

# *the* **Pavement**

The free magazine for homeless people

September – October 2021

Issue 134: Losses & Gains



# Missing



**Marek Szymczak**

Marek went missing from Croydon, London on 12 July 2021. He was 47 years old at the time.

Marek, 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.



**Adriana Alexander**

Adriana has been missing from Newnham, Cambridgeshire since 28 June 2021. She was 64 at the time of her disappearance.

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

If you think you may know something about Marek or Adriana, you can contact our helpline anonymously on **116 000** or [116000@missingpeople.org.uk](mailto: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

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**Cover:** Thank you to artist DK for our beautiful cover art. DK produced the painting as part of a project with Portugal Prints, an artist community within the mental health charity Mind. Members of Portugal Prints make art to build better lives. Follow them on Instagram at: [@portugal\\_prints](https://www.instagram.com/portugal_prints) @DK

### *The Pavement magazine*

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[thepavement.org.uk/complaint](http://thepavement.org.uk/complaint)



### Members of The Outside Project and the Find and Treat Team

**Dropping in:** Our friends at The Outside Project ran a sexual health screening and Covid-19 vaccination drop-in in August, from its HQ in London. The drop-in was a huge success, with all available Covid-19 vaccination jabs being used well before closing. The drop-in was run in partnership with NHS England's Find and Treat Team. People attending the drop-in were treated to a free toothbrush and were also offered noise-cancelling headphones, travel refunds and access to a shower. To receive a vaccine, attendees were not required to have their ID, NHS number, nor a phone. The Outside Project is planning to run more drop-in sexual health screenings with the Find and Treat Team.

- Visit their website for updates: [lgbtqoutside.org](http://lgbtqoutside.org)
- Follow The Outside Project on Instagram: [@lgbtqoutside](https://www.instagram.com/lgbtqoutside)

## 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](mailto:editor@thepavement.org.uk)

# Lose some, gain some

There are ups and downs, round and rounds, and then there are losses and gains. Everyone is familiar with loss, some more than others. But when we suffer and endure loss, we can welcome the opportunity to gain something. Whether it be resilience, or the chance to get back on one's feet. For people experiencing homelessness there will always be a knowledge of what has been lost, but with that comes the realisation of just how much there is to gain.

Our writers know all about losing and gaining, too. Take Claire on page 12, for example. After a stay in prison, Claire challenged herself to improve her life, with remarkable results. Chris on page 27, meanwhile, relays the story of a work colleague whose life could finally progress once they had a late diagnosis of bipolar disorder.

We continue to feature writers who have graduated from the European Journalism Centre-funded solutions-based journalism scheme. These writers are trained in asking the question of 'what next?' in their writing.

The List of services can be found in the centre pages. Whether it be vital information found in the List, an enlightening opinion read in an article, or even just a good chuckle at a cartoon, we hope you gain something from reading our magazine.

Stay safe.

**the Pavement team**

[www.pavement.org.uk](http://www.pavement.org.uk)



Readers of *the Pavement* will be familiar with Ian Kalman's unique brand of wit and charm (see many, many previous issues of the magazine). Now fans can enjoy Ian's acerbic humour in podcast form! The new podcast, called *Bin of Words*, will tackle the issues of today. Each episode will consist of facts and comment, with the listener the key ingredient. So, to access, or even be featured on the podcast, please contact Ian at:

[binofwords@writeme.com](mailto:binofwords@writeme.com)

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© Nina Baillie, The Growing Project and Grand Union



## Green shoots

Grand Union, an arts organisation based in **Birmingham**, released a documentary in July on the homeless gardening project, The Growing Project. The Growing Project is a community-led growing scheme working with organisations who support vulnerably-housed people and people experiencing homelessness. The documentary was filmed in four different project locations. Grand Union set up the project in partnership with Spring Housing, Crisis Skylight Birmingham, SIFA Fireside and St Anne's Hostel.

- Watch the documentary on YouTube here: [www.youtube.com/watch?v=e08152BOG78](https://www.youtube.com/watch?v=e08152BOG78)

## Sheening armour

Actor Michael Sheen has pledged £10,000 to the charity Arts & Homelessness International. Sheen answered the call for donations from the charity made in late July. The charity offers positive change in people and policy through the arts and creativity. In late July it set up a Crowdfunder to support their work, having struggled in its fundraising efforts since the pandemic. Sheen urged everyone “fortunate enough to make good money” to “step up and help.”

- Find out more about Arts & Homelessness International on its website: [www.with-one-voice.com](https://www.with-one-voice.com)

## Act update

As of 5 July 2021, the Domestic Abuse Act requires councils to prioritise people made homeless through domestic abuse when assigning accommodation. Under the old legislation, victims needed to be assessed as “vulnerable” and domestic abuse itself was not a stand-alone reason for people to be prioritised. A figure of £1.5m has been allocated to councils to implement this and further changes made to the Domestic Abuse Act include a duty to provide support alongside safe accommodation.

- **Read about the new legislation here:** [www.gov.uk/government/news/more-support-for-victims-of-domestic-abuse-at-risk-of-homelessness](https://www.gov.uk/government/news/more-support-for-victims-of-domestic-abuse-at-risk-of-homelessness)

## Criminal act

Homelessness charities and housing groups have signed a joint letter demanding changes to the deeply unpopular Police, Crimes, Sentencing & Courts Bill. The coalition says that in its current sorry state, the bill would criminalise “any person staying in a car, van or other vehicle – or indeed has a vehicle parked near where they may be sleeping rough.” Unmoved, MPs voted through the bill in the House of Commons, and it will now be read in the House of Lords. The bill could become law should it progress through the Lords.

## Patch test

Homeless people across the UK are set to be given free e-cigarette packs, in a study looking at how effective e-cigarettes are and whether they are worth investing in as a long-term initiative to help people quit smoking. A total of 32 centres and 480 participants will be involved in the research trial, which will provide e-cigarette starter kits for half of the participants, and allocate care groups to the remaining half, according to *The National*. The project is headed up by London South Bank University (LSBU) and UCL with a number of other universities also collaborating. Professor Lynne Dawkins from LSBU explained that if successful, homeless centres may choose to adopt this approach moving forward.

## Gimme shelter

Around 50 Year 6 pupils from **Teesside** raised over £2,000 for Shelter by spending a rainy night outside in homemade shelters. The students experienced first-hand the reality of sleeping rough in harsh weather conditions, with many shelters collapsing during the night. Headteacher Bill Sawyer believed that the experience deepened the children’s empathy towards people rough sleeping, telling *Teesside Live* it was “very moving for us all.”





**Team goal:** The above picture is taken from the United Fan Culture Archive (UFCA), a photographic archive documenting and celebrating football fandom. The archive is for Manchester United fans, and anybody is free to submit photos to the project. The UFCA is working in partnership with Big Change MCR, a homelessness initiative based in Manchester. UFCA founder Michael Brennan had the following to say on the partnership with Big Change MCR: "If the archive can help to raise awareness of such a great cause, and encourage donations, while also celebrating the culture of Manchester United fans, then it has achieved its objective." @UFCA

- To submit a photo, or view the archive, visit here: [unitedfanculturearchive.com](https://unitedfanculturearchive.com)

## Village people update

Welcome news from **Manchester**, where the homeless charity Embassy has seen its plan for a village of 40 modular homes approved by the Manchester planning committee, according to the *BBC*. The village will be built along the Bridgewater Canal, and the homes offered exclusively to homeless men. A similar project

exclusively for women is set to be launched by the charity soon. Issue 132 (May – June) of *the Pavement* reported that shipping containers would be converted into 40 new homes. Rising costs mean the homes will now be made of bricks and mortar, with the first homes opening in 2022.



## National support

More than 100 councils and charities across England are backing Homeless Link's campaign, Support Don't Deport. It is calling for the government to scrap new rules that made rough sleeping grounds for cancelling or refusing a person's right to remain. Aware of the massive repercussions it will pose on people's safety and status, organisations working with homeless people have been quick to come out against it. Instead of these rules, Homeless Link is calling for increased investment into employment support and immigration advice so non-UK nationals can break the cycle of homelessness.

- **To see the councils and charities signed up to Support Don't Deport, visit this website:**  
[www.homeless.org.uk/stand-against-rough-sleeping-immigration-rules](http://www.homeless.org.uk/stand-against-rough-sleeping-immigration-rules)

## Big plan

This summer, *The Big Issue* launched a new campaign to prevent 'an avalanche' of people from becoming homeless. A nine-point plan has been drawn up, calling for, among other things, the £20 universal credit uplift to become permanent. This demand sits alongside the long-term goals to increase social housing stock and investment into green jobs. This plan

comes in the wake of *The Big Issue's* recent research, which found that in the first 90 days of this year, one UK household was being made homeless every three-and-a-half hours.

- **Read the nine-point plan here:**  
[www.bigissue.com/latest/the-big-issues-urgent-plan-to-stop-mass-homelessness](http://www.bigissue.com/latest/the-big-issues-urgent-plan-to-stop-mass-homelessness)

## Olympic champion

Following the success of the first Refugee Olympic Team in 2016, this summer the Tokyo Olympic Village welcomed Cryille Tchatchet alongside 28 other team members from 11 different countries. In an interview with *Eurosport*, the weightlifter spoke about his journey from homelessness, to representing the refugee community. Now based in the UK, he spent his first months sleeping rough in Glasgow and Brighton after participating in the former's 2014 Commonwealth Games. After reaching out to the Samaritans, Tchatchet was eventually able to gain refugee status. Tchatchet now works as a community mental health nurse, in tandem with his weightlifting career.

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10,000

affordable homes yet to be built by Scottish government, if they plan to deliver promise of 50,000 new affordable homes by end of 2021.

8,000

children currently live in temporary homeless units in Scotland (*Shelter Scotland*).

14,151

households in temporary accommodation in Scotland, recorded in September 2020.

20%

of Scottish households living in poverty after paying housing costs.



### Times are exchangein'

Four homeless accommodation services run by Hillcrest Futures have installed Scotland's first needle exchange vending machines, reports *Scottish Housing News*. The vending machines are manufactured by Orion Medical Supplies, and have been fitted in accommodation in Glasgow and Edinburgh. The aim of the needle exchange is to lower drug deaths, with the vending machine providing users with safe, discreet access to clean injecting equipment. Residents at the homeless accommodation services must acquire a token supplied by trained project staff, or a visiting drug service, if they wish to use the needle exchange service.

© Hillcrest Homes

## Shoes news

The **Edinburgh**-based school George Heriot's raised £2,616 taking part in the Invisible Cities 'In Our Shoes' challenge. Students kept their shoes on for 48 hours straight for the challenge, completed in March this

year, to raise awareness around homelessness. Zakia Moulaoui Guery, CEO of Invisible Cities explained: "This challenge was designed to give a different perspective on homelessness and focus on a very

practical issue that people face.” The money raised went to Invisible Cities and fellow social enterprise Grassmarket Community Project. Invisible Cities trains people who have previously experienced homelessness to become walking tour guides of their own city in Edinburgh, Manchester, Glasgow and York.

- **For tour guide opportunities and more information, visit the Invisible Cities website here: [invisible-cities.org](https://invisible-cities.org)**

## Health problems

Mental health issues among homeless people, or people faced with homelessness in Scotland have more than doubled since 2013, according to official Scottish Government data. *The Scotsman* report 27 % of homeless households in Scotland in the year 2020-21 included somebody experiencing mental health issues, compared with 13 % in 2013-14. A total of 7,397 individuals faced with, or experiencing homelessness had mental health issues in the year 2020-21. Scottish Labour's housing spokesman Mark Griffin called the rise, "a damning indictment of both mental health and homelessness policy over recent years."

## Tour de M8

Sir Chris Hoy is encouraging cyclists to join a 60-mile group cycle from Glasgow to Edinburgh to raise money for **Edinburgh**-based homelessness charity Social Bite. The event will take place on 5 September and will be led by Sir Chris himself. Organisers are hoping for upwards of 1,000 participants, whether in the live event or the virtual challenge, with a fundraising target of £1m. The money will be used to fund two new Social Bite villages in the UK, reports *Scottish Housing News*.

The first Social Bite village project was built in 2018, and accommodates homeless people in pre-fabricated houses.

- **Find out more on the Social Bite website: [social-bite.co.uk](https://social-bite.co.uk)**

## Bad night out

For many the reopening of nightclubs was a joyous occasion. But for many people sleeping rough, fear set in. Helen McMillan from Help The Homeless **Glasgow** (HHG), voiced her concerns to *The Herald*, saying, "people have had their sleeping bags urinated on or set on fire, others have been physically assaulted and many verbally abused," during her time at HHG. Here's hoping a year's worth of lockdowns was spent reading up on how to feel empathy, respect and love for a fellow human being. ■

# Lessons learned

Having fallen out with family and finding herself in prison, *Claire* built her life back up and is now happy. Here *Claire* reflects on her journey and the importance of self-belief and education

I always led a sheltered life in many ways. It wasn't until I hit my teens I went off the rails. I'd suffered a lot of physical problems growing up. I stopped going to school and started knocking about with the wrong people. After mam and dad split up, I lost it completely. Instead of going to Cambridge uni to become a vet, I ended up on the streets.

It started when, at 17 years old, I couldn't comprehend why my dad wouldn't let me go out with a 25-year-old man! I didn't realise I was homeless at first. I knew I couldn't go to my parents, but I would stay up, (and out) all night with my friends. Then maybe grab a couple of hours on someone's settee.

I can't pinpoint the exact time, whether it was day or night, nor how long exactly I lived like this, I just knew I was tired. Bone weary, exhausted. I didn't want to see anyone. I just wanted to go home. To have a home. To get in the bath and watch the TV. To feel safe and sleep for more than two or three hours.

Because I had nowhere to go and the sofa surfing was getting too much for both myself and the sofa owners, I started getting into 'relationships' with men for somewhere to stay. Again. I didn't

realise at the time that I didn't, genuinely, have anywhere to go.

For the sake of space, I'll cut things VERY short. It was a 14-year, life prison sentence that saved me. It's a shame that instead of being built up from a sad, confused teenager, I ended up in jail, having to claw my way up. I did it though!

While in prison my family fully supported me. My mam and dad both stood by me and thankfully, brought my son to see me at every available opportunity. The catchphrase 'education, education, education' was actually coined by my dad, before any politician! I realised he had a point and I applied to the Open University. Five years later I had completed a degree in English Literature and Philosophy. Apparently as the first woman in high security conditions to gain one. I know I'm lucky to have such a loving family. I'm forever grateful to them. Years later, I was reaching the end of my sentence and I hit the jackpot again. I met somebody who loves me, and I them. Who waited and set up a home for me getting out. Not everybody has that.

It's only now, when I think back, I realise how sad, lonely and scared I was. Young women – all women –



© Chris Bird

need their self-esteem bolstering. They should be educated so that they believe in themselves. So that they love themselves. It doesn't necessarily mean that they won't find themselves in a similar position to me. However, it might mean that they have the knowledge and confidence to seek out the right support and make more informed choices. Women, especially the younger ones, can find themselves playing a whole different ball game. If homelessness, substance abuse and all that can't be avoided, we could at least equip them with the tools they need to climb back up to the top.

No young woman should have to meet with someone simply to have a bed for the night. That's what it boils down to though. There were times I

had nowhere to go, only the streets. However, ask yourself, which is the preferred option? Both are just as damaging. ■

## Support & solidarity

Claire's story is unique, but will feel familiar to many readers who have faced setbacks and obstacles on their journey.

There are organisations and charities that can offer support and services to you. See the List in the centre pages for information on many services available to you.

- Visit Shelter's website for housing advice:  
England: [england.shelter.org.uk](http://england.shelter.org.uk)  
Scotland: [scotland.shelter.org.uk](http://scotland.shelter.org.uk)

# Weighed down

When you're homeless, the importance of having somewhere safe to store your stuff can't be overstated. *Sheryle Thomas* speaks with members of the team working to make storage easier

When your current situation means you are temporarily homeless and also have no income, it can weigh you down emotionally. You also have to carry all of your worldly possessions around with you daily, which weighs you down physically.

It is difficult to find anywhere to store your possessions securely and without paying for the service, but a charity has come up with a solution to help store your possessions safely and for FREE.

Caroline and Michal, who work for Street Storage, discuss the service they provide.

## How can I access Street Storage?

People can go on to the Street Storage website to refer themselves, or any other organisation they are working with can refer them. There is a phone number that we can be contacted on for referrals:

**07932 830 440**

or our email address is:

**[info@streetstorage.org](mailto:info@streetstorage.org)**

Our storage units are for the use of people currently sleeping out, sofa surfing, squatting, for care leavers, people in prison and those fleeing violent home situations.

## Helpful info

- Alongside her work with Street Storage, Caroline is also involved with Tricky Period and ShowerBox, which both provide essential services and products.
- ShowerBox provides free-to-use warm showers at St Giles-in-the-Fields, London, every Saturday from 10am – 3pm. Read more about ShowerBox on their website: [showerbox.org](http://showerbox.org)
- Tricky Period is working to end period poverty. You can access free sanitary products at one of its numerous pick-up points. See here for details: [trickyperiod.com/pick-up-points](http://trickyperiod.com/pick-up-points)

## Where are the storage units and when can I access them?

We have two storage units. We have one close to Tottenham Court Road and one near to Haggerston Overground Station.

We can store people's belongings in whichever storage unit is more accessible for them to travel to.

At the moment our drop-in times are:

**Haggerston:** Monday, Tuesday, Thursday & Friday: 11am–3pm

## **Tottenham Court Road:**

Wednesday: 1pm – 3pm

But we can make arrangements outside drop-in times if needed.

## **How safe are my possessions in your care?**

Our buildings are alarmed and also have security-locked doors. We are insured for theft and fire and we ask if you have any valuables e.g. laptops, etc. you are storing so we can list it separately so it will be covered by our insurance. We record and photograph what property you have and its given a shelf/box number. Only team members access the storage room and will bring out your boxes and record what you have taken or left from your possessions.

## **What stuff can't you store?**

Fresh food as your possessions are stored overnight and we do not want to attract rodents into our buildings. We do not have the capacity to take white goods or furniture through eviction but once rehoused we can support people to access various grants to help them re-furnish their new home. Due to limited space we can take up to six big bags but ask if you need more space.

## **How long can I store my possessions for?**

We agree on a length of time at the start and then review people's personal circumstances when

coming close to the end of that period. We can extend our service to them at that point if needed. We understand everyone's personal circumstances are different and we are supportive and compassionate to their circumstances.

## **Do you offer volunteering opportunities?**

Our answer is YES we do offer volunteering positions. At the moment we are a very small team and recognise we need to be more flexible and we are working towards making that happen, in part with the support of volunteers.

Our security guard Michal, who works for Street Storage now, had previously used our service when on the streets, storing his possessions so he could attend any appointments or interviews he had with dignity and without having judgements made about him. He explained how it had given him more confidence and self-respect not having to carry around his sleeping bag and belongings all day. Michal was offered a volunteer position with Street Storage, then he was offered a paid security guard role. Michal explained how it has helped him move forwards in life. We are all about giving people opportunities and chances to help them get back on their feet.

- **To refer yourself to Street Storage, visit their website: [www.streetstorage.org](http://www.streetstorage.org)** ■





© Ken Pyne



" CAN I HAVE A RECEIPT ? "

© Mike Stokoe

# Life lessons

**While we can't avoid making first impressions, it's important not to jump to conclusions. And if you are to make assumptions, here's one to keep in mind, writes *Rosie Roksof***

A wise man once said his grandmother always told him "assume everyone else is twice as smart as you are and you will be ok."

Assumptions (other than the one given here by the wise man's grandmother!) are rarely, if ever, helpful but some people can afford to exchange casual assumptions back and forth more than others.

If assumptions were treated by police as a crime – bearing in mind how harmful they can be – I wonder would the people that make them now still make them so flippantly? I do often wonder!

With enough food to eat, warmth and comfort – not to mention LOVE, the real treasure that is often taken for granted – it's amazing how much more resilient a person is in an atmosphere where casual assumptions being made is 'the norm'.

Meanwhile, a person who sleeps in the painfully freezing cold day after day (who may or may not use alcohol and/or drugs for the purpose of numbing said cold and pain) often has nothing already. Scores of people (who really should know better in a so-called 'civilised society') will jump to conclusions (notice the word

## Find support

- Based in the Union Chapel in Islington, London, the Margins Project provides a range of services to homeless people.
- Margins offers a drop-in service for homeless people on Monday & Wednesday from 11am – 2pm. Hot food is available to take away. For more information, turn to the List in the centre pages of the magazine, or visit [unionchapel.org.uk/projects/margins](http://unionchapel.org.uk/projects/margins)

'jump' here) about them, based on nothing, and if the truth were told it would hurt the assumption-maker too much to admit that assumptions are usually a reflection of one's own heart.

I mentioned the word 'jump' for good reason. In the same way people 'fly' into a rage, they 'jump' to (wrong) conclusions. Have you ever seen anyone arrive slowly and thoughtfully at this type of conclusion? Or glide peacefully into a rage? NOT!!

If you take your time with



a person (time and patience is something so necessary for a human to feel ok... even if they are a millionaire) you at least stand a chance to get to know that person, as you would want others to try to get know you.

Time and patience is all it takes to avoid many of the silly schoolboy errors which result in a person – often a person who really needs tenderness more than anything – being erroneously labelled.

Labels, be they ‘positive’ or ‘negative’ ones, are all just another way to categorise a person, and the moment a person is seen as a category-type first and foremost, the dehumanisation is well underway. In this way the uniqueness of the individual is often not appreciated for what it is – AKA the most

essential part of the human equation.

Everyone is special and among the drop-in guests at Union Chapel there are many amazing minds and hearts that sadly have often been overlooked to a criminal extent, in favour of a pre-packaged notion of what a homeless person or a vulnerable person is like. This notion may be less painful than the truth for those making the assumptions, but the pain remains for those on the receiving end.

At Margins Project hopes to provide a truly safe space for people to be themselves and start to hope and dream. I like to think many of us involved with the Margins Project follow a simple rule: Assume everyone is twice as smart as you and you will be ok. ■

# COVID-19

## Keeping safe

The UK experienced a fourth wave of Covid-19 in the summer, when the Delta variant led to a spike in cases, hospitalisations and deaths. New variants of the virus will continue to appear, so it is important to stay aware and to take steps to avoid catching and spreading Covid-19.

### Symptoms of Covid-19 include:

- A high temperature
- A new, continuous cough
- Changes in your sense of smell or taste

Experiencing any of these symptoms? You can book a free PCR test here: [www.gov.uk/getcoronavirus-test](https://www.gov.uk/getcoronavirus-test). PCR tests are reliable indicators of whether you are carrying the virus.

If you are unsure about your symptoms, you can call the NHS for free, 24/7 on 111.

### Why test?

- One in three people with Covid-19 do not display symptoms, but can still infect others
- Regularly testing – using lateral flow tests – can help stop the spread of the virus
- If you do test positive, please self-isolate for 10 days
- Contact a support worker at a service you are connected to if you do test positive

Ordering a test and self-isolating is difficult if you are sleeping rough, or are in shared accommodation. If you are experiencing symptoms and want a test, please contact a local support service or outreach team and let them know your situation.



## Steps to protect yourself and others

- Wash your hands with soap and hot water for 20 seconds often. Especially after contact with others
- Use an anti-bacterial alcohol-based gel if you don't have access to soap and hot water
- Cover your mouth and nose with a tissue or a sleeve when you sneeze or cough. Wash your hands afterwards
- Wear a face covering when indoors with other people
- Keep a distance from people you don't share accommodation or sleeping space with, the virus is less transmissible from two metres
- Enjoy the outdoors when with friends and family, and ventilate (open windows) when indoors
- Avoid sharing items other people have used like cigarettes, towels, bottles and syringes.

## Vaccines help

- Two doses of the Covid-19 vaccination provides a strong defence against serious harm from the virus
- The vaccine reduces your chance of catching the virus, getting seriously ill, and passing it onto others
- Walk-in vaccination sites offer the jab to people not registered with a GP
- Vaccination services make regular visits to accommodation and local homeless services
- Ask a support worker if this is happening at a service near you.



Groundswell exists to enable people who have experience of homelessness to create solutions and move themselves out of homelessness – to benefit of our whole society. Our vision is of an equal and inclusive society, where the solutions to homelessness come from the people with experience of homelessness.



# Healing wounds

Being ex-service and having experienced homelessness, *Laura* sees room for improvement, and cause for optimism, as she reflects on the Covid-19 pandemic

With every wave of Covid-19 cases around the world and new strains of the virus showing up, we, as a nation and world, are seeing true insights of growth, care towards others, and passions being realised. But at the same time people are losing their livelihoods, their businesses, family members and more. One thing is for sure though, there have been many examples during the pandemic of our humanity and spirit prevailing through difficult times.

Look at Captain Tom, who did the amazing 100 laps of his garden to raise over £34m to support the NHS, for example. He showed people just what we can do if we act together. With the love and passion generated by this amazing veteran, we stood arm in arm with him when he passed. Personally, I'll never forget what he did for us and what all veterans have done for us in their time of service to this country.

As homeless numbers climb every year, we are seeing more and more ex-service personnel out on the streets – forgotten by the forces and forgotten by the people they protected. We need to stand up and protect them, show them the love and passion that we have as

## In a nutshell

People need support and compassion.

- If you would like mental health support, you can find services in the List, in the centre pages
- Veterans Aid provide support to veterans in crisis. Visit their website for more info: [veterans-aid.net](https://veterans-aid.net)

a nation. As humans with a heart we can show that we care, and tell people they are not alone in this fight.

Councils and government need to open their eyes, and say "We will help, we will not see you out on the streets, we will support you." As a veteran and someone who served in the army, as someone who has experienced homelessness, I'm telling you that we do need the love, the care and support that we fought for. I would be lying if I told you that, due to our military training, we aren't petrified by being out on the



street – because we are.

The unknown of someone coming up to you at night, releasing themselves all over you, pouring water over your only cover, in the winter days, the unknown of someone who may sexually abuse you, beat you or even kill you, would get anyone worried and is often the cause behind someone turning to drink and drugs that feed the cycle of deterioration. This exacerbates mental health issues that drive drug use, exacerbating mental health issues further still.

We need to stand up and show the world what the UK can do for its people. That we care for the people out on the streets, that we care for our loved ones.

With this pandemic, we are seeing what can be done, but also that more needs to be done, more needs to process, to offer support, homes and somewhere safe to stay. Someone to hold the hands of the homeless and guide them, someone there to say it's ok. People think that homelessness doesn't happen to people – instead they say it's a choice – but it does. What is a choice, however, is people who have plenty of money but choose not to help. Instead, they turn a blind eye to what's out there.

People without money are showing that they care more. These people have got to be thanked for

all their kindness to the homeless community and for standing side-by-side with our amazing veterans as the true heroes that our homeless community needs.

That small thing called compassion is so important for a lot of people. We need to express our love more than we do and change the way we think about wealth distribution. Many rich people seem to need a life lesson in compassion.

If tycoons weren't so greedy then we could end homelessness, have more homes to give to our homeless community, put more people into work, build local communities that are the backbone of our amazing country. It's not the big companies out there that are the spine of our economy but small, passionately run businesses like mine, owners like myself and our local religious communities that make this country, the country I call home, work.

We need to stand as one, to fight for every right each person has. We need to support each other and support the people that need it most.

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

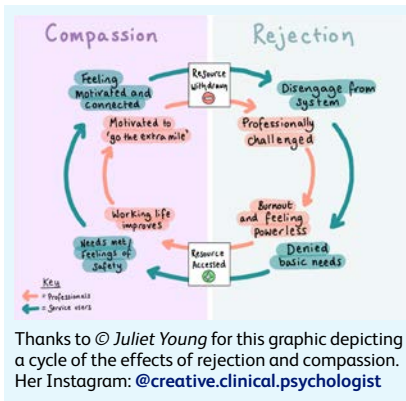
# You're in the spotlight

How can services be more accessible to homeless people labelled 'hard to reach'? Clinical psychologist **Dr Ben Campbell** asked

Anyone with experience working in outreach or crisis services may be familiar with the description of 'hard to reach': a label used to describe people who need support, but, for one reason or another, aren't getting the help they need. However, what if we flipped that and asked: "What makes these services hard to reach for the people that need them?"

That question formed the basis of research I started in 2019 through the University of Liverpool. It put the voices of homeless people at the forefront of real-world conversations on getting access to support.

Nowhere was it more vital to highlight current issues in homeless care provision than in the cases of rough sleepers; those most vulnerable to physical and psychological injury as a result of their circumstances. 'Good enough' care, a term coined by psychoanalyst Donald Winnicott to describe care that need not be perfect but must meet core needs of stability and safety, was the yardstick in relation to how people (both service users and providers) interacted with the structures built to offer such care and



Thanks to © Juliet Young for this graphic depicting a cycle of the effects of rejection and compassion. Her Instagram: [@creative.clinical.psychologist](https://www.instagram.com/creative.clinical.psychologist)

I found frustrations on both sides of the conversation.

Participants spoke about the many hurdles to getting help. Rules often felt exclusionary and frustrating. The result? For those most vulnerable and those who are experiencing the dual difficulties of homelessness and addiction, mainstream services such as community mental health teams are often beyond their reach.

Accounts of dehumanisation and frustration was nowhere more apparent than in the story of Kate.

She told me about repeated assaults and abuse from the public, from the police, and when she did get support from statutory services, she was sectioned and driven far away from home only to be discharged

back to the streets again with no support network or safety net.

"They sectioned me... [put me] in a hospital transport with blacked-out windows, they took me there, and I didn't know where I was. My mind wasn't functioning. Didn't have any form of contact with anyone, didn't know where I was. I was on my own, they wouldn't tell me where I was, they wouldn't pull over so I could have a smoke. It was scary. It's like being passed from pillar to post. I felt really bad. I wanted to finish my life."

For Kate, the 'cracks' or gaps in services seem obvious. For others, it was frustrating asking for help, and for those that did, they were often told they didn't meet criteria. In the case of many hostels, rules were enforced strictly, and this meant not always being able to get somewhere to stay overnight. Kelly spoke about her experiences in a particular hostel:

"I don't think [hostels] look at the vulnerabilities of the person, at [this hostel] if you're not back by a certain time they won't let you back in, which is ridiculous. You've got lots of women prostituting themselves, escorting. There's men there smoking spliffs, and the staff don't say anything. And I just think, what? When did this happen? It's a roof over your head but it's not good for people, not for vulnerable people."

It was clear also that 'gaps'

## Moving forward

Here are some of Ben's recommendations for people developing support services for homeless people:

- Systemic improvements, such as sharing basic information, improving referral pathways and supporting agencies to cooperate with one another, would improve the practical day-to-day running of many agencies and community organisations
- Accessing support for difficulties with drugs and alcohol was incredibly difficult for the participants in this research. Reducing barriers to this type of support and exploring novel approaches to substance use may be of benefit.

and 'hoops' were present for the professionals attempting to provide care as best as they could within a framework that is ultimately too resource-scarce to make a long-lasting impact and create change.

It is my hope that this research can contribute to meaningful progress, both in real-world care systems and in further study of such issues as they exist today. ■

# The right doctor

**In difficult circumstances, the care and support of a friendly, empathetic doctor can make a world of difference, writes *Esther Crespo-Rupérez***

I was in a dire situation, made redundant, unable to find another job and homeless. The only person I could turn to was my doctor. She made me feel supported when I was at rock bottom. She kept me healthy and strong to carry on looking for work. My experience with other doctors had been disappointing so when I first met this doctor I felt her empathy. She showed interest in what was going on in my life. She showed interest in helping me improve my health. I did not see that same interest from other doctors. Even though I was a migrant, she treated me with respect and warmth.

But then she was gone. When I next went to the surgery I was told she had moved to another area of London. I was so upset. But I was determined to find her.

Finally I found her at her new surgery. I went to visit her. I told her that even though I was not in her area, I would travel to her and I would adapt to the circumstances. She said she would bring my case to the meeting with her colleagues. She argued for me to be allowed to continue to be her patient. And they said yes.

I felt immediate peace of mind.

I could feel relaxed because I trusted her. At the moment, with the pandemic, I don't see her very often but I know I can count on her. This is extremely important to me, and I'm sure to anyone else who feels isolated and has difficult circumstances.

To me, to have my health checked and be able to access medical services is a basic right. I know too many people struggle to find a doctor with empathy and compassion – and often to find a doctor at all. In that respect I feel very lucky for having such a caring doctor.



## In a nutshell

**Are you suffering from some of the troubles described in this article?**

- You can register with a GP if you are homeless
- Information on some healthcare support services can be found in the List. See the centre pages
- For non-urgent medical advice you can call the NHS for free on **111**

# Finding order

**Chris Sampson explains how a long overdue diagnosis allowed 'Dev' to move forward and learn to live with his bipolar disorder**

At work, Dev (not his real name) often felt he was "treated as a lackey" by senior management, doing work outside of his job description and pay grade. Consequently, his drinking and smoking increased tenfold. He drank to excess because he "didn't want to think about going into work."

He would take sick days, where he lay in a dark room "to block everything out."

During the mid-noughties, increased media coverage of bipolar disorder (including that of Stephen Fry) made Dev realise that he had the symptoms. He sought help from his GP and was referred to hospital. After "a lot of bloody talking", he was finally diagnosed. He was in his mid-30s, but realised that he'd had it since childhood.

Dev was relieved to know his condition had a name. Acceptance from friends was, he says, a "massive" thing for him. "There was no shame or embarrassment," he says.

He has aspects of claustrophobia, as well as putting things away and clearing up before moving on to the next task, and says: "I need to know where my escape clause is in any given situation".

Dev tried counselling, but went

through "17 counsellors in two years," some only lasting half an hour or so. And so he concluded that it wasn't for him.

So how does he manage his bipolar? He's learnt to anticipate what his trigger points are, and to counteract them accordingly.

Dev's advice for anyone with bipolar? "Keeping your mind busy is the biggest panacea for depression."

**Bipolar UK estimates that 1% to 2% of the population experience a lifetime prevalence of bipolar, with research suggesting as many as 5% of us are on the bipolar spectrum.**

**The charities Bipolar UK and MIND UK offer help and advice for anyone who has – or suspects they may have – the condition.**

**They can be contacted at:**  
[www.bipolaruk.org](http://www.bipolaruk.org)  
 and [www.mind.org.uk](http://www.mind.org.uk)

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

# Creative corner

The following two poems have been written specifically for readers of *the Pavement*. Thanks to regular contributor *Chris Bird* and first-time feature *Alan O'Connor* for their beautiful words

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## Street Song

(A poem remembering being homeless)  
*by Chris Bird*

On the wide streets,  
Of business,  
Rush tired faces,  
Cities designed for profit,  
From the pavement,  
To the rooftops,

Here I stay alone,  
Days of sidewalk prayer  
And hope of dirty coins.

The roar of traffic,  
Defines my solitude,  
My hourly dejection,  
Like a discarded effigy.

I look up from my,  
Blankets and cardboard,  
Still at night,  
The stars speak of silence,  
Beyond purchase and trade.

## New Life

*by Alan O'Connor*

No idea where this new life is  
heading,  
Can't be worse than my past, that's  
my betting.

It's just that it all seems strange,  
The things I want are just out of  
range.

This "new" life I can actually see,  
But even this is "just" out of reach.

Things are "always" just out of  
touch,  
Even if I take my time or if I rush.

No idea where this "new life" is  
heading,  
It can not be any worse, that's my  
betting.

Are you a part-time poet? Fancy yourself a master storyteller? We would love to print your work! Submit your words to the editor: [editor@thepavement.org.uk](mailto:editor@thepavement.org.uk)

Have a go at your own poem here:

○	
○	





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

**3. Citizens Advice Bureau**

- Web: [www.citizensadvice.org.uk](http://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](http://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](http://www.thepavement.org.uk)



# the Pavement

## London List

### KEY TO ALL SERVICES

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

Updates: [web@thepavement.org.uk](mailto:web@thepavement.org.uk)  
Compiled: August 2021

This is a partial list, tailored for this issue of *the Pavement*. Full list at [thepavement.org.uk/services.php](http://thepavement.org.uk/services.php)

### Are your details incorrect?

Please send changes to:  
[web@thepavement.org.uk](mailto:web@thepavement.org.uk)

### YOUNG PEOPLE

#### ALONE IN LONDON FOR YOUNG PEOPLE (DEPAUL)

Endeavour Centre, Sherborne House, 34  
Decima Street, London SE1 4QQ  
0207 278 4224; 0207 939 1220

[uk.depaulcharity.org/london-get-help](http://uk.depaulcharity.org/london-get-help)  
Mon – Fri: 9am – 5pm

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

Free housing advice, family mediation and counselling for people aged 11 – 25.

[AH](#), [AD](#), [CA](#), [C](#), [ET](#), [MH](#)

#### FRANK

0300 123 6600, [www.talktofrank.com](http://www.talktofrank.com)

Mon – Fri: 2pm – 6pm (live chat);  
Drug advice for young people.

Text: 82111

[AD](#), [C](#), [DW](#), [OL](#)

#### THE TRICKY PERIOD PROJECT

[www.trickyperiod.com/pick-up-points/](http://www.trickyperiod.com/pick-up-points/)

Together we are working to end period poverty. Tricky Period is a grassroots group collaborating with local libraries, stations and other welcoming community spaces to provide period products to those - experiencing homelessness and poverty.

Social media group:

[www.facebook.com/TheTrickyPeriod](https://www.facebook.com/TheTrickyPeriod)

[MH](#)

## CAMPAIGN AGAINST LIVING MISERABLY (CALM)

0800 58 58 58, <https://www.thecalmzone.net/help/get-help/>  
Helpline and webchat open 5pm – midnight.

*MH, MS, C*

## GROUNDSWELL HOMELESS HEALTH PEER

Canterbury Court, 1-3 Brixton Road, London, SW9 6DE  
0207 725 2851; [groundswell.org.uk](http://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*

## NEW HORIZON YOUTH CENTRE

68 Chalton Street NW1 1JR  
020 7388 5560, [nhyouthcentre.org.uk/](http://nhyouthcentre.org.uk/)  
Monday: 2pm – 3:30pm  
For young (16-24) homeless people.  
Free lunch. Women-only groups.  
Mental health, life skills & advice, and employment/resettlement support. Sex worker project. Street outreach. Refugee worker.  
Our day centre is currently open on Mondays, Wednesdays and Fridays between 10:30am and 3.30pm.

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

## OFF CENTRE

Unit 7: The Textile Building, 29a – 31a Chatham Place, London, E9 6FJ  
020 8986 4016;  
<http://bit.ly/1osHBVf>

Due to the current situation around Coronavirus (COVID-19), there will be no face-to-face groups or services.  
Call or email for further information: [OffCentre@family-action.org.uk](mailto:OffCentre@family-action.org.uk)  
Counselling, therapy, advocacy, advice and psychosocial service for young people aged 11 – 25 who live, work or study in Hackney.

Services are free, confidential and aimed at helping Hackney's young people to have greater control over emotional and practical issues including sexuality; bereavement; violence; depression; accommodation; college; stress; abuse; family breakdown; self-harm; anger; neglect; identity and more.

*C*

## THE YOUTH HUB

Postal address only: Office 7, 35-37 Ludgate Hill EC4M 7JN  
0203 283 8616, [theyouthhub.co.uk](http://theyouthhub.co.uk)  
Mon – Fri: 9am – 5pm;  
Central hub connecting teens, young adults, employers, training providers and charities to each other.  
Their aim is to reduce poverty and increase employment across the UK.  
Please use contact form on website or call.

*CA, ET*

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

## WORKING CHANCE

Claremont Building, 24-27 White Lion Street, London, N1 9PD

0207 2781532;

[workingchance.org](http://workingchance.org)

Mon – Fri: 9am – 6pm

Supports women with criminal convictions and those leaving the care system into sustainable, quality employment. They place candidates into a huge variety of jobs in hospitality, finance and media, as well as the public and third sectors.

Also CV writing, interview practice and disclosing convictions to potential employers.

*AH, AD, BA, C, DA, ET, TS*

## YOUTH JUSTICE LEGAL CENTRE

Unit 2, Crystal Wharf, 36 Graham Street, London, N1 8GJ

0203 174 2279;

[www.yjlc.uk](http://www.yjlc.uk)

Mon – Fri: 9:30am – 5:30pm; Help & support to people 10–21. Legal help in education & community care, criminal representation (up to 18). Advocacy in housing, education, welfare, health etc.

Email: [YJLC@justforkidslaw.org](mailto:YJLC@justforkidslaw.org)

If your query is urgent and needs an immediate response, you can call us on 0203 174 2279.

*AD, BA, ET, MS, LA*

## SHOWERS

### 999 CLUB (DEPTFORD CENTRE)

21 Deptford Broadway SE8 4PA

020 8694 5797

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

Office: Mon – Fri: 9-5

Gateway Centre:

Mon – Fri: 9am – 12pm

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](mailto:services@cstm.org.uk)

[www.connection-at-stmartins.org.uk](http://www.connection-at-stmartins.org.uk)

Keeping many of our services open during Lockdown.

Reduced Service and referral Only 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

020 7734 9313

[warwickstreet.org.uk](http://warwickstreet.org.uk)

Wednesdays 6.30 – 10.30am

Showers, toiletries and clothes.

*BS*

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

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

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## SHOWERBOX

St Giles Church, High St, WC2H 8LG  
near Leicester Square / Covent Garden  
[showerbox.org](http://showerbox.org)

Sat: 10am – 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*

## ST ANDREW'S CHURCH

Greyhound Road, London, W14 9SA  
**0207 385 5023**

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](http://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](http://unionchapel.org.uk)**

Monday & Wednesday: 11am – 2pm;  
Showers, clothes, food. Advice on health,  
housing, money & legal issues. .

*AH, BS, DA, F, LA, C*

## WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ

**0300 011 1400; [whitechapel.org.uk](http://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

Take-away food parcels and clothing  
parcels. Haircuts every third Wed.

*FF, BS*

## WOMEN@THEWELL

54-55 Birkenhead St, WC1H 8BB

**020 7520 1710; [watw.org.uk](http://watw.org.uk)**

Numbers limited - ring ahead if possible.

Opening hours: 12.30pm – 3:30pm

Showers, laundry, food and care  
packages.

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

## DENTAL

## CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST

Great Chapel Street Surgery.

**0207 798 1300**

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

## DENTAL HELPLINE

01788 539 780

Mon – Fri: 9am – 5pm

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

Free, independent and impartial service.

DT

## GUY'S HOSPITAL EMERGENCY DENTAL SERVICES

23rd Fl, Tower Wing, Thomas St SE1 9RT

0207 188 8006; [bit.ly/2SPruMn](http://bit.ly/2SPruMn)

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

DT

## KING'S DENTAL INSTITUTE

Bessemer Road, Denmark Hill SE5 9RS

0203 299 9000

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

Mon – Fri: : 8:30am – 12:30pm;

Walk-in service - first come, first served.

Patients queue from 7am.

DT

## NHS 111

For dental emergencies call NHS 111

## EYECARE

### VISION CARE (LONDON SITES)

0203 286 4186

[visioncarecharity.org/](http://visioncarecharity.org/)

Free sight tests and spectacles.

London, Tower Hamlets.

Wednesdays from 11am until 3:00pm

Vision Care for Homeless People

## CRISIS SKYLIGHT

66 Commercial Street, London E1 6LT

0300 636 1967

Nearest tube: Aldgate East/Liverpool St; Bus: 67

BY APPOINTMENT ONLY – To enquire about appointment availability email [london@crisis.org.uk](mailto:london@crisis.org.uk).

MS

## BARBER

### ACTON HOMELESS CONCERN

1 Berrymead Gardens W3 8AA

020 8992 5768,

[bit.ly/1rY49Ay](http://bit.ly/1rY49Ay)

Hot lunches, showers and clothes too

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

### HAIRCUTS4HOMELESS

The Whitechapel Mission at

212 Whitechapel Road, E1 1BJ

or The West London Mission,

19 Thayer Street, Marylebone, W1U 2QJ

0759 080 7435 (call for appointment)

Email: [team@haircuts4homeless.com](mailto:team@haircuts4homeless.com)

B

### WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ

0300 011 1400;

[whitechapel.org.uk/help/timetable](http://whitechapel.org.uk/help/timetable)

Haircuts every third Wed.

AH,B,BA,B5

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





## LGBTQI+

### ANTIDOTE SERVICES (LONDON FRIEND)

86 Caledonian Road N1 9DN  
**020 7833 1674**; <http://bit.ly/2IsCP05>  
 Was an LGBT+ drop in pre-Covid-19.  
 Drug and alcohol service targeted at the lesbian, gay, bisexual and transgender (LGBT) community. For support email [counselling@londonfriend.org.uk](mailto:counselling@londonfriend.org.uk); [antidote@londonfriend.org.uk](mailto:antidote@londonfriend.org.uk)  
 See website for latest information.  
**A, C, DW, SH**

### AKT (LONDON)

19-20 Parr Street, London, N1 7GW  
**020 7831 6562**; [www.akt.org.uk/refer](http://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**

### EACH

**0808 1000 143**; [www.each.education](http://www.each.education)  
 Mon – Fri: 9am – 4.30pm (helpline);  
 EACH provides a free and confidential, homophobic, biphobic or transphobic bullying reporting service for children and young people up to 18 years of age.  
 Email: [info@each.education](mailto:info@each.education).  
[www.facebook.com/eacheducation](http://www.facebook.com/eacheducation)  
**AD, C, LA**

### GALOP

**020 7704 2040**; [www.galop.org.uk](http://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.  
**AH, AD, C, MS, LA**

### LONDON FRIEND (ANTIDOTE)

**0207 833 1674**;  
[www.londonfriend.org.uk](http://www.londonfriend.org.uk)  
[counselling@londonfriend.org.uk](mailto:counselling@londonfriend.org.uk);  
[antidote@londonfriend.org.uk](mailto: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**

### OUTSIDE PROJECT & STAR REFUGE

Advice line **0207359 5767**;  
 Mon – Fri 10am – 1pm  
[lgbtiqoutside.org](http://lgbtiqoutside.org)  
[campaigns@lgbtiqoutside.org](mailto:campaigns@lgbtiqoutside.org)  
 Referral form: [www.stonewallhousing.org/services/referral-form/](http://www.stonewallhousing.org/services/referral-form/)  
 Stay connected: Join LGBTQI+ 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](https://sites.google.com/view/lgbtiqvirtual/home?authuser=0)  
**AH**

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

## POSITIVE EAST

159 Mile End Rd, Stepney, E1 4AQ  
**020 7791 2855**; [positiveeast.org.uk](http://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](#)

## THE PASSAGE

St Vincent's Centre,  
 Carlisle Place SW1P 1NL  
**020 7592 1850**  
[passage.org.uk/](http://passage.org.uk/)  
 If you are homeless and need help during the current Covid pandemic, please call **0300 500 0914** or email [clients@passage.org.uk](mailto:clients@passage.org.uk)  
[MH, AH, A, BA, CA, CL, DW, ET, F, FC, IT, MS, TS](#)

## SPECTRA CIC

St Charles Centre, Exmoor St, W10 6DZ  
**0203 322 6920**;  
[spectra-london.org.uk](http://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. Outreach, social and therapeutic groups, support, health screening, counselling. HIV Testing available to people with no Covid-19 symptoms.  
[MH, C, ET, OL, OW, SH](#)

## STONEWALL HOUSING

8 Coppergate House, 10 White's Row, London, E1 7NF  
**020 7359 5767**;  
[stonewallhousing.org](http://stonewallhousing.org)  
**Option 1 advice. Option 2 advocacy. Option 3 supported housing,**  
 Mon – Fri: 10am – 1pm, 2 – 5pm  
 Specialist LGBT+ housing advice and support.  
 Download guide:  
[stonewall.org.uk/system/files/HousingGuide.pdf](http://stonewall.org.uk/system/files/HousingGuide.pdf)  
 Complete referral form online:  
[stonewallhousing.org/services/referral-form](http://stonewallhousing.org/services/referral-form)  
[MH, C, ET, OL, OW, SH](#)

## SWITCHBOARD LGBT+

**0300 330 0630**;  
[switchboard.lgbt](http://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](mailto:chris@switchboard.lgbt) or message via the website. Bereavement help.  
[LA, AD, MH](#)

**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



## FOOD

### STREETS KITCHEN

[streetskitchen.org/locations/london](http://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**

7.30pm near 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

### AMERICAN CHURCH

79A Tottenham Court Road, W1T 4TD  
**0207 580 2791;**  
[amchurch.co.uk/soup-kitchen](http://amchurch.co.uk/soup-kitchen)  
Mon – Sat: 10am – 12, Breakfast/lunch.  
*FF*

### AMURT UK

**0208 806 4250; [amurt.org.uk](http://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**  
Tues, Wed, Thurs; 1pm – 5pm  
Centre Temporarily Closed. Free meals,  
sleeping bags & sanitizer outside centre.  
*FF*

### HARE KRISHNA FOOD FOR ALL

Islip Street, Camden, NW5 2EN  
**02074373662**  
[www.nextmeal.co.uk/places/harekrishnafoodforall2](http://www.nextmeal.co.uk/places/harekrishnafoodforall2)  
Mon – Sat: 12noon – 1pm  
Free vegetarian meal  
*FF*

### JCT

83 Margaret St (Down Marylebone  
passage) W1W 8TB  
**02076 370 600; [jct.charity](http://jct.charity)**  
Showers (Booked in advance), Takeaway  
Food, Casework support around housing,  
benefits, immigration, Health & Wellbeing  
Ladies group, sit in breakfast (please book).  
*FF*

A man in a red vest with 'THE BIG ISSUE' logo is smiling and handing a coin to an elderly woman on a busy city street. He is holding a copy of 'THE BIG ISSUE' magazine which features a 'NEXT BIG IDEA' section with a speech bubble saying '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](http://www.bigissue.com/become-a-vendor) to find out more or call **020 7526 3445**

## MISSIONARIES OF CHARITY SOUP KITCHENS (ELEPHANT)

112–116 St George's Rd, Elephant & Castle, SE1 6EU  
0207 620 1504

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  
07421 032 553

[www.nextmeal.co.uk/places/northlondonactionforthehomeless](http://www.nextmeal.co.uk/places/northlondonactionforthehomeless)  
Mon: 12noon – 1:30pm; Wed 6 – 7:30pm  
vegetarian meal, shower and laundry facilities. Due to Covid-19 all food is take-away.  
FF

## NIGHTWATCH

Queen's Gardens, Croydon, SE23 3ZH  
Mon – Sun: 9:30pm – 10pm  
Sandwiches, soup, hot drinks & biscuits  
FF

## OUR FORGOTTEN NEIGHBOURS

Outside Toynbee Hall, Commercial Street, E1  
Thurs 5pm 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)  
0208 980 1742

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](http://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 & 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

0207 602 9011;

[www.streetlytes.org/](http://www.streetlytes.org/)

[streetlyteslondon/en/page/need-help](http://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

0208 885 5499;

[selbytrust.co.uk/our-services](http://selbytrust.co.uk/our-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](http://www.themanna.org.uk)

Open for rough sleepers only.

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.

FF

## WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ

0300 011 1400;

[whitechapel.org.uk/help/timetable](http://whitechapel.org.uk/help/timetable)

Free breakfast Mon – Fri from 8am

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  
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FULL LIST  
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OUR WEBSITE



## MENTAL HEALTH

### BARON'S COURT PROJECT

69 Talgarth Road W14 9DD

020 7603 5232,

[baronscourtproject.org](http://baronscourtproject.org)

Service by appointment only Mon – Fri between 8:30am – 3:30pm.

Barons Court Project is the only day centre in Hammersmith and Fulham who support people that are on low income, homeless and/or vulnerable to mental health issues.

*MH, AD, IT, LF*

### CAMDEN HEALTH IMPROVEMENT PRACTICE (HAMPSTEAD ROAD)

108 Hampstead Road, NW1 2LS

020 3182 4200; [chip@nhs.net](mailto:chip@nhs.net)

Mon, Wed & Thurs: 9am – 12.30pm

Tues: 10:30am – 1pm

Fri: 9am – 12:30pm & 1:30pm – 5pm

Appointments: Tues, Wed, Thurs 2pm – 5pm. 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](http://www.caritasanchorhouse.org.uk)

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

Accommodation and varied services.

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

### CLAPTON COMMUNITY DROP-IN

Round Chapel Old School Rooms,

Powerscroft Road, E5 OPU

020 8533 9676; coordinator.

[claptondropin@gmail.com](mailto:claptondropin@gmail.com)

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

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

Help to access services, particularly in relation to housing, benefits, JobCentre. 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](http://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*

#### 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

## COMBAT STRESS

Tyrwhitt Hse, Oaklawn Rd, Leatherhead  
KT22 0BX

[www.combatstress.org.uk/](http://www.combatstress.org.uk/)  
[combat.stress@rethink.org](mailto:combat.stress@rethink.org)

Our 24/7 Helpline **0800 138 1619**  
remains available to all veterans and  
their families for confidential mental  
health advice and support.

(via helpline, text  
07537 404 719 or email)

Help with PTSD. Residential treatment  
and community outreach.

*Our support is vital to those who turn to  
us at their darkest hour. For many, this  
is years after leaving the Armed Forces  
– on average, it takes a veteran 13 years  
to ask for our help after leaving Service.*

**MH, AD, C, OL**

## COORDINATE MY CARE (CMC)

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

**020 7811 8513;**  
[www.coordinatemycare.co.uk](http://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](http://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.

**C**

## DUAL DIAGNOSIS ANONYMOUS

**07702 510110 (24 hour helpline)**

**All meetings now on Zoom.**

**Links on website: [www.ddauk.org](http://www.ddauk.org)**

Mon: 7.30 – 8pm; Tues – Fri: 7pm

Sat: 11am; Sun: 7.30pm

We are a self-help organisation  
supporting people who are struggling  
with addiction and mental health  
conditions.

**MH, C**

## FOCUS HOMELESS OUTREACH

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

**0800 9173333 (24hr crisis line)**

**020 3317 6590;**

**[www.candi.nhs.uk/our-services](http://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**

**FC** Foot care  
**IT** Internet access  
**L** Laundry  
**LA** Legal advice  
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**OL** Outreach worker links  
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**TS** Tenancy support





## FRIENDSHIP PEER SUPPORT

The Richmond Library Annex, Quadrant Road, Little Green, Richmond, TW9 1DH  
0208 898 6727;

[wmicklewright@yahoo.co.uk](mailto: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*

## GREAT CHAPEL ST MEDICAL CTR

13 Great Chapel Street, W1F 8FL

020 7437 9360;

[gretchapelst.org.uk](http://gretchapelst.org.uk)

Currently no drop-in.

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)

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*

## THE GREENHOUSE

19 Tudor Road E9 7SN;

020 8510 4490

[online-consult.co.uk/org/the-greenhouse-practice](http://online-consult.co.uk/org/the-greenhouse-practice)

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*

## JCT

83 Margaret street (Marylebone Passage) W1W 8TB

02076 370 600

Our services help restore dignity and create community through supporting the homeless, refugees and older people. Showers (Booked in advance) Takeaway food.

*F, BS, BA, AH, MS, MH, FF, LA, TS*

## LISTENING PLACE

3 Meade Mews SW1P 4EG

020 3906 7676

[www.listeningplace.org.uk/](http://www.listeningplace.org.uk/)

By Appointment 9am – 9pm, 7 days a week. 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-Self referral form online.

*MH, 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

## 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**

## 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](http://www.mind.org.uk); [info@mind.org.uk](mailto:info@mind.org.uk)

Text SHOUT on 85258

Legal line: 0300 466 6463

Support for anyone experiencing a

mental health problem.

**MH, AD, LA**

## MOSAIC CLUBHOUSE

65 Effra Road SW2 1BZ

020 7924 9657;

[mosaic-clubhouse.org/](http://mosaic-clubhouse.org/)

Mon – Fri: 10am – 4pm (mental health

info: 020 7924 965).

Supports people's recovery with mental

health by engaging them in running the

service, including the cafe, reception

and business unit.

Links to employment, adult education,

wellness workshops. Some virtual

clubhouse activities during current

restrictions. Young Adults programme

for members aged 16 to 30. Wide range

of health and wellbeing activities - see

website.

**MH, BA, CA, ET**

## MUSLIM YOUTH HELPLINE (MYH)

MYH FREEPOST NW3 6NE

0808 808 2008;

<http://bit.ly/3oauC>

Mon – Sun: 4pm – 10pm

(incl Bank holidays and Eid);

Free, confidential and non-judgmental

listening services via phone, email

([info@myh.org.uk](mailto:info@myh.org.uk)) or letter. The number

will not appear on your phone bill and

your call is confidential.

MYH is run by young Muslims who are

trained to be sensitive towards different

cultural backgrounds.

**MH, AD, C**

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

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

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## NEW HORIZON YOUTH CENTRE

68 Chalton Street NW1 1JR

020 7388 5560;

[nhyouthcentre.org.uk](http://nhyouthcentre.org.uk)

Monday: 2pm – 3:30pm (alcohol support); Monday-Sunday: 10:30am-3:30pm (showers, laundry, breakfast & lunch; 10.30am-1pm advice); Day centre Monday, Wednesday, Friday: 10:30am-3:30pm; For young (16-24) homeless people.

Free lunch. Women-only groups.

Mental health, life skills & advice, and employment/resettlement support.

Our day centre is currently open on Mondays, Wednesdays and Fridays between 10:30am and 3.30pm.

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

## PROVIDENCE ROW

The Dellow Centre, 82 Wentworth Street E1 7SA

020 7375 0020;

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

Helps people of all backgrounds to an independent and fulfilled life away from homelessness & exclusion.

They address not only users' immediate needs, but also the underlying issues and causes of their homelessness and exclusion.

Download the timetable for their learning and wellbeing programme (<https://bit.ly/2FXNYor>).

Most of their facilities are step-free. Services in Romanian and Polish.

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

## RICHMOND FELLOWSHIP (HEARING VOICES GROUP - REDBRIDGE)

19 Mansfield Road, Ilford, Essex IG1 3BA

020 8514 5586

Thursday: 2:30pm-4pm; Hearing voices group that is open to people no matter where they live. Just contact the facilitators, who will meet you to exchange information about the group and themselves. Contact Michael Roberts: 020 8514 5586.

*MH*

## STOLL

446 Fulham Road SW6 1DT

020 7385 2110, <https://bit.ly/2tbLdaD>

Mon – Fri: 8am – 8pm,

Sat & Sun: 8am – 5pm

(drop-in alternative weeks - phone to check); Stoll is the leading provider of supported housing for ex-servicemen and women. As well as housing, they provide life-changing support including employment training, advice, addiction services and health and wellbeing activities.

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

## TRAUMATIC STRESS CLINIC

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

020 3317 6820;

<http://bit.ly/200Bdye>

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

*MH*