PA

020 8694 5797

<https://999club.org/our-services/>

A warm and welcoming environment.

MH, AH, AD, A, AC, B, BA, BS, CA, ET, FC, IT, L,

MS, TS, LA, EO

CONNECTION AT ST MARTIN'S DAY CENTRE

12 Adelaide Street, London, WC2N 4HW

020 7766 5544

services@cstm.org.uk

www.connection-at-stmartins.org.uk

Keeping many of our services open during Lockdown.

Mon – Fri (except Weds):

9am – 12:15pm

& 1:30 – 4pm

Reduced Service.

Showers, food, laundry and assessments.

We work with people, not just for them,

BS

OUR LADY OF THE ASSUMPTION & ST GREGORY

10 Warwick St, Piccadilly Circus, W1B 5LZ

warwickstreet.org.uk

Wednesdays 6.30 – 10.30am

Showers, toiletries and clothes.

BS

SHOWERBOX

St Giles Church, High St, WC2H 8LG

near Leicester Square / Covent Garden

showerbox.org

Sat 11am – 3pm

Offering a free and secure

shower space for the street and homeless in London.

Shower, some toiletries,

sanitary towels and a pair of socks.

BS

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 ANDREW'S CHURCH

Greyhound Road, London, W14 9SA
15 mins walk from Barons Court Tube
Sat: 9–11am
Hot takeaway meal with snacks, fruit and drinks and we offer a shower from 8:30am on a first come first served basis (with towels and toiletries provided) for around 12 people one-by-one throughout the morning.

FF,BS

ST PATRICK'S OPEN HOUSE

21a Soho Square, London W1D 4NR
020 7437 2010;
www.facebook.com/stpatricksoho
Mon, Fri, Sat: 8.30 – 9am
Breakfast and showers available, first come first serve.
Tues, Wed, Thu: 7pm dinner - limited availability, get tickets in advance on Monday at 1:30pm

FF,BS

THE MARGINS PROJECT

19b Compton Terrace N1 2UN
020 7704 9050
unionchapel.org.uk/projects/margins
Support for people facing homelessness and crisis.
Monday & Wednesday: 11am-2pm;
Showers, clothes, food. Advice on health, housing, money & legal issues.
Also therapy, job club & English tuition.

AH,BS,DA,F,LA,C

WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ
0300 011 1400;
whitechapel.org.uk
Mon – Sun : 6am (day centre opens)
Mon – Sun: 7 – 9am (free breakfast)
Mon – Fri: 7:30am – 9:30am (showers by appointment)
Mon – Fri: from 9am
We have take-away food parcels and clothing parcels.
Haircuts every third Wed.

FF,BS

WOMEN@THEWELL

54 Birkenhead St, London, WC1H 8BB
020 7520 1710; watw.org.uk
Mon – Fri: morning & afternoon sessions
Numbers limited - ring ahead if possible.
Opening hours: 12.30pm – 3:30pm
W@W offer Advocacy and Support for women at high risk of/or are affected by prostitution and the sex trade.
Women may be offered support, signposting and help to connect with statutory services around a wide range of issues including: e.g homelessness, basic needs, drug or alcohol issues, physical and mental health, employment, benefits, training and education. During Covid-19 offering advocacy and support will be offered for all women who access our services, including Showers, laundry, food and care packages.

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

KEY

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

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

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

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

FOOD

STREETS KITCHEN

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

Tooting Streets Kitchen

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

- **Tuesday:**

Clapham Common

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

- **Wednesday:**

Camden Streets Kitchen

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

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

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

- **Friday:**

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL

Kilburn Streets Kitchen

7.30pm near Kilburn High Road tube

Dalston Streets Kitchen

8pm Ridley Rd, opp train station E8 2PN

- **Saturday:**

Hackney Streets Kitchen

8pm St John's Churchway, opp M&S

- **Sunday:**

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL

FF

AMERICAN CHURCH

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

amchurch.co.uk/soup-kitchen

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

FF

AMURT UK

0208 806 4250; amurt.org.uk

Thu: 12:30 – 1:30pm at

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

Thu: 6:30 – 7:45pm at

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

Free, pre-packed hot meals & snacks.

FF, F, SF

BRIXTON SOUP KITCHEN

297–299 Coldharbour Lane, SW9 8RP

07538 419514; <https://twitter.com/brixsoupkitchen>

Tues, Wed, Thurs; 1pm – 5pm

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

FF

HARE KRISHNA FOOD FOR ALL

Islip Street, Camden, NW5 2EN

www.nextmeal.co.uk/places/harekrishnafoodforall2

Mon – Sat: 12noon–1pm

Free vegetarian meal

FF

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

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

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



MISSIONARIES OF CHARITY SOUP KITCHENS (ELEPHANT)

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

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

FF

MISSIONARIES OF CHARITY SOUP KITCHEN (LADBROKE GROVE)

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

020 8960 2644

Tues & Fri 4–5pm, Sun 3:30–4:30pm
Free takeaway for local homeless people

FF

NORTH LONDON ACTION FOR THE HOMELESS

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

www.nextmeal.co.uk/places/northlondonactionforthehomeless

Mon: 12noon–1:30pm; Wed 6 – 7:30pm
NLAH provides a three-course

vegetarian meal, shower and laundry facilities. Due to Covid-19 all food is take-away.

FF

NIGHTWATCH

Queen's Gardens, Croydon, SE23 3ZH
Mon – Sun: 9:30pm–10pm

Sandwiches, soup, hot drinks & biscuits

FF

OUR FORGOTTEN NEIGHBOURS

Outside Toynbee Hall, Commercial St, E1
Thurs 4.30pm for the soup kitchen.

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

We don't need any documentation anyone is welcome.

We have an onsite contact for rehab centres too.

FF

REFETTORIO FELIX ST CUTHBERT'S

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

020 7835 1389

Mon – Fri 12noon–1pm

- Offering take-away lunch.

Mon–Fri 11am–1pm

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

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

F

ST JOHN THE EVANGELIST CH

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

020 8809 6111

Tue 6.30 – 8.30pm (Soup Kitchen)

Fri 11am–12noon (Clothes bank)

Sun 12.30–2pm (Hot Lunch)

Tue & Sun (Food banks)

FF

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

ST JOHN ON BETHNAL GREEN

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

FF

ST PATRICK'S OPEN HOUSE

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

www.facebook.com/stpatricksoho

Mon, Fri & Sat: 8:30am

- Breakfast Club: Indoor seated service with limited capacity, first come first served. Limited showers also available. Tue, Wed & Thu: 7pm

- Open House evening meal: Indoor seated service with limited capacity, ticket holders only.

Meal tickets for the week available on Mondays at 1:30pm from Sutton Row entrance.

FF,BS

STREETLYTES

Saint Stephens Church
1 Coverdale Road, London, W12 8JJ
www.streetlytes.org/streetlyteslondon/en/page/need-help
Mondays: 5–6pm
Dinner - restricted opening hours during Covid-19.

Our drop in offers a free hot meal, friendship and donated items.

FF

SELBY FOOD HUB

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

FF

THE MANNA

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

www.themanna.org.uk

Open for rough sleepers only.

Tues 2–7pm; Wed, Thurs & Fri 10am–4pm: Showers and laundry accessible, limited

numbers, attend in person to join waiting list.

To enable physical distancing, we limit numbers inside. You may be asked to wait outside or come back later for your shower. Food and hot drinks available. Take away lunch service Wed: 1–2pm

FF

WHITECHAPEL MISSION

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

whitechapel.org.uk/help/timetable

Free breakfast Mon–Fri from 9am
advice worker available for questions on benefits, accommodation, night shelters and even Zoom interviews. We have takeaway food parcels and clothing parcels.

AH, B, BA, BS,

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



MENTAL HEALTH

ASYLUM AID

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

LA

BRENT MIND (BELIEVE IN US)

1b Dyne Road NW6 7XG
0207 604 5190 / 0207 604 5164,
bit.ly/2HXTqcI
Open to anyone in Brent. Visit website.
email: horizon@brentmind.org.uk

MH

CAMDEN HEALTH IMPROVEMENT PRACTICE (HAMPSTEAD ROAD)

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

MH, BA, BS, CL, DT, FC, MH, NE, OW

CARITAS ANCHOR HOUSE

81 Barking Rd, Canning Town, E16 4HB
0207 476 6062;
www.caritasanchorhouse.org.uk
Opening times: 24/7

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

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

H | *The List* May/June 2021

CAMDEN ROUTES OFF THE STREETS (CGL)

6-8 Greenland Street, NW1 0ND
0808 800 0005; camdenrts.co.uk
Mon – Fri: 11am–3am
For single homeless people.

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

CLAPTON COMMUNITY DROP-IN

Round Chapel Old School Rooms,
Powerscroft Road, E5 0PU
020 8533 9676; coordinator.
claptondropin@gmail.com
<https://theroundchapel.org.uk/projects/clapton-community-drop-in>
Sundays and Wednesdays
Help to access services, particularly in relation to housing, benefits, JobCentre. The Job Club is for anyone wanting support with maintaining their benefits, with support to access Universal Job Match, write a CV and apply for jobs. For info about peer support for women or mental health support, phone or check the website.

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

CLEAN BREAK

2 Patshull Road, NW5 2LB
020 7482 8600;
www.cleanbreak.org.uk/about
Mon: 11am – 1pm
Inspirational theatre company working with women whose lives have been affected by the criminal justice system. Free courses in acting, writing, singing and recording.
The Women's Space will be for women offenders and women at risk of offending due to drug or alcohol use or mental health needs.

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

A man in a red vest with 'THE BIG ISSUE' and 'SPECIAL' printed on it is smiling and handing a coin to an elderly woman on a busy city street. He is holding a yellow 'THE BIG ISSUE' magazine with the headline 'NEXT BIG IDEA' and 'CAN TEA TOWEL SAVE THE WORLD?'. The woman is wearing a blue jacket and a purple and white patterned scarf. The background shows a busy street with other pedestrians and buildings.

Become a vendor

THE BIG
ISSUE

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

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

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

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

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

COORDINATE MY CARE (CMC)

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

020 7811 8513;

www.coordinatemycare.co.uk

Mon – Fri: 9am – 5pm

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

AD, MH

CRUSE BEREAVEMENT CARE

0808 808 1677; www.cruse.org.uk

Mon & Fri 9.30am – 5pm

Tues, Wed & Thu 9.30am – 8pm

Sat–Sun 10am – 2pm

Online chat: Mon – Fri 9am – 9pm

Helpline offering listening support and practical advice related to bereavement.

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

C

DUAL DIAGNOSIS ANONYMOUS

07702 510110 (24 hour helpline)

All meetings now on Zoom.

Links on website: www.ddauk.org

Mon: 7.30 – 8pm; Tues – Fri: 7pm

Sat: 11am; Sun: 7.30pm

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

MH, C

FOCUS HOMELESS OUTREACH

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

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

0800 9173333 (24hr crisis line)

020 3317 6590;

www.candi.nhs.uk/our-services

Mon – Fri: 9am – 5pm

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

MH, OW

FRIENDSHIP PEER SUPPORT

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

0208 898 6727;

wmicklewright@yahoo.co.uk

Last Thursday of the month:

11am – 1pm (online only)

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

MH

KEY	A	Alcohol workers	B	Barber	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

GROUNDSWELL HOMELESS HEALTH PEER

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

MH,AD,ET,OW

GREAT CHAPEL ST MEDICAL CTR

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

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

LISTENING PLACE

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

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

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

MH,C

MAYTREE RESPITE CENTRE

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

MH,C

FC Foot care
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MARYLEBONE CENTER (CHURCH ARMY)

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

MIND

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

MOSAIC CLUBHOUSE

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

THE GREENHOUSE

19 Tudor Road E9 7SN;
020 8510 4490
greenhousepppractice.nhs.uk
Health services for men & women who are sleeping rough. Medical services & advice for Eastern Europeans, including translation services.
MH, AH, A, BA, DA, DW, NE, OL, LA, SF

NEW HORIZON YOUTH CENTRE

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

RETHINK

0808 801 0525; www.rethink.org
advice@rethink.org
Mon – Fri: 9.30am – 4pm
Employment, supported housing, day services, helplines etc for people affected by severe mental illness, inc. special BME services. Phone or email.
MH, AS, AD, C, ET

SAMARITANS (CENTRAL LONDON)

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

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

SOUTHWARK DAY CENTRE FOR ASYLUM SEEKERS

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

020 7732 0505; www.sdcas.org.uk

Wednesdays 11.00am – 2.45pm

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

Check website for centres and times.

Providing emergency food parcels and other essentials.

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

TREASURES FOUNDATION

07950 585 947 (10am – 5pm);

treasuresfoundation.org.uk/contact-us

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

AH, EO, F, MH

YOUTH

ALONE IN LONDON FOR YOUNG PEOPLE (DEPAUL)

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

020 7278 4224

uk.depaulcharity.org/london-get-help

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

AH, AD, CA, C, ET, MH

BIKEWORKS CIC

020 8980 7998, bikeworks.org.uk/who-we-are

who-we-are

Bikeworks CIC is an award-winning social enterprise which provides training, employment opportunities and work experience programmes to homeless people, young marginalised people and refugees.

City and Guilds accreditation.

CA, ET

CAYSH

Croydon Turnaround Centre, 2 Whitgift Street, Croydon CR0 1FL

0208 683 0227, <http://bit.ly/VoDrGB>

Providing support and accommodation for young people. Advice service for people aged 14-25 (including housing advice) at the Turnaround Centre - no appointment necessary.

AH, AD, C

CRASH PAD – YOUTH SHELTER

020 7700 2498, <http://bit.ly/217Izef>

Monday-Sunday: 4pm-9am; Islington-based shelter for people 18-23 with low support needs. 12 bed spaces, separate room for females.

Shelter has no Wifi, Playstations, Xboxes or telephone.

For referral, please phone or email Momodou Mboge.

email:

momodou.piliontrust@gmail.com

AD, AH, BS, FF, ET, AC, MD, LF

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OFF CENTRE

25-27 Hackney Grove E8 3NR
020 8986 4016, <http://bit.ly/1osHBVf>
 Counselling, therapy, advocacy, advice and psychosocial service for young people aged 16-25 who live Hackney. Services are free, confidential and aimed at helping Hackney's young people to have greater control over emotional and practical issues.

C

THE YOUTH HUB

0203 283 8616, theyouthhub.co.uk
 Central hub connecting teens, young adults, employers, links to training providers and other charities.

CA, ET

YOUNG MINDS

Text YM to 85258 (urgent help)
youngminds.org.uk/find-help
 Advice on mental health, medications and depression. Advice on coronavirus.

MH

YOUTH ACCESS

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

MH, AD, C, OL

LGBTQI+

AKT (LONDON)

Unit 203, Hatton Sq Business Centre, 16/16a Baldwins Gdns, EC1N 7RJ
020 7831 6562; www.akt.org.uk/refer
 Mon – Fri: 10am – 4.30pm
 Supports LGBT 16–25-year-olds who are homeless or living in a hostile or violent environment after coming out.

Support online due to Covid-19.

C

GALOP

020 7704 2040; www.galop.org.uk
 Mon & Tue: 10am – 4pm
 Wed & Thur: 10am – 7:30pm
 Fri: 10am – 4pm
 The LGBT+ anti-violence charity. Offers support for LGBTQ+ people experiencing hate crime, sexual violence or transphobia. Online chat and free helpline available. See website

AH, AD, C, MS, LA

LONDON FRIEND (ANTIDOTE)

www.londonfriend.org.uk
counselling@londonfriend.org.uk;
antidote@londonfriend.org.uk
 Drop in shut, use email. Drug and alcohol service for lesbian, gay, bisexual and transgender (LGBT+) communities.

A, C, DW, SH

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

OUTSIDE PROJECT & STAR REFUGE

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

AH

POSITIVE EAST

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

QUEEN MARY LEGAL ADVICE

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

SPECTRA CIC

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

STONEWALL HOUSING

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

SWITCHBOARD LGBT+

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

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REFUGEE SUPPORT

MUSLIM WOMEN'S HELPLINE

0800 999 5786, 07415 206939

mwnhelpline.co.uk

Mon – Fri: 10am – 4pm

C

NOTRE DAME REFUGEE CENTRE

16 Leicester Square, WC2H 7LE

020 7440 2668; notredamerc.org.uk

Drop-Ins: Mon & Thu 8:30am – 3:30pm

Advice Line only answered on Friday:

10:30am – 1:30pm

Immigration advice for refugees & asylum seekers.

LA

NO ACCOMMODATION NETWORK (NACCOM)

0161 706 0185, naccomm.org.uk

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

AH

JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS

115 Old Street EC1V 9RT

020 7553 7470, bit.ly/1w4h8qY

Monday, Tuesday, Thursday: 10am–1pm; Advice & legal help. There may be charges. Ring first. If you have no documentation & would like free legal advice, phone the specialist irregular migrant helpline (020 7553 7470).

AD, LA

OTHER NATIONALS

AZIZIYE MOSQUE

117-119 Stoke Newington Rd, N16 8BU

020 7254 0046, bit.ly/201x7Rn

Monday-Sunday: 11am–11pm; Drop-in for advice and support on housing, family, substance use etc. Turkish & Arabic, interpreters available for other languages.

AH, AD, BA, C

BARKA UK (RECONNECTIONS PROJECT)

0207 275 7768, <http://bit.ly/1r1LCpo>

Monday-Friday: 9am–4pm (helpline – Polish, Russian, Romanian and English); Offers Eastern European rough sleepers the opportunity to return home. Help with obtaining passports & transportation. Also information on employment, benefits, NI, the law, organisations supporting CEE migrants. Information on CEE Alcoholics Anonymous & Narcotics Anonymous groups. The helpline (0800 171 2926) is provided in Polish & English.

AH, A, BA, CA, DW, OL, LA

UPPER ROOM (ST SAVIOUR'S)

St Saviour's Church,
Cobbold Road W12 9LN

020 8740 5688, theupperroom.org.uk

Services still conducted remotely. Provides a range of services for the homeless, vulnerable and excluded of west London. UR4Jobs is a drop-in project for A10 nationals and offers support in Polish, English, Romanian & Russian.

CA, CL, ET, FF, IT, OL