

An abstract painting of a tree. The branches are rendered in various shades of blue, yellow, and black, set against a background of textured blue brushstrokes. The style is expressive and painterly.

the Pavement

the free magazine for homeless people

Issue 148 : The little things
February – March 2024

Missing



Robert Gibson

Robert Gibson has been missing from Banff, Aberdeenshire, since 5 September 2023. He was 71 when he was last seen.

Robert, use our free and confidential helpline; we can offer support and advice without judgement, and the opportunity to send a message to loved ones. Call or text 116 000.



Suleyman Mohammad

Suleyman Mohammad has been missing from Croydon, London, since 20 September 2023. He was 21 when he was last seen.

Suleyman, 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 or text 116 000. It's free and confidential. Or, email us on 116000@missingpeople.org.uk.

If you think you may know something about Robert or Suleyman, 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. It's 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: The cover artwork features in One Roof Festival's exhibition showing at Old Diorama Arts Centre, London, until March 2024. The exhibition displays work created at the two-week arts festival for people experiencing homelessness. Learn more about the festival on page five. The cover image is titled *Water Patch Tree* and was made by the artist Tievh.

© One Roof Festival

The Pavement magazine

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This year *the Pavement* plans to run a regular writing workshop for people interested in learning and improving their writing skills. The workshops will be run in central London, with dates and location for the workshops shared on our social media and website soon.

Among the classes will be workshops on creative writing, journalism and journaling. We want to hear from people interested in attending the workshops what they want to see and learn. If you have an idea for a class, email the editor at editor@thepavement.org.uk.

Stay updated on the workshops by following our social media and visiting our website:

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facebook.com/thepavementmag
- **Instagram:**
[@thepavementmagazine](https://www.instagram.com/thepavementmagazine)
- **Twitter/X:** [@ThePavementMag](https://twitter.com/ThePavementMag)
- **Website:**
www.thepavement.org.uk

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

The big little things

This issue of *the Pavement* takes a look at the significance and power of the little things in life. From small graces to small mercies, the little things can have a massive impact on our lives.

Our writers have considered the importance of these little things, as well as the value of doing the little things for others. This is felt every day on outreach services across the UK, with Emdad emphasising local outreach services' role in effecting change on a larger scale on page 26.

Meanwhile, on page 14, Leon implores us to recognise the role small gestures play in fostering supportive environments and how they positively affect individual and collective wellbeing.

Elsewhere in the magazine, you can read on how little things have made a big difference to the life of Greta on page 12.

There is also a health resource on page 20, an update on Scotland's housing crisis on page 25, as well as all of the regular news, views and cartoons inside.

the Pavement team

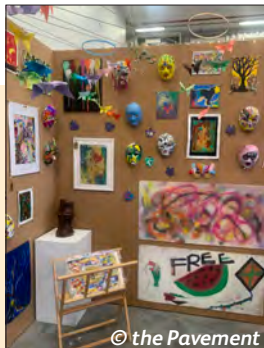
www.pavement.org.uk

One Roof Festival kicked off earlier this year, lasting two weeks up to 20 January. The festival, formerly called the One Festival of Homeless Arts, is an arts-focused series of workshops and events.

This year's schedule included embroidery workshops, theatre classes, mask making, musical wellbeing groups and a jam night. The festival closed with an exhibition open to the public on 20 January (see picture).

Speaking at the exhibition, one attendee said the festival had helped them "find my tribe". Among the artists producing work at the festival was John Sheehy, who has regularly featured in *the Pavement*.

The exhibition also featured an installation covered in postcards from abroad sharing messages of love and support. Find the exhibition, open until March 2024, at Old Diorama Arts Centre, located at 201 Drummond Street, Regent's Place, London, NW1 3FE.



© the Pavement

Better late than never

Finally, the disgraceful scenes outside University College London Hospital in November, where homeless people had their tents and belongings destroyed by bin lorries, have led to an overdue apology from the Metropolitan Police. The Met issued an apology in January to one man (several had their tents destroyed), Anthony Sinclair, for their actions, which they admit were “unlawful”. Police were at the scene in November issuing dispersal orders and even arresting the man they have now apologised to. Sinclair told the *BBC* that “the treatment that I and others received at the hands of police officers was inhumane.”

New year, same problems

Homelessness among young people in the UK has seen a sharp rise in the new year, according to a coalition of 120 charities. A story in the *Guardian* on 13 January revealed a number of charities have been shocked by increased demand for their services. The New Horizon Youth Centre in London reported a record number of people had approached it for help in the first week of the new year, while Akt, the charity for LGBTIQ+ young people experiencing homelessness, says it had more referrals in two weeks than it would usually see in a month. Under the name

#PlanForThe136k – referring to the estimated number of young people who experienced homelessness in 2023 – the charities have launched a parliamentary petition in the hopes of getting answers from uncommunicative ministers.

Camden update

Further to the Better late than never story, Camden Council, which commissioned the waste contractors that destroyed the tents, and University College London Hospital (UCLH), who requested the dispersal of the people sleeping rough, were contacted by the *BBC* following the Metropolitan Police’s apology. Neither made comment before *the Pavement* went to press. The Met is now discussing compensation with Anthony Sinclair, one of the people whose belongings they destroyed, according to *Open Democracy*. At the time of the incident, Camden Council promised an “urgent investigation” into the matter. The progress of this investigation is unknown.

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



A Stik statue spotted in Shoreditch, London in January. The artist Stik regularly features in *the Pavement* and has lived experience of homelessness.
© the Pavement

Stop the count

In a surprise move, the Office for National Statistics (ONS) said in January it was considering ending its official count of the deaths of homeless people. Data on homeless deaths would no longer be published under controversial proposals to provide an “improved and more efficient health and social care statistical landscape,” an ONS statement read. Quite how dropping the annual update and simply mixing homeless deaths in with overall mortality rates paints a clearer, “improved” statistical landscape is beyond *the Pavement*. Responding to the news, Gill Taylor of the Museum of Homelessness’ Dying Homeless Project, warned “everywhere in the public sector, change only comes as a result of an evidence base, and without it we are afraid change won’t happen,” adding the proposal was “callous”.

Vagrancy act news

Research by Generation Rent in December 2023 revealed Black people experiencing homelessness are more likely to be arrested under the archaic Vagrancy Act. *Open Democracy* reports the group sent Freedom of Information requests to 35 police forces in England and Wales. The responses revealed 8 % of people arrested under the Vagrancy Act are Black, which represents double the proportion of Black people in the total population. It is three years since the government promised to repeal the act and then housing secretary Robert Jenrick triumphantly declared it would be “consigned to history”. Fast forward to today and only Jenrick’s forgettable stint as housing secretary has been consigned to history. The Museum of Homelessness told *Open Democracy* it was “dismayed but not surprised” to see that “racism is baked into how homeless people are treated in the UK.”

121,327 children living in temporary accommodation in England, according to data collected by the House of Commons library.

261,189 homes classed as long-term vacant (i.e. empty for six months or more) in England.

242 of 313 English local authorities surveyed had more long-term vacant homes than children in temporary accommodation.

Operation failing

The number of veterans experiencing homelessness in England has risen by a staggering 14 % in the past year, *the Guardian* revealed in late December. The government launched a scheme last year to reduce homelessness among veterans, but so far Operation Fortitude has failed to produce results. The scheme was launched with the ambitious pledge to leave no veteran homeless on Christmas. Christmas came and went, with 2,110 households in England with a veteran assessed as homeless in 2022–23. A government spokesperson said: “We are immensely grateful to all our veterans for their service in defence of our nation. This government is committed to ending veteran rough sleeping.”

House closure

The House of St Barnabas, a Soho charity and members’ club, shut down in January citing financial difficulties. Although known better for its fancy members’ club, takings from the club were funnelled to the club’s charitable work, which included hosting an employment academy training more than 300 people with homeless experience. Graduates of the scheme were trained in hospitality skills and many worked at the members’ club on work experience programmes. According to *Time Out*, the club was founded in 1862 as a charity to help homeless people.

TURN TO
PAGES A – P
FOR THE LIST
OF SERVICES

£2bn

set to be spent by councils in England on accommodation for homeless families in just one year, says *LBC*.

20%

increase on 2022-23’s figure of £1.74bn.

106%

increase in council use of temporary accommodation to house homeless families since 2010:
104,000 households in 2023 compared to 50,400 households in temporary accommodation in 2010.



Warning

A report published in January has projected homelessness levels in Scotland to rise by 33 % in the next two years. The 2024 Scottish Homelessness Monitor, commissioned by Crisis, made the stark prediction based on current trends, which involve year-on-year increases in most demographics experiencing homelessness. The study found the use of bed and breakfast hotels as temporary accommodation across Scotland grew by 124 % in the three years to March 2023, while the number of households experiencing a form of homelessness in the country had increased by 11 % between 2020 and 2022. There was a hopeful call to reverse these trends, with the report stating significant change in policy by the Scottish and UK governments could produce a 56 % reduction in the worst forms of homelessness by 2026.

Justice demanded

The rumbling Post Office Horizon scandal, doggedly reported on by *Private Eye* for years before its explosive recent stint in the headlines, has captured the imagination and ire of the public. Hundreds of sub-postmasters were wrongly accused of stealing money because of a failing IT system (Horizon). The debacle left lives in tatters, with *the Mirror* reporting on the tragic case of Fiona McGowan, who died in an Edinburgh hostel after being left homeless, without a job and separated from her children because of the scandal. After losing her job, Fiona was ostracised by the local community, her mental health suffered severely, her children were removed from her care by social workers and she ultimately died by a disease of despair: acute alcohol toxicity. Her children are now working together to share their mother's story and get justice for Fiona.

£3.4bn

estimated value of long-term empty homes in Scotland, reports *Herald Scotland*.

12

months a property has to be unoccupied to classify as long-term empty.

28,280

long-term empty homes in Scotland.

NIMBY news

A homeless shelter's proposed extension in **Edinburgh** faces opposition from neighbours. By mid-January the planning application to extend the Springs Garden accommodation in Abbeyhill, Edinburgh, which would make room for an extra 17 guests, had received 23 objections. A letter, written by concerned locals and delivered to homes in the area, embarrassingly claimed the neighbourhood was "already doing its fair share" to support people experiencing homelessness. It was only November 2023 when councillors in the city unanimously declared a housing emergency. Backing the planning application, Alison Watson, Shelter Scotland's Director, told *Edinburgh Live* of the need to do "everything possible to immediately alleviate the suffering of those living at the sharpest end [of the housing crisis]".

Refugees wronged

In a desperate attempt to clear the UK's legacy asylum backlog, the government has been granting refugee status to people without ensuring there is suitable accommodation available to them. The inevitable result has been refugees having to sleep rough in freezing conditions. *Byline Times* ran a report on refugees in **Glasgow** made victims of the failing system, which sees people lose their accommodation after gaining refugee status to make way for people stranded in the asylum system awaiting leave to remain. Evictions paused over Christmas but started up again in January. "The day I got my status, that is when my problems really started", Mohamed, a refugee from Syria told *Byline Times*. "I was so happy when I got it, but now I am out on the streets."

28% of households in Scotland are facing one or more forms of housing need, according to a report by *Homes for Scotland*.

693,000

overall number of households in housing need, which includes living in unfit properties and temporary accommodation.

Take a moment

How a stranger's kindness had our writer reflecting on moments in the past and looking forward to moments in the future. By **Greta Gillett**. **This article discusses sensitive subjects and includes themes and references that may upset or distress readers.**

I read a post on an online community noticeboard offering a Christmas meal for two for those separated from family. I sent a message to the poster: a Jamaican lady wanting to "give back" and apologising the food would have spice. I said that's perfect and my husband is Jamaican as well, we love spice. My husband arranged to walk over on Christmas day (a 20-minute walk) as there were no buses and we don't have a car.

The lady learnt I am disabled and that my husband is also my carer. This angel, who was already stepping up, then connected with another angel and they both split the cost of a taxi so that nobody needed to walk in the cold.

When I was told, I felt tears in the corners of my eyes. I thought about the holiday seasons I have spent in hostels, the Christmases I had taken a punch or two, the ones before my children were taken, when we would sit and play as a family. I remembered all those moments over the past year I spent fighting to get my daughter home from foster care.

I was allowed to see my daughter on 15 December (my

monthly allowed visit) in a cold, dirty government building, and when I asked for a cup of tea for my daughter I was told it wasn't allowed.

I recently learned I'll be bringing my daughter home this year. It's been a 10-year fight and I'm only so close after much tragedy and a mother's worst nightmare, but I'm not hoping anymore – it's happening!

There have been moments life seemed to be in a cycle of cruelty and darkness. Moments when my sciatica caused by a beating while heavily pregnant caused such sharp, debilitating pain I felt hopeless.

And yet. Fast forward to Christmas and there is a total stranger offering me a home-cooked meal made with love and offering to deliver it so we didn't have to walk in the cold. I felt so loved, so cared for, so seen and heard.

For context, when I refer to this lady as an angel it is because she did not know me, she did not know I've been homeless, that I've been raped, that my four children were taken from me.

But she wanted to connect with

In a nutshell

Although now looking forward and brimming with hope and confidence at the start of the new year, Greta has experienced many challenges. She writes about a few of these in this article, including surviving domestic abuse, rape and associated traumas.

If you need support, please find information on some helpful services below. **If it is an emergency, please call 999.**

Domestic abuse

- In England, Refuge's National Domestic Abuse Helpline for women and children can be contacted 24/7 for free on **0808 2000 247**
- In Scotland, the Domestic Abuse and Forced Marriage Helpline is available 24/7 on **0800 027 1234**

Rape

- Rape Crisis is a charity working in England and Wales to support survivors of rape. Call for free 24/7 on **0808 500 2222**. Visit the website to find a Rape Crisis centre near you: rapecrisis.org.uk/find-a-centre
- The Rape Crisis Scotland helpline, open every day from 5pm – 12am, can be reached on **08088 01 03 02**. Find a local centre online here: www.rapecrisscotland.org.uk/help-local-rcc

her local community. From what I have seen and read, Jamaican people often have a deep understanding of the importance of not only good home-cooking, but the importance to share the food. We, not I.

The food arrived and for certain it was made with love and seasoned to perfection. We were given enough food to last a week – an important week, too. The week between Christmas and the new year is often when suicides peak in the UK. I am a

suicide survivor and my own mental health is always delicate all through winter.

In that week I didn't have to cook or to shop, I simply had to defrost and reheat. Some days I invited neighbours and family over to share the food. The cycle of community continued.

With every bite, with every mouthful, we smiled, we savoured, we delighted in the kindness of an angel who made us feel loved. ■

Small things, big impact

On the importance of the small stuff, and how these little acts can produce big change and have a positive impact on numerous levels. By *Leon Eckford*

Large macro thinking can be good. However, it can also be overwhelming. When I think of space, time and the universe I feel completely useless, ignorant and lacking any sort of insight.

I suppose the acceptance and admittance of this is a useful piece of personal honesty and genuine authenticity which a lot of us share. My mantra for 2024 is about thinking of small steps helping inform larger steps over a period, supporting growth and personal development.

Also, in 2021 I met someone who invited me to commit to small gestures within relationships, which has had a profound impact on how I communicate and build future ties with all kinds of people, regardless of the setting.

Small gestures are important for several reasons: their significance extends to various aspects of personal relationships, societal interactions and individual wellbeing. A kind word, a smile or a thoughtful note convey a sense of care and consideration for others. These actions prove that you are attentive to the needs and feelings



© Michelle Christopher

of those around you.

Leave a post-it note for someone you love, just a sentence – make it meaningful, providing recall to a moment or memory together. These little things contribute to building and strengthening relationships. They create a positive emotional environment, foster connection, and enhance the overall quality of

interactions.

Over time, these small acts can accumulate and deepen the bond between individuals. They also have the power to uplift and brighten someone's day. Whether it's holding the door for someone, offering a compliment or offering support, these actions contribute to a more positive and supportive social environment. Regardless of your place in life, community is important and, in a time of social turbulence on multiple levels, it's vital that we reconnect with our deep yearning for connection.

In a broader context, small gestures contribute to the creation of a supportive and compassionate community. When individuals engage in acts of kindness, it helps build a culture of empathy and cooperation within a group or society and helps mitigate collective stress and tension. A simple act of kindness or understanding can diffuse conflicts, promote harmony and create a more positive atmosphere – whether at home, in the workplace or within a community.

Imagine if gratitude was widespread on all the different layers of social stratification?

Expressing gratitude through small gestures acknowledges and appreciates the efforts and contributions of others. This, in

turn, fosters a sense of validation and encourages continued positive behaviour. We'd then be in a place where mindfulness isn't a played-out buzzword that's dropped out of the mouth of a selfish profiteer, we'd be actively engaged and showing awareness of our surroundings. By being present and attentive, individuals can better connect with others and respond to their needs in meaningful ways.

Finally, these little things that we do often leave an impression. While grand gestures may be memorable, it's often the consistent small acts of kindness, love or support that contribute to creating enduring positive memories and feed into the creation of a culture of kindness and empathy. When individuals model considerate traits they set an example for others, encouraging a ripple effect of positive actions within a community.

In summary, small gestures play a crucial role in fostering positive relationships, creating a supportive social environment and contributing to individual and collective wellbeing. Their impact, though subtle, can be profound and far-reaching and for me in 2024, before I get caught trying to save the fucking planet again, I need to remember: Small is Beautiful.

Even though I'm nearly 6'3". ■



Ken Pyne

"WE'RE USED TO THE LITTLE THINGS"



*“That’ll get you a seat in our broken down
Intercity Express train, or a first class seat in our
12:45 cancelled Pullman train to nowhere...”*

International emergency

Why solving homelessness needs to be a priority for politicians across the globe, why it isn't one now – and how it can become one. By *Eric Protein Moseley*

The World Economic Forum says that globally there were estimated to be at least 150m people experiencing homelessness in 2021 – a figure that has likely risen since. Despite this, there is a lack of concern from those who have been in the political field for a while, as well as those just entering politics, in addressing homelessness as a high priority – let alone making it the most important issue that these politicians should pledge to confront head-on if elected.

If the continuation of the lack of affordable housing is not brought to the forefront among the top objectives for all upcoming political leaders worldwide, can you imagine the magnitude of unhoused individuals that will exist in the world in 20 years?

Why is homelessness not a top concern for voters globally?

Current and future politicians' top concerns suggest that they only focus on the interest of those who cast their votes for a particular legislative and seem uninterested in solving other problems.

Depending on who you ask and

in what country you are referring to, crime, immigration, healthcare and education round out the most concerning topics on the list of voters. According to the Pew Research Center, Americans differ over how important it is for political candidates they support to share their traits. For most politicians in office, or running for it, in the US, homelessness is a problem that has been set aside for several years by many of those who have a greater chance of putting unhoused solutions into place than others.

I'm aiming to get the support of the incoming leaders and from those who are already in office through my *Mandate Future Politicians to Prioritise Homelessness* change.org campaign.

Let's say I am a future politician in any country and I ran my campaign off the slogan that I promise to repair the entire sewerage system throughout the country because of how eroded it had become. Even though the rotting system may have serious effects on many people and continue to cause chronic health issues and other (major) problems people are most concerned about, the public most likely won't vote

for that campaign or the person representing it as it doesn't appeal to the majority of voters or capture their attention.

If I couldn't find enough people to support my cause, then I most likely would have to drop out of the race or jump on the bandwagon and support something more concerning to the voters.

According to Statista, in December 2023 a majority (53 %) of British citizens believed that the economy was among the top three issues affecting the nation, while only 44 % have come to believe that health was among the top three issues. One of the primary concerns of Britons in 2023 was undoubtedly the ever-present cost-of-living crisis that the UK is experiencing due to excessive inflation. All the roads mentioned above can lead to someone becoming unhoused, but somehow this situation is still not a top priority for communities around the world.

What needs to change?

Regardless of their status, politicians are public servants and are only put into office to handle the main concerns of the people's interests and not so much of what they represent.

So, unless people across the world bring to the attention of politicians

that homelessness is not to be brushed under a rug that doesn't even exist, it will continue to receive the political urgency it currently experiences on the voters' agendas.

No disrespect to any other concerns or movement, but let's get our future politicians riled up about how many people are left out on the street or in a shelter, transitional housing or couch surfing.

People all around the world are known to want mainly for two things on earth: having a sustainable amount of income and to live in comfort, within their homes and in the community. That is why it's complicated for any politician to push their agenda if it doesn't strengthen the economy, but they are also known to jump on the bandwagon to support the popular causes, at any given moment.

Let's make homelessness the bandwagon that political leaders need to jump onto worldwide, and make them not only concerned about finding solutions to combating homelessness but also highly concerned about remedying its many causes, or they will not get our support in the near or distant future.

- **Eric Protein Moseley is a Social Impact Documentary Filmmaker and works closely with the homeless community in New York City**



All mouth

Tips and advice from Groundswell staff on how to look after your mouth health

What causes poor mouth health?

Homeless people can be at higher risk of mouth health problems. Poor mouth health is caused by:

- A bad diet, regularly consuming sugary foods and fizzy drinks
- Smoking
- Drinking alcohol
- Substance abuse
- Lack of access to toothbrushes, toothpaste and dental care.

It's important to note GP registration is not a requirement if you want to see a dentist. You also do not need proof of address or immigration status to receive NHS dental care. Translation services are often available at dental practices, ask a member of staff. NHS dental treatment is free when removing stitches, stopping bleeding, or repairing dentures. It is also free if: you are under 18, if you are receiving benefits (you will need to show proof), if you are pregnant. People on low income or no recourse to public funds can apply for financial support with dental care.

The basics

Here are some simple ways to look after your teeth and mouth:

- Brush your gums as well as your teeth
- You don't need running water to brush your teeth
- Small strokes of the brush can remove food stuck in between your teeth. Floss also helps
- Brushing your tongue can help reduce bad breath
- There's no need to rinse your mouth after brushing, toothpaste protects your teeth.

Warning signs

Be aware of the following signs and symptoms, they may require you to see a dentist.

- Toothache or sensitive teeth
- Swelling inside or outside of the mouth
- Uncontrollable bleeding after a dental extraction
- Mild or sharp pain when eating or drinking something sweet, hot or cold
- Visible holes or staining in your teeth
- Sore, swollen, or red gums. Receding gums, too
- Bleeding while cleaning your teeth
- Bad taste in your mouth
- A mouth ulcer, lumps in your mouth, a swollen jaw and a long-lasting sore throat can all be signs of oral cancer. Seek help as soon as possible if you notice these symptoms.

Groundswell exists to enable people who have experience of homelessness to create solutions and move themselves out of homelessness – to the 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.



Guideline guidance

Exploring why we need a Universal Homeless Charter and where charities go wrong with their volunteer guidelines. By *Mat Amp*

As it stands, there is no single universal charter for volunteers in the homeless sector that applies worldwide or even just in the UK itself.

Instead, there are a number of organisations and associations in various countries and regions who have established their own bespoke guidelines, principles and charters to help oversee their work with volunteers.

For instance, the United Nations has published a document called *The Guiding Principles on Extreme Poverty and Human Rights*, which includes considerations for working with homeless populations and addressing poverty-related issues. Many nonprofit organisations, shelters, and local governments also have their own codes of conduct and volunteer charters to ensure volunteers provide effective and compassionate assistance.

Whilst there are common threads running through these guidelines, one of the major questions being explored in my work at the Groundswell homeless charity is: do we need a universal charter to protect volunteers with lived experience in the homeless sector from exploitation and abuse? And if



© *Chris Bird*

our work at Groundswell shows that a universal charter would be a good idea, then what should that charter include?

Before investigating some of those arguments, it is worth looking at some of the guidelines that have been developed by a couple of charities to understand what a charter is exactly and what is right and wrong with the situation as it stands at the moment.

In my opinion, this will at the very least demonstrate the different and highly subjective approaches taken by the various charities out there when it comes to working with volunteers.

Homeless Link's 2018 publication, *Managing Volunteers in Homeless Services*, is a pretty comprehensive set of guidelines on how to recruit, utilise, engage and empower volunteers.

It points to the difference between volunteers with lived experience of homelessness and those without, who may be volunteering because it gives them vital experience or those people that just want to help and have the time and financial stability to do so.

In addition to this, the guide talks about the need to map out what it is your organisation needs from your volunteers so that you don't end up asking volunteers to cover the work of paid staff, as a source of cheap labour.

If volunteers do end up doing the work usually assigned to paid staff, then those staff should be employed to offer training to those volunteers. This way you are not replacing paid staff time with cheap volunteer labour.

This is an example of the many different aspects of volunteering that are vulnerable to bad practice and negligence, and may lead to systemic abuse if organisations

aren't careful about adhering to a set of guidelines.

Without universal guidelines, organisations are more likely to develop their own particular type of bad practice, that in time may become part of their system. They can become unintentional and unnoticed failings that can in turn become part of a fixed system that is only ever scrutinised by a subjective and often dated set of guidelines.

For example, take the Volunteer Guidelines on the Whitechapel Mission's website. I'm sure it was written with the best of intentions in terms of being kind and supportive and to keep volunteers and clients safe. But to me, the document sounds like something you'd get from your secondary school headmaster, with a tone that whips me up a picture of a sharp tutting tongue and a metronomic wagging finger.

It's all about telling you to do stuff with little or no explanation as to the why of it. For example, it tells you to wear modest clothing and not identify yourself along with a load of other stuff that I think goes without saying. Reminding volunteers not to harass people or take drugs in front of them is reminding them not to do stuff you should never do anywhere. Putting this guideline front and centre in a document like this implies that people experiencing homelessness are more likely to

In a nutshell

Currently there is no universal charter for volunteers in the homeless sector. Mat argues one is needed, because:

- A charter can prevent volunteers with lived experience of homelessness being exploited
- Existing guidelines used by charities can be outdated or unhelpful to volunteers
- Without a universal charter, charities can unintentionally develop their own particular type of bad practice.

behave in these nefarious sorts of ways.

At other times it orders you to behave in a way that makes kindness contrived, robbing the volunteer of any bolstering of their self-esteem that might have occurred if they had been allowed to just be like this naturally. For example: "Volunteers are to engage in gracious and edifying conversation." Apart from the fact that social awkwardness and a lack of vocabulary makes this very difficult for some people, ordering volunteers to do it in this way robs them of the rewards from any empathetic amplification that occurs when this happens naturally.

The edict continues: "Volunteers do not swear."

Although I find people who find swearing offensive a bit extra, I do respect that some people find the world a less threatening place when people don't use 'bad' language. But it's the way that this request is made

that in my opinion isn't helpful.

Perhaps the point can be demonstrated better by phrasing it in a way that would be far more productive and respectful. i.e. "As a volunteer, we please ask you not to swear as it offends some of our patrons. We hope this is okay with you." By putting it this way, you not only ask the person if they will do something, but you also ask nicely and with respect.

I accept that this is an extreme example of old-school charity in action, but extremes edify universal problems because it magnifies them. And in this case, it shows how this charity would have produced a far more engaging and productive set of guidelines if it had utilised a universal template.

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

Budget woes

An update on what the Scottish Budget means for the country's spiralling housing crisis. Spoiler: it's not good. By *Olivia Boyce*

Operating under what Shona Robison, the Deputy First Minister and Cabinet Secretary for Finance, called the “worst case scenario for Scotland” in the aftermath of the UK Government’s Autumn Budget, the Scottish Budget was published in December.

The government set out a number of policies in the statement, included a fully funded 5 % council tax freeze, £550m allocated for a supply programme of affordable housing to deliver homes for social rent, mid-market rent and low-cost home ownership, £6.3bn to be invested in social security benefits payments and for all Scottish benefits to be uprated by 6.7 % in line with Consumer Price Index rate of inflation from September 2023.

However, analysis from the Fraser of Allander Institute has noted the Budget translates into a 37 % reduction in resources for the Affordable Housing Supply Programme in the last two years. Sally Thomas, the chief executive of the Scottish Federation of Housing Associations, further criticised the allocation: “There is no plan on the table to replace the £200m lost from next year’s budget and the target of

building 110,000 affordable homes by 2032 now looks like an impossible dream, both for the government and, more importantly, for the quarter of a million people waiting for them.”

Recent news reported that 781 people applied to live in a single council house in Dregghorn, North Ayrshire, which reinforces the need for the government to keep up to speed with funding for the building of affordable homes.

Housing is not the only area experiencing fiscal deficiencies, as council leaders have also warned that Scottish Budget cuts have left councils at financial risk and could lead to the closure of public services and job losses.

It was only in October 2023 that North Lanarkshire announced plans to close nearly 40 sports and leisure facilities due to constrained budgets, and although they did reverse this decision, it appears that many more councils will be placed in similar positions trying to balance their budgets.

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

Little things lead to change

How the little things we do to support people experiencing homelessness can lead to big changes for the better. Words on outreach, attitudes and fighting divisive rhetoric, by *Emdad Rahman*

The little things in our lives do matter a great deal, be it a flask of hot tea, a slice of cake, or the gift of a hat or scarf.

Homeless outreach teams the length and breadth of the UK will never eradicate homelessness without greater support and a clear strategy from our leaders, but they do what they can to shed light on an issue which is becoming increasingly visible and urgent in the public's mind.

For this reason, charities and volunteers will go out to share small items of value: flashlights, supplements, toiletries and protective covers with a view to alleviating the suffering of people faced with a life on the streets.

A tent has magical powers – it protects its inhabitant from the elements and abusive actions of fellow humans. It offers privacy, dignity and a relatively safe space.

The words of irresponsible leaders have far-ranging consequences and homeless people have faced distress with their circumstances despicably described as “lifestyle choices.”

Rough sleeping is the most visible and dangerous form of

homelessness and any person with any sense of reality will be fully aware that living on the streets is anything but a chosen path.

People sleeping rough face great danger, theft, assaults, rape and for personal safety reasons many will stay awake during the night, travelling on night buses, walking public streets and public toilets. The reason for this is that visibility usually means safety.

One individual who I was able to talk to about these developments is an old acquaintance of mine. Lea (not her real name) and I used to link up weekly on an allotment as part of a mental health wellbeing activity.

Her health has declined over the years due to the trauma she has experienced.

Lea's meticulous nature manifests itself even in the way she lives on the streets. After having her tent destroyed by a group of rowdy drunks on a night out, she trawled the local estates and got herself an outdoor bed together with sheeting. When I saw her last during a Bookbike run I saw her dousing the flames after her bed was set on fire.

The cost-of-living crisis, along with

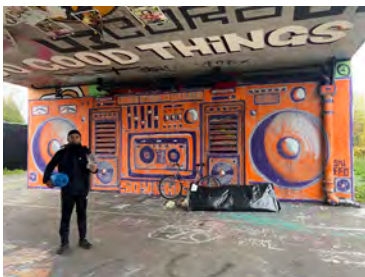
a significant shortage of affordable housing and insufficient funding for homelessness services, means the number of people sleeping rough has increased sharply.

One friend I regularly meet on my travels sleeps in the garages of a well-known restaurant and he says he is lucky to have remained undetected so far. This is the reality of life on the street.

For many years his declining mental health has led to a life sleeping rough on the streets. I was astonished to be told he was unable, for various reasons, to access healthcare. Happily, I was able to instantly introduce him to the Homeless Health Inequality Clinic, operating in Barking, and ShowerBox London (free showers available every Saturday outside St Giles-in-the-Fields, central London, 10am–4pm).

A winter outreach programme has enabled me to share copies of *the Pavement* with many facing life on the streets and each copy has been a valuable resource to the recipient, with many able to access vital support as a result of the compendium of useful information contained within each copy.

Absolutely no one should be deprived of warmth, safety and security and the lesson learnt is that the little things matter a great deal. Our words and conduct when it comes to interaction with vulnerable



Emdad on outreach with some copies of issue 146 of *the Pavement*
© Emdad Rahman

people can have far-reaching and detrimental consequences.

The Mayor of London, Sadiq Khan, has launched the first ever London Rough Sleeping Charter which is bringing communities, charities and businesses together to promote a shared belief that any person spending a night alone in a supermarket, a park, a car or a stairwell is not there by chance – there are circumstances like benefit cuts, abuse, a mental health breakdown or the cost-of-living crisis which has greatly contributed to the situation.

The person on the street we feel sorry for has aspirations and hopes and deserves dignity and a helping hand. Refusing to be influenced by divisive rhetoric is one of the most powerful tools we have to beat homelessness.

- **Emdad is on Twitter/X**
[@emdad07](https://twitter.com/emdad07)

Nanotech adventures

Can some new technology help our reporter solve the seemingly impossible puzzle of time? A riveting blend of 'Anarcho-nonsense' and dedicated field reportage, by *Chris Sampson*

The paper that you're reading this magazine on is of course made of atoms, arranged in a particular molecular structure. It is a carbon molecule, which it shares with the tree it was originally part of. And also with coal – which formed after forests rotted millions of years ago – and diamonds, which formed after a few more millions of years of lying around underground, undiscovered until grasping, greedy hands mined them.

So, if you wait long enough, your copy of *the Pavement* will be worth a fortune [the editor insists that it is already priceless in its current form; the gems being from other contributors, and my efforts the nutty slack].

Alas, linear time is the problem (as bloody usual, eh? Am I right?). As you know, human lifespans are disgracefully brief, even without years of government policies shortening them. If we could borrow McHaggis' time machine and nip forward a few ice ages to when the mag turns into diamonds, we'd be laughing. But as regular readers surely know, there's no place for fun in my scribbles.

Yet nanotechnology offers the

tantalising prospect that micro-machines, a few atoms across, will one day patrol our bodies, killing off cancer cells and any other threats. It might also be able to realise the age-old alchemist's dream of turning base metals or coal into valuable objects like gold and diamonds – thus reducing Hatton Garden to a tumbleweed-strewn wasteland, if everyone can grow their own sparklers.

It's only sci-fi for now, but your intrepid (what do you mean insipid? Cheek!) reporter has managed to wangle a go on a prototype nano machine to see what's going down at that billionth-of-a-metre level of existence. Will he strike gold? Or diamonds? Ah! Let's find out...

I was shrunk down to nanotech size by a top-secret contraption that in no way infringes any copyright of the 1968 TV series *Fantastic Voyage*, which by pure coincidence had the idea to shrink people so they could travel around human bodies 55 years before I did. (Linear time again, eh? Gah!)

Anyhoo. I didn't have anyone else's body to be shrunk into, so I headed for the laundry basket, and soon found myself battling

monstrosities which form the atomic level of the thong pollen that I hadn't shaken out of my undies. They seemed to have evolved into whiffy abominations after weeks rotting, unwashed, in the *Withnail and I*-type squalor of the laundry bag.

I mounted a heroic defence, naturally, and though suave conversation and rugged good looks may count for something in the macro world, down at the micro level they count for very little (no pun intended). And so I was all but overpowered by the molecular monstrosities, but was saved at the last micro-second (pun intended) by a roving band of nanochists. These are the nano level's impeccably right-on anti-fascist warriors and, yes, even at the smallest level of creation, they mainly graffiti bus stops with circled-A anarchy signs (see below) and talk a good game about smashing the system from their armchairs. [Note: MAHOOSIVE pot and kettle moment alert!]:



There is no authority but yourself!
So tell yourself to behave yourself.

Ahem. With the thong pollen abomination defeated, and the nanochists thanked ("Aw, shucks! Don't mention it!" they replied, modestly, if a little anarchically), it was time to return to the macro world and scribble down some cobblers before this month's deadline and –

Ooops! Forget you read that; I mustn't give away the tricks of the writers' trade, so that will have to be redacted, and a more fitting phrase substituted, thus:

~~modestly, if a little anarchically,~~
it was time to return to the macro world and scribble down some [redacted] before this month's deadline and –

splendid wordsmithery

Splendid indeed. Ahem. So, there you have it: Erm, wood = paper = coal = diamonds if you wait long enough for The Smallest Things to happen. But of course, handicapped by linear time (yet again, the slimy, timey fecker!) etc, etc.

All that remains now is for the traditional "How-the-hell-am-I-going-to-end-this-issue's-nonsense?" finale to my article. Time to use the old "tantalise 'em with promises that next issue's article will be better than the shite they've just read": There's better to come in 2024 for all our readers. I have it on good authority. ■

Word on the street

A poignant poem, titled *Aliens*, on how people experiencing homelessness are so often made to feel other, or alien. By

Jason Electricity

Aliens,
Strange beings living on the street.
Aliens,
Odd specimens passed by hasty feet.

Aliens,
weary forms searching for understanding.
Aliens,
Unknown entities treated with cold handling.

Aliens,
Confused, abused, society-denied.
Aliens,
Otherworldly species seeking safety to reside.

Aliens,
Planetary bodies wanting accepted rights.
Aliens,
Urban invaders authorities view as a blight.

Aliens,
Space warriors lost between two worlds where lives burn.
Aliens,
Vulnerable terrestrials, enduring hostility at every turn.

Aliens,
Sentient humanoids, hoping compassion arises earthbound.
Aliens,
Legitimate inhabitants' ensnared reality on abandoned ground.

Aliens.

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 its 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

London List

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: November 2023

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

THE LITTLE THINGS

HOTEL SCHOOL

www.hotelschool.org.uk/contact
Hotel School teaches hospitality skills to people who are vulnerable and experiencing homelessness, matches them to sustainable employment, and supports them in their first steps into work. Hotel School is a joint venture between The Passage (London's largest voluntary sector homeless resource centre) and The Goring Hotel. It is supported by London's Five Star hotel community and over 50 local businesses.

Referral Criteria/Eligibility: Applicants must be 18+; No borough restrictions; No previous experience required, but an interest in hospitality is essential; Willingness to make a commitment to 10 weeks of training. Please send any queries via the contact form on the website or email Zoe at: zoem@hotelschool.org.uk
CA, ET

GROOVE, GROOM & GRUB

facebook.com/getyourmojoworkin
07498 041 824
Tuesday 12pm – 2pm: next to Angel Station, under the covered area.
Tuesday 3pm – 5pm: outside Finsbury Park Station under the bridge.

HAIRCUTS4HOMELESS

Various locations in London
www.haircuts4homeless.com
 Mobile hairdresser at numerous outreach services and day centres in London. For appointment please email: team@haircuts4homeless.com

STREET STORAGE

07932 830 440; streetstorage.org

Street Storage are running two additional drop-in sessions.

Tottenham Court Road unit:

Wed & Fri: 9am – 12noon

Haggerston unit:

Mon, Tue, Thu, Fri: 10am – 4pm

Wed: 1 – 4pm

CL

STREETWISE OPERA

Southbank Centre, Belvedere Road, London, SE1 8XX

streetwiseopera.org; 020 3987 7535

Wednesdays: 4 – 6pm

If you are homeless, vulnerably housed or affected by homelessness, Streetwise invites you to discover, or re-connect with, the joy of singing. It also runs free weekly singing and creative workshops in Manchester and Nottingham. Visit [website](http://streetwiseopera.org) for more information.

MD

THE CHOIR WITH NO NAME

St Columba's Church, Knightsbridge, SW1X 0BD

0746 492 8122

www.choirwithnoname.org

Thursdays: 6:30pm (singing starts 7pm)

Choirs meet once a week for a cuppa and a catch-up, they then sing for an hour and half, and sit down together afterwards for a hot meal cooked by volunteers. No singing experience required, no audition, just pop down to a rehearsal.

MD

THE MUSEUM OF HOMELESSNESS

The Manor House Lodge, Seven Sisters Road, London, N4 2DE

museumofhomelessness.org

[instagram.com/our_moh](https://www.instagram.com/our_moh)

The lodge has a changing weekly schedule of activities and visiting services. Ranging from yoga to substance abuse support to hairdressing. The lodge is close to the Manor House underground station entrance to the park.

MD

THE TRICKY PERIOD PROJECT

www.facebook.com/TheTrickyPeriod

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.

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

DAY CENTRES

ALL PEOPLE ALL PLACES

Pymmes Park Visitors Centre,
Edmonton, N18 2UF

www.allpeopleallplaces.org

Tue – Thu: 8am – 2pm

Best entrance to the park is just off Victoria Street and the closest station is Silver Street overground.

Breakfast and lunch available alongside hot drinks. Access to our service is on a drop-in basis, with casework offered by appointment. Change of clothes available, and 'care packages' for rough sleepers with toiletries & sleeping bag. We have an immigration solicitor visit our day centre once a month.

Enable Drug and Alcohol Service drop in once or twice a week and speak to clients who want to have a chat about their substance misuse, they also sometimes run men's groups and discuss mental health and tools to manage emotions. Washing machine/dryer available to use.

A, D, FF, CL, L, OW, LA, OW

EMMAUS GREENWICH STREET SOULS

Woolwich Common Community Centre,
SE18 4DW

streetsouls@emmausgreenwich.org

Thu: 6 – 8pm

FF, CL, OW, L

EMMAUS WESTMINSTER STREET SOULS

St Stephen's Church, Rochester Row,
SW1P 1LE

streetsouls@emmausgreenwich.org

1st & 3rd Fri of the month: 7:30 – 9pm
Street Souls offers support to anyone in need. We offer food, clothing and other items, weekly activities, a listening ear and signposting to local organisations.

FF, CL, OW, L

NEWDAY PROJECT

Bobby Moore Pavilion, Napier Rd, East Ham, London E6 2SG

0749 098 3777

newdayproject.org/newday-services

Mon – Fri: 9am – 2:30pm

(Showers close at 1:30pm)

A day centre for people experiencing homelessness. You will need to register when you first visit, and have a London Borough of Newham connection.

Guests can access advice and support with a c/o address, finances, (opening and managing a bank account/money management), accessing eligible benefits, supporting with Job Search/employment, training to get online and using computers, taking care of health and wellbeing, referrals to emergency shelters & hostels, advice on Private Rented options, referrals to London Borough of Newham - Homeless Prevention & Advice Service, signposting to other specialists.

Laundry service available: drop off bag by 9:30am, collect between 1 – 2pm.

AH, BA, BS, L, LA, MS, OL, TS

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



THE MANNA

St Stephens Church Hall, 17 Canonbury Road, London, N1 2DF

020 7226 5369

themanna.org.uk

Tue: 2–7pm; Thu & Fri: 10am–4pm

Wed: (Activity day: call or check website)

A day centre for marginalised, vulnerable and homeless people with a wide range of services available to guests, including: Food; Laundry; Showers; Key work advice.

BS, FF, L

THE MANNA CENTRE

12 Melior Street, London, SE1 3QP

www.mannasociety.org.uk

Day centre open seven days a week, 8:30am–1:30pm. All services are free.

Mon–Sun: Breakfast & lunch; showers

Mon–Fri: Housing and welfare advice; mobile phone charging

Mon, Wed & Fri: 9am–12pm (Nurse)

Mon: 10–10:45am (clothing store by ticket only)

Mon–Thu: 10:30am–1pm (computers)

Tue, 10am–11:30am (mental health)

Every 2nd Tue: 10am–1pm (chiroprapist)

AH, BA, BS, CL, FF, IT, L, MH, MS

THE PASSAGE

St Vincent's Centre, Carlisle Place, London, SW1P 1NL

020 7592 1850; info@passage.org.uk

Mon–Fri: 9am–12noon & 1–3:30pm

Provides practical support and services to help change lives. The Passage

runs a modern Resource Centre, four accommodation projects, outreach services, health services, homelessness prevention schemes and a modern slavery support programme.

Services include: Initial assessment and advice; Showers, toilets and laundry; Breakfast and lunch service; Benefits advice; Housing advice; Mental health support; Access to Nurses and GPs; Education and employment training; Welfare rights advice; Support groups.

AH, BA, BS, CL, FF, IT, L, MH, MS

SPIRES CENTRE

St Leonard's Church, 8 Tooting Bec Gardens, SW16 1RB

020 8696 0943; www.spires.org.uk

Mon, Tue, Thu, Fri: 9am–10:30am

(Rough Sleeper's Space)

Wed: 10am–12.30pm (women only)

The rough sleeper breakfasts run four days a week, where homeless & vulnerably housed people are offered food, clothes and other basic necessities before being assessed. Our key workers access each individual's housing requirements and address their underlying support needs. Spires also supports vulnerable people who are at risk of losing their housing.

AH, BA, CL, FF

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

WHITECHAPEL MISSION

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

whitechapel.org.uk/help/timetable

Mon – Sun: 6 – 11am (Drop-in)

Mon – Sun: 8 – 10am (free breakfast)

Mon – Fri: 6 – 10am (women's showers); 7 – 10am (men's showers & clothing); 8am – 3pm (Advice Centre & Computing)

Day centre with various services.

AH, BA, CL, FF

FOOD

ACE OF CLUBS

St Alphonsus Rd, London, SW4 7AS
020 7720 2811; aceofclubs.org.uk

Open Mon – Fri: 9:30am – 16:30pm

We provide safety, food, warmth, clothing, laundry, showers, housing support and someone to talk to:

Mon – Fri: Lunch 12noon – 2:15pm

(£1 contribution encouraged)

Mon – Thur: 12noon – 2:30pm

(Caseworkers: appointment only)

Mon, Wed, Fri: 9:20 – 11.40am

(Showers: appointment only)

Mon – Fri: 12noon – 2:30pm (IT suite)

Mon & Thurs: 11.30am – 2.30pm

(NHS Nurse: appointment only)

Weds: 11am – 2.30pm

(NHS Dentist: appointment only)

Every other Thurs: Refugees/Asylum Seekers & Migrant Support

Mon – Fri: Laundry service available throughout the week at £2 per load.

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

AMURT UK

0208 806 4250

amurt.org.uk/projects/feeding-program

Thursday: 6:30 – 7:30pm

(Lincoln's Inn Fields: Hot Meals, Tea & Coffee and Healthy Energy Snacks)

Thursday: 12:30 – 1:30pm and 17:30 onwards (3A Cazenove Road, Stoke Newington: Pre-packed Hot Meals and free fresh vegetables for the taking)

Thursday: 1:30pm onwards (The Greenhouse GP surgery, London Fields: Pre-packed Hot Meals and Healthy Energy Snacks)

Thursday: 1:30pm onwards (Health E1 Homeless Medical Centre, Brick Lane: Pre-packed Hot Meals and Healthy Energy Snacks)

FF, F, SF

OUR FORGOTTEN NEIGHBOURS

www.ourforgottenneighbours.co.uk

Thu: 5pm at Toynbee Hall, Commercial Street, E1

Fri: 2pm at Lidl Seven Sisters Road, Finsbury Park, N4

Soup kitchen with food and toiletries Services for refugees.

FF

REFETTORIO FELIX ST CUTHBERT'S

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

020 7835 1389; refettoriofelix.com

Wed: 12noon – 2pm (NHS nurse)

Mon – Fri: 12noon – 2pm (free lunch)

We offer takeaway and sit-in food.

AH, F

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



SELBY FOOD HUB

Selby Centre, Selby Road Tottenham, London, N17 8JL
0208 885 5499;
selbytrust.co.uk/selby-foodhub
 Tue: 2 – 4pm; Thu: 4:30 – 6:30pm
FF

SIMON COMMUNITY

Edith Cavell statue next to the St Martin-in-the-Fields church
07442 306000
simoncommunity.org.uk
 Tue, Wed & Thu: 8:30 – 10:30pm
 Street outreach service in London's West End three nights a week providing food, hot and cold drinks, snacks, toiletries, clothes and a limited number of sleeping bags are given out.
BE, FF

ST PATRICK'S OPEN HOUSE

21a Soho Square, London, W1D 4NR
020 7437 2010; stpatricksoho.org
 Mon, Fri & Sat: 8:30am; Breakfast Club, indoor seated – first come first served. Limited showers also available.
 Tue – Thu: 7pm; Open House evening meal, indoor seated service with limited capacity, ticket holders only.
FF, BS

ST JOHN THE EVANGELIST CH

39 Duncan Terrace, N1 8AL
0207 226 3277
 Tue – Fri: 12:30 – 1:30pm;
 Sat: 12:15 – 1:30pm; Sun: 3 – 5pm
 Sandwiches and soup.
FF

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 Tooting High St, London, SW17 0SN
Tuesday:

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL
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
Stockwell Streets Kitchen

7.30pm next to Stockwell tube, SW4 6TA
Thursday:

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL
Hackney Streets Kitchen

8pm outside Hackney Central Library
Friday:

Archway Streets Kitchen

7pm outside Archway tube station

Kilburn Streets Kitchen

7.30-8.15pm nr Kilburn High Rd tube

Dalston Streets Kitchen

8pm Ridley Rd, opp train station E8 2PN
Saturday:

Camden Streets Kitchen

7.30pm nr Camden Town tube, NW1 8QL
Hackney Streets Kitchen

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

Haringey

5pm Outside Seven Sisters Station

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

STREETLYTES

Saint Stephens Church
1 Coverdale Road, London, W12 8JJ
0207 602 9011
www.streetlytes.org/streetlyteslondon/en/page/need-help
Mondays: Opens 5pm; Dinner at 6pm
Our drop-in offers a free hot meal, friendship and donated items.

FF

LGBTIQ+

AKT (LONDON)

19-20 Parr Street, London, N1 7GW
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. Get housing advice by emailing: gethelp@akt.org.uk

C

CAFE QUEERO

The LGBTIQ+ Centre, 52 Lant Street, London, SE1 1RB
lgbtiqoutside.org/centre
Tue: 10am – 2pm
Pop into the LGBTIQ+ Centre for its weekly Café Queero drop-in service. Free breakfast, showers, housing advice, WiFi, clothing, toiletries, LGBTIQ+ library and a quiet / sensory space available.

AH, BS, CL, FF, IT, LF

EACH

0808 1000 143; 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.
www.facebook.com/eacheducation
AD, C, LA

GALOP

www.galop.org.uk
0800 999 5428 is the National Helpline for LGBT+ Victims and Survivors of Abuse and Violence. Helpline is open Mon – Thu: 10am – 8:30pm
Fri: 10am – 4:30pm
Support with domestic abuse; hate crime; sexual abuse, rape and violence; conversion therapy. Online chat too.
AH, AD, C, MS, LA

OUTSIDE PROJECT & STAR REFUGE

0207359 5767 (Stonewall helpline)
Open Mon – Fri: 10am – 1pm
lgbtiqoutside.org
Referral form: www.stonewallhousing.org/services/referral-form
The Outside Project runs the LGBTIQ+ Centre, an inclusive and supportive space operating seven days a week. See LGBTIQ+ centre timetable here: lgbtiqoutside.org/centre
AH

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



QUEER HOMELESSNESS RECOVERY GROUP

The LGBTIQ+ Centre, 52 Lant Street, London, SE1 1RB

lgbtiqoutside.org/centre

Wed: 1:30 – 4pm

Get help and advice with practical and peer support following a period of homelessness. Support with bills, house search and settling into a new environment.

[AH, BA](#)

STONEWALL HOUSING

8 Coppergate House, 10 White's Row, London, E1 7NF

stonewallhousing.org

0800 6 404 404

- Option 1 advice.

- Option 2 advocacy.

- Option 3 supported housing,

Mon – Fri: 10am – 1pm

Stonewall has a self-referral form,

and can provide the following:

Housing support and advice; specialist

support around domestic abuse;

mental health advocacy; safe and

supported accommodation schemes.

Fill in a self-referral form online here:

stonewallhousing.org/referralform

[MH, C, ET, OL, OW, SH](#)

SWITCHBOARD LGBT+

0800 0119 100; 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. Chat option available on website for advice and support.

[LA, AD, MH](#)

NEED TO TALK

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

Mon – Fri: 9am – 5pm

Also counselling services for 11 to 25.

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

FRANK

0300 123 6600 or 82111 (text line)

www.talktofrank.com

24hrs, 7 days a week (phone lines open)

Live online chat available daily 2 – 6pm

Honest drug advice for young people.

Find local drug treatment centres.

[DW, OL](#)

SAMARITANS

116 123 (open 24/7)

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

[C](#)

SHELTER

ENGLAND.SHELTER.ORG.UK/GET_HELP

0808 800 4444 (emergency helpline)

Mon – Fri: 8am – 8pm

Weekends: 9am – 5pm

Website offers an online chat, advice line and directory.

[AH, TS](#)

My notepad...

EX-OFFENDERS

FORWARD TRUST

020 3981 5525

forwardtrust.org.uk

Empowers people to break the cycle of crime and addiction. Services are tailored to individuals' needs, strengths and motivations. Harm reduction, care and assessment, plus motivation, inspiration and support to transform your life.

A, C, DW

NATIONAL PRISONERS' FAMILIES HELPLINE

0808 808 2003

prisonersfamilies.org

Mon – Fri: 9am – 8pm (not Bank Holidays); Sat & Sun: 10am – 3pm
Advice, info & support if a family member is in the criminal justice system in England and Wales.

LA

TREASURES FOUNDATION

07950 585 947

treasuresfoundation.org.uk

Monday – Friday: 10am – 5pm
Helps female ex-offenders and former addicts with a home and support.
By referral only, email:
mandy@treasuresfoundation.org
MH, AH, F

WORKING CHANCE

www.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. Help with CV writing, interview practice and advice disclosing convictions.

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

EX-FORCES

COMBAT STRESS

combatstress.org.uk

0800 138 1619 (24/7 helpline)

01372 587 000 (urgent enquiries)

Mon – Sun: Open 24 hours

Residential clinical treatment and community outreach.

Helping former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression.

MH, AD, C, OL

QUEEN VICTORIA SEAMEN'S REST

121 East India Dock Rd, Poplar E14 6DF

020 7987 5466; qvsvr.org.uk

Mon – Sun: 9am – 8pm

For unemployed, retired and active seafarers (25+), other male ex-services personnel and single homeless men with low support needs. Phone or visit. Referral forms to: welfare@qvsvr.org.uk

IT, LF

KEY

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

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

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

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

SSAFA FORCESLINE

0800 260 6767; www.ssafa.org.uk

Monday – Friday: 9am – 5pm;
SSAFA helps combat homelessness
among ex-Service personnel.

Their London Homeless Division works
with ex-Service rough sleepers. If you
have gone AWOL, contact their Reclaim
Your Life scheme and get your life back
on track.

AH, EF, TS

STOLL

446 Fulham Road SW6 1DT

020 7385 2110; stoll.org.uk

Monday – Friday: 8am – 8pm (closed
12.30 – 1.30);

Saturday & Sunday: 8am – 5pm

Stoll is the leading provider of supported
housing for ex-servicemen and women.

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

WOMEN

CLEAN BREAK

2 Patshull Road NW5 2LB

020 7482 8600, cleanbreak.org.uk

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, DW, ET, MD, C, MS

MUSLIM WOMEN'S HELPLINE

mwnhelpline.co.uk; 0800 999 5786

07415 206 936 (textline)

Mon – Fri: 10am – 4pm

C

SMART WORKS

020 7288 1770

london.smartworks.org.uk

Smart clothing for women for job
interviews. Mentoring programme run
by CIPD and referrals for more help.
Check website for nearest service.

CL

REFUGEE SUPPORT

JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS

115 Old Street, EC1V 9RT

jcwi.org.uk; 020 7251 8708

Mon, Tue, Thu: 10am – 1pm

The helpline is confidential and advice
is free. Calls cost up to 13p per minute
from landlines, 3p to 55p from mobiles.
If you have no documentation and need
free advice, call: 020 7553 7470

AD, LA

NOTRE DAME REFUGEE CENTRE

16 Leicester Square, WC2H 7BZ

020 7440 2669; notredamerc.org.uk

Mon, Wed & Fri: 10:30am – 1:30pm

(immigration advice line)

Wed: 10:30am – 1:30pm (housing line)

Advice for refugees & asylum seekers.

LA

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

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

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

FULL LIST
AVAILABLE ON
OUR WEBSITE



PRAXIS

Praxis Community Projects, Pott Street, London E2 0EF

www.praxis.org.uk

020 7729 7985

2nd Wed of month: 9am (drop-in, next date is Wed 14th February)

Immigration advice available on Wed: 2 – 5pm & Thu: 10am – 1pm by calling **020 7749 7605**.

Praxis provides expert support to migrants and refugees in the UK. Its mission is to deliver direct services, i.e. legal advice and holistic welfare support; work together with other services in the UK to support service users; campaign for systemic change.

You can visit the drop-in clinic at the above address for free immigration advice. To visit you must be experiencing homelessness or on a very low income living in Tower Hamlets or Hackney (or you have no fixed address). Drop-in clinics run on the second Wednesday of the month.

BA, LA

REFUGEE ACTION

www.refugee-action.org.uk

0207 952 1599 or 0759 518 9995

info@refugee-action.org.uk

Refugee Action provides information and advice on the asylum process, claiming asylum, getting support while claiming asylum and homelessness support. Its Asylum Crisis service supports asylum seekers in London needing accommodation or support.

AH, BA, LA

UNITY PROJECT

www.unity-project.org.uk/contact-us

Unity Project exists to support migrants who have no recourse to public funds (NRPf). We run weekly casework sessions every Tuesday where we provide appointments and workshops for people with NRPf to help make 'Change of Conditions' applications for recourse to public funds. This means that people can access the welfare safety net in times of crisis or hardship. We also provide emergency material supplies to those we assist. Contact Unity Project on its website.

SHOWERS

999 CLUB (DEPTFORD CENTRE)

Gateway, 21 Deptford Broadway SE8 4PA

020 8694 5797; 999club.org

Mon – Fri: 9am – 4pm

Serving food and access to a shower.

A warm and welcoming environment.

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

CONNECTION AT ST MARTIN'S

12 Adelaide Street, London, WC2N 4HW

020 7766 5544, services@cstm.org.uk

www.connection-at-stmartins.org.uk

Mon, Tue, Thu, Fri: 9am – 3pm (drop-in); 3 – 4:30pm (appointment only)

Wed: 9am – 12:15pm (women only)

Provides short- and long-term support to people affected by homelessness, substance abuse, mental health etc.

BS

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

THE MARGINS PROJECT

19b Compton Terrace N1 2UN
 020 7704 9050, unionchapel.org.uk
 Mon & Wed: 11am – 1pm
 Showers, clothes, food. Advice on health,
 housing, money & legal issues.

AH, BS, DA, F, LA, C

SHOWERBOX

St Giles in the Fields, 60 St Giles High
 Street, WC2H 8LG (near Leicester Sq)
showerbox.org
 Sat: 10am – 2pm (last shower at 1:30)
 Offering a free and secure shower space,
 some toiletries, sanitary towels and a
 pair of socks. Free meal also available
 and a free library.

BS, FF

WOMEN@THEWELL

54-55 Birkenhead St, WC1H 8BB
 020 7520 1710; www.watw.org.uk
 Mon – Fri: 12.30 – 3:30pm (drop-in)
 Access to a range of services including:
 Hot meals, showers and laundry
 facilities, employment support, training
 opportunities, numerous daily activities
 including Arts and Crafts, Life skills,
 Health and well-being treatments.

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

HEALTHY MIND & BODY**ANTIDOTE (LONDON FRIEND)**

86 Caledonian Road N1 9DN
 020 7833 1674
londonfriend.org.uk/antidote
antidote@londonfriend.org.uk
 Mon: 11am – 1pm (in-person drop-in)
 Email for more information
 Drug and alcohol support, referral to
 detox clinics and prescribing centres,
 referral to our counselling service,
 drop-ins to discuss drug and alcohol
 issues, sexual health and steroid use
 issues, an intensive structured weekend
 programme (SWAP) and advice helpline.

A, C, DW, SH

**CHANGE, GROW, LIVE RESET
(TOWER HAMLETS)**

183 Whitechapel Road, Tower Hamlets,
 London E1 1DN
 020 388 99510
 Mon, Thu, Fri: 10am – 4pm
 Tue: 10am – 7pm; Wed: 12:30 – 7pm
 Treatment & Recovery Service for people
 affected by substance misuse.

A, D, MS

**CAMDEN HEALTH IMPROVEMENT
PRACTICE (HAMPSTEAD ROAD)**

108 Hampstead Road, NW1 2LS
camdenhomelessgp.co.uk
 020 3182 4200; chip@nhs.net
 Mon, Wed & Thurs: 9:30am – 4:30pm
 Tues 10:30am – 4:30pm, Fri 9am – 4pm
 APPOINTMENT ONLY - call or email.
 For people sleeping out or in hostels.

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

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

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

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



HEARING VOICES NETWORK

www.hearing-voices.org/hearing-voices-groups/find-a-group

Network of over 180 mental health support groups across the UK.

Email: info@hearingvoices.org

MH

GREAT CHAPEL ST MEDICAL CTR

4th Floor, Soho Centre for Health,
1 Frith Street, Soho, London, W1D 3HZ

020 7437 9360; greatchapelst.org.uk

Appointments and walk-in clinics from:

Bookable GP Clinic: Mon: 10am; Tue:

11:30am; Wed: all day; Thu: 2pm

GP Walk-ins: Mon & Thu morn, Fri: 2pm

Bookable Nurse Appointments:

Mon: 2pm; Tue: 11:30am; Wed & Thu:

10am

Nurse walk-ins: Mon 2pm; Tue & Wed:

2pm; Fri: 10am

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

GREENHOUSE

19 Tudor Road, Hackney, E9 7SN

020 8510 4490

www.greenhousegppractice.nhs.uk

Mon – Fri:

8am – 6:30pm (appointment only)

9am – 4:30pm (housing advice)

Medical care for men & women who are sleeping rough. Also provide consultation rooms for partner organisations to

provide housing and legal advice, social justice, education and debt counselling.

MH, AH, A, BA, DA, DW, NE, OL, LA, SF

MAYTREE RESPITE CENTRE

020 7263 7070

maytree.org.uk

10am – 6pm (email & phone 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.

Staying here is REFERRAL ONLY!

MH, C

MIND

0300 123 3393; www.mind.org.uk

info@mind.org.uk

Text SHOUT on 85258

Legal line: 0300 466 6463

Helpline and legal line open Monday – Friday 9am-6pm

Support for anyone experiencing a mental health problem.

MH, AD, LA

THE NEHEMIAH PROJECT

47 Tooting Bec Gardens, Streatham

SW16 1RF

020 8773 7417; www.tnp.org.uk

Mon – Fri: 9am – 5pm (phone line open)

Nehemiah runs a residential recovery programme for men with a history of

addiction; it is abstinence-based and the three-month therapeutic course is

compulsory. Accepts self-referrals:

www.tnp.org.uk/referrals

Or call **07719 960 703.**

AH, A, C, DW, ET, EO

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

REGIONAL HOMELESS ENGAGEMENT WITH SUBSTANCE TREATMENT (RHEST)

020 3745 0363

www.phoenix-futures.org.uk

This service is aimed at improving access to drug and alcohol treatment for people who sleep rough.

The RhEST team at Phoenix Futures assertively engages with referrals through outreach and in-reach. It operates across all London boroughs. It delivers time-limited interventions that improve access to services. It will assess barriers to drug and alcohol treatment for each individual and collaborates with a range of agencies to improve outcomes.

You can make a self-referral if you are experiencing homelessness, are over 18 and you are willing to engage with the service. Referral form:

www.phoenix-futures.org.uk/phoenix-futures-for/people-and-families-who-use-our-services/find-a-service/rhest-london-regional-homeless-engagement-with-substance-use-treatment-team

A, S, MS, OW

RESET TREATMENT SERVICE (RTS)

71A Johnson Street, London, E1 0AQ

020 388 99510

Mon, Tue, Thu, Fri: 10am – 4pm

Wed: 12:30 – 4pm

Medical & complex risks appointments for people affected by substance misuse.

A, D, MS

RESET RECOVERY SUPPORT SERVICE (RRSS)

41 Spelman St, London, E1 5LQ

020 388 99510

Mon & Thu: 10am – 4pm

Tue: 10am – 7:30pm; Wed: 12 – 7pm

Fri: 10am – 8pm; Sat, Sun: 11am – 4pm

Group therapy service for people affected by substance misuse.

A, D, MS

TRAUMATIC STRESS CLINIC

020 3317 6820

www.candi.nhs.uk/services/traumatic-stress-clinic

Psychological treatment for people 18+ with post-traumatic stress disorder (PTSD) in North London. **Referral only:** Referrals have to come through iCope, core teams and secondary care mental health services. See website for info.

MH

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

Mon – Fri: 9am – 5pm

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

Also counselling for ages 11 – 25.

AH, AD, CA, C, ET, MH

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

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OL Outreach worker links
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FULL LIST
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OUR WEBSITE



CENTREPOINT

25 Camperdown Street, London, E1 8DZ
centrepoin.org.uk
0808 800 0661 (helpline)
Mon – Fri: 9am – 5pm
Centrepoin can help you access your rights, direct you to services you need, provide housing, financial and legal advice and also has courses and programmes designed to help people find work and a career.

AH, BA, CA, DA, ET, LA, OL, TS

CRASH PAD PROJECT

piliontrust.info/crash-pad-project
020 7700 2498 (call for referral)
Runs 7 days a week from November 2023 – May 2024
Islington-based youth shelter for people aged 18 – 23. Referral only, please call.

AH

NEW HORIZON YOUTH CENTRE

68 Chalton Street NW1 1JR
020 7388 5560
nhyouthcentre.org.uk
Mon, Wed, Thu, Fri: 10:30am – 4pm (drop-in closed 1:30 – 2pm)
Wed: 2 – 4pm (women only space)
For young homeless people 16 – 24 years old. Free lunch, mental health, life skills & advice, and employment or resettlement support. Sex worker project. Street outreach. Refugee worker.

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

DENTAL

CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST

1 Frith Street, London, W1D 3HZ
020 7534 6628; clch.nhs.uk
Appointments Mon – Fri: 9am – 5pm
DT

COMMUNITY DENTAL SERVICES

0203 286 4186
www.communitydentalservices.co.uk
Dental services available for rough sleepers in London and UK. Complete the 'enquiry' page online.

DT

DRIVING FOR CHANGE

colgate.com/en-gb/driving-for-change
On **Wednesdays**: 9am – 4:30pm
at Queen Victoria Street, EC4V 4BT
Thursdays: 9am – 5pm
at Mare Street, E8 1EA
Fridays: 9am – 4:30pm
at Gillett Square, N16 8AZ
Dental service from converted double decker bus providing oral care to people experiencing homelessness.

DT

GUY'S HOSPITAL EMERGENCY DENTAL SERVICES

23rd Fl, Tower Wing, Thomas St, SE1 9RT
020 7188 7236; bit.ly/2SPruMn
Mon – Fri: first come first serve basis
Open only during university term-time.

DT

KING'S DENTAL INSTITUTE

Bessemer Road, Denmark Hill SE5 9RS
0203 299 9000; www.kch.nhs.uk
Mon – Fri: from 7am
Walk-in service - first come, first served.

DT