

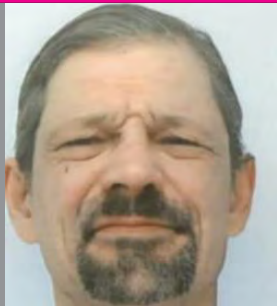
the **Pavement**

the free magazine for homeless people



Issue 149 : Compassion
April – May 2024

Missing



Matthew Grosvenor

Matthew Grosvenor has been missing from Camden, London, since 16 May 2019. He was 52 when he was last seen.

Matthew, 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. Or, email us on 116000@missingpeople.org.uk.



David McCallum

David McCallum has been missing from Clydebank, Strathclyde, since 28 March 2003. He was 31 when he was last seen.

David, 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.

If you think you may know something about Matthew or David, 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: This issue's cover is an untitled artwork by Lui Saatchi, an artist and photographer based in London. Lui works with art collectives including Drummond Street Artists, the art group for people with experience of homelessness. © *Lui Saatchi*

- Lui can be found on Instagram
@luisaatchiart

The Pavement magazine

- www.thepavement.org.uk
- twitter.com/thepavementmag
- facebook.com/thepavementmag
- instagram.com/thepavementmagazine

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thepavement.org.uk/complaint



The second annual Orwell Prize for Reporting Homelessness closed for entries on 31 March 2024. The prize is awarded to people reporting on homelessness in all its forms, with entries from people with lived experience of homelessness especially welcome.

The winner will receive a cash prize of £3,000 and their entry published on The Orwell Foundation website. Entries can be in any medium other than books, including video diaries, reporting, essays and podcasts.

The prize was created last year to mark the 90th anniversary of George Orwell's seminal text on homelessness and poverty *Down and Out in Paris and London* (see picture above). Orwell's book explored the harsh reality of life for people sleeping rough in London. Fast forward almost a century and many of the injustices described in the book are still prevalent.

- www.orwellfoundation.com/the-orwell-prizes/about/about-the-prizes/reporting-homelessness

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

Compassion

Treating somebody with compassion can have a miraculous effect. However, many people experiencing homelessness are so often not afforded compassion, whether by people, authority or a system that callously neglects and punishes them.

But on our pages you'll find instances of compassion in action. For example, Emdad visits Leyton Orient Football Club on one of its community initiatives supporting people experiencing homelessness on page 18. On page 14, Darren Harvey introduces us to a day-centre outreach coordinator on a mission to help guests with their dentistry needs.

Meanwhile, Mat explores what compassion means today and how important it is on page 22. There's also all of the regular news, views and cartoons elsewhere in the magazine.

***the Pavement* team**

In late February another Camden Public Meeting was held at St Michael's Church. The Meeting, organised by Streets Kitchen, is part of a process to coordinate a collaborative effort to combat the crisis of homelessness in the borough.

Writers from *the Pavement* were in attendance at February's meeting, which took place almost three months on from the previous meeting.

Representatives from Camden Council were also present, as well as members of Liberty, the human rights organisation. Liberty alerted the council members to the increase in Community Protection Notices being used in the borough to move people sleeping rough on from where they were settled. This was supported by people at the meeting who had been made to feel "marginalised" by the council's use of dispersal powers.

While Camden Council's representatives insisted the council was "not complacent," they also conceded the council had so far not set up a meeting with Islington Council to discuss policy and joint action on the increase in people sleeping rough and experiencing homelessness, something members of the council had agreed to work towards at the first public meeting in November. However, the meeting ended on a more positive note, with the council re-emphasising its commitment to cooperate with community members and stakeholders to find solutions. Another meeting was scheduled for late March.



Unsettled scheme

Five years after its launch, the EU Settlement Scheme (EUSS) is experiencing issues, jeopardising millions of people's rights, with people experiencing homelessness particularly vulnerable to the scheme's failings. Research by the law reform charity Justice shows millions of European Economic Area nationals are at risk of losing their jobs, homes and access to healthcare and benefits because of the problems. One of the main issues is with the EUSS 'proof of status' portal online. The portal is failing to recognise people who have secured the right to live and work in the UK, which has led to people missing flights, job opportunities and housing rental options. Applications to remain are also regularly wrongly refused.

Recovery college

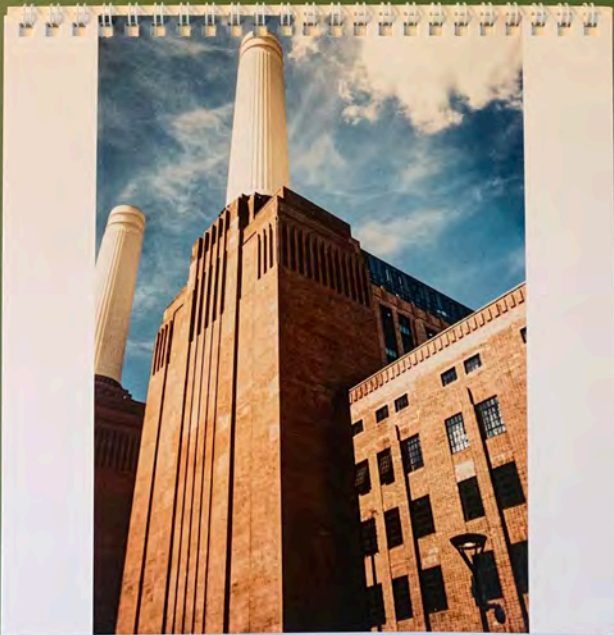
Sadly, the St Mungo's London Recovery College will close its doors permanently later this year. As is so often the case with these projects and spaces, sheer numbers and statistics will never be enough to capture the life-changing impact they had. But speak to some of the people who attended the Recovery College and you begin to appreciate the profound influence it had. Although it will now be closing its

doors, its legacy survives through the many wonderful people who passed through its doors and moved on to exciting new chapters in their lives. Everybody at *the Pavement* thanks the volunteers and staff that made the college such a success.

Kicked when down

Shocking footage emerged in March of a Greater Manchester police officer dragging a homeless man across the ground in a sleeping bag. The officer then proceeds to stamp on the man's stomach as he lay on the floor. Greater Manchester Police (GMP) has issued an apology for the incident, which took place next to Manchester town hall, but has refused to comment on whether the officer involved will face disciplinary action beyond "refresher training" on how to deal with similar situations. The homeless man is a refugee from Sudan and has asked to remain anonymous. He told the *BBC* he had to go to hospital after the incident and reported "a fever and in the following hours I had blood in my urine."

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A shot from the 2023 MyLondon calendar, titled *Battersea Power Station*, by Maurice Woolger © the Pavement

An exhibition was launched in March showcasing the photos used for the 2024 MyLondon and MyMumbai calendars. The exhibition, which ran until 31 March, was held at Kahaila café in Shoreditch, east **London**. MyLondon is the photography project run by Café Art, in which Fujifilm Quicksnap one-time-use film cameras are given to people with lived experience of homelessness. The same concept is used for the MyMumbai project. Once all the cameras have been used, the best photos are selected by an expert panel of judges and used for calendars. Proceeds of the calendars go to the photographers and to help run the projects.

Museum opening

The Museum of Homelessness has announced a show to commemorate the opening of its Manor House, north **London** site and the 10-year anniversary of operations. *How to Survive the Apocalypse* is described by the museum as an “immersive experience,” that will “reframe the myths and stereotypes of homelessness and show that the answers to some of our most pressing problems can often be found with the people at the sharp end of society.” The show will run on Fridays and Saturdays from 24 May to 30 November. Alongside *How to Survive the Apocalypse*, the museum will be offering a wider programme of events during this timeframe. Visitors can expect a variety of talks, workshops and events through the season.

Far from home

The London borough of Greenwich is sending homeless families to live in **Manchester**, as councillors bemoan a deepening housing crisis in the capital. According to the *Manchester Evening News*, some councillors have likened the situation to a “Second World War billeting operation,” with homeless families being asked to move more than 200 miles away from the borough for housing. In February the council resolved to increase its temporary accommodation housing stock to 197 units for the upcoming year, an increase of 50 on the previous year. However, in March the council noted there were currently 240 homeless households placed in emergency accommodation hotel rooms due to the lack of available housing.

3,898 people counted sleeping rough on a single autumn night in England in 2023.

27% increase on 2022's tally of 3,069, the largest annual rise since 2015.

32% English local authorities surveyed had more long-term vacant homes than rise in number of rough sleepers in London, according to the official rough sleeping snapshot.

Cost of a quick fix

Councils in **London**, many of which are already struggling financially, spent a staggering £90m per month on temporary accommodation for homeless people – an increase of 40% on last year. The figure was taken by London Councils, a cross-party local government association representing the city's borough councils. Its research shows one in 50 people in the city are homeless and living in temporary accommodation. London Councils warns that if spending continues to increase, more local authorities will be forced to declare effective bankruptcy.

Budget news

In case you missed it, the chancellor, Jeremy Hunt, announced the government's spring budget in March. So what did you miss? Well, not much. If you were hoping for clarity, vision and leadership on the crisis of homelessness, don't hold your breath. There was no answer to charities' and organisations' calls to safeguard homelessness services from cuts. In fact, such was the total ignoring of the topic, Homeless Link chief executive Rick Henderson told the *Big Issue* the chancellor had laid the ground for the issue to "spiral out of control".

Not so temporary

Children experiencing homelessness are spending their entire childhoods in temporary accommodation, according to the *Observer*. Thousands of families have been housed in temporary accommodation for more than a decade, including one homeless household in **London** that has been there since 2000, a stay of almost a quarter of a century. Freedom of Information requests have unearthed that some households in the London boroughs of Westminster, Ealing, Brent, Camden, Enfield, Barnet, Haringey and Kensington and Chelsea have been in temporary accommodation for longer than two decades. The state of temporary accommodation in England can be so dire that there have been cases of children having to learn how to walk on a bed owing to their living space being so cramped. Children in temporary accommodation have also been found to be missing out on key developmental stages, like crawling, because of this lack of space.

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Safe space

Construction has begun on the UK's first official drug consumption room. The £2.3m facility will be built in **Glasgow** and is expected to open in September 2024. The pilot is supported by the Scottish Government, but not the UK Government. The space will be open to people looking to safely inject drugs such as heroin, with health professionals supervising the site. People experiencing homelessness and substance abuse problems are invited to use the site, as the Scottish Government seeks to manage the country's drug death crisis.

First in refusal

As the housing crisis in **Glasgow** intensifies, the council recorded 1,355 instances of people being refused temporary accommodation last year. A Scottish Government report suggests this is in part due to the council's commitment to move away from a reliance on B&Bs for temporary accommodation purposes. Over the same time period, Edinburgh refused 125 people temporary accommodation. According to the *Glasgow Times*, the number of households not offered temporary accommodation in Scotland in the three months to 30 September 2023 was the highest on record, standing at 1,515.

Miles off

Homeless families in **Edinburgh** are being asked to relocate hundreds of miles from the city for temporary accommodation, as the council cannot provide any local housing. According to *Edinburgh Live*, a family of six drove 300 miles south of the border to Coventry for temporary accommodation. Responding to the news, Matt Downie, chief executive of the homelessness charity Crisis, said: "These cases are symptomatic of a homelessness system under extraordinary pressure."

New homes

Some long overdue positive news in **Glasgow**, where the council has made a compulsory purchase of three flats and transferred them to housing associations that will make them available for homeless people or families. In a statement, Glasgow City Council said it had purchased three flats in Easterhouse, Govanhill and Yorkhill, two of which have sat empty since 2020, while the third has been abandoned since 1999. Councillor Ruairi Kelly, Convener for Neighbourhood Services and Assets at Glasgow City Council, said: "We will continue to use such powers [compulsory purchases] and our partnership with local housing associations to make more homes available in Glasgow."

Funding increase

The City of **Edinburgh** Council reported in February that its budget for tackling homelessness had more than doubled from £28m to £64.5m. The announcement comes after the council declared a housing emergency in the city. In an effort to ensure the money is used effectively, council officers have held 14 engagement workshops with partners such as Cyrenians, Living Rent and Edinburgh Tenants Federation, designed to identify where resources are most needed. Quoted in the *Edinburgh Reporter*, the council's Housing, Homelessness and Fair Work Convener, Jane Meagher, said: "We're truly at a point where urgent, united action must be taken to do right by the most vulnerable in our city".

Cut above

An **East Ayrshire** charity is launching a mobile hairdressing and barber service for people struggling to make ends meet and people experiencing homelessness. The free service, run by EACHA Cut and Connect SCIO, launched on 4 March. Alongside a luxury haircut, guests are signposted to other available services, such as recovery, housing and benefits. Speaking to the *Daily Record*, Gayle Watson, Trustee of EACHA Cut and Connect SCIO, said: "Our charitable mission is to provide free hairdressing and barbering services to individuals in need, with a focus on promoting self-esteem, dignity and well-being within our community."

30,129 open homelessness cases in Scotland, the highest number ever recorded.

10% increase on live applications between April and September 2023, reports *STV News*.

7,066 people staying in temporary accommodation in Glasgow in January, reports the *Glasgow Times*.

25% increase on November 2023 figure of 5,649 people staying in temporary accommodation.

Book review

A review of Chris Bird's recently published collection of poetry and short stories, *Transmissions*, including an excerpt from the book. Review by Vicki Green

Transmissions is arranged on a continuous chronological timeline and we follow the writer's life trajectory during a chaotic, grim and alarming period. It is a book of poems and vignettes of Chris's time on the streets in all its bleak complexity. The theme of perpetually reeling relentlessly from desperation, fear, confusion and humiliation to euphoria and a state of being cocooned in careless warmth with heroin use and addiction, which plunges him into a subterranean space, is a spectacular poetic journal that brings to mind the work of Charles Bukowski, the legendary American writer.

It's not a particularly uncommon story, but the added burden of schizophrenia weaves its terrifying thread within the narrative and we are made to feel on edge and paralysed as an uncomfortable voyeur. At the same time, it is an enlightening insight into life with this mental health condition, and more writing from people living with it must be welcomed.

The story he writes after being sectioned under the Mental Health Act brings forth one of many laughs

we almost feel guilty engaging in – Chris writes with an unsettling dark humour which is really surprisingly appealing. An art therapy scene with Harriet, a teacher “exuding liberal kindness,” had me chuckling and cringing at the same time, just divine comedy.

Chris's work is not at all stylistic or pastiche despite me thinking of Bukowski, it is just extremely straight, bare bones honesty. Raw, unpretentious, refreshing.

Here is a man who has travelled on an oftentimes wretched and dismal life-changing journey, relating his experience and making it beautiful in all its sordid distress and torment. This is his unique skill and ultimately his victory.

The illustrations are exceptional, idiosyncratic and harrowing.

Chris Bird has talent not so much in the way that the poet has made a sacrifice for his art, his art transcends his rough and harrowing experiences naturally, yet could only have been conceived from them.

A courageous tapestry of tumultuous life events, this autobiographical portrait deserves recognition. I highly recommend it.



Transmissions front cover (right), with an untitled work by Chris Bird © the Pavement

Smoke

By Chris Bird

I

I thought about the city skyline.
Tower blocks, spires, skyscrapers and domes
Scratched out on the side of a lit cigarette.
Grey shadows became ashes, wide swerving entities
Of smoke stretching away like autobahns.
If you watch the embers long enough,
The strength of heroin overwhelms.

II

I pulled out a broken fag from my pocket.
Laid some cardboard on the pavement and sat.
The traffic choked the wide avenue.
Tube stations gorged on commuters.
Junkies filling up with grey smoke.
This was my skyline.

Reason to smile

An interview with a community hero working to put shiny, white smiles on people experiencing homelessness in Wolverhampton.

By *Darren Harvey*

If ever there was a Guinness World Record for helping vulnerable adults with their teeth and new dentures, Dave Wheeler must hold it. Dave, the day-centre outreach coordinator for The Solace Community in Wolverhampton, has helped over 60 residents successfully receive restorative dental care and created 600 confirmed appointments.

The most remarkable feat about this is that he deals with some of society's most vulnerable and underserved people, his clients often experience multiple mental health issues, chaotic lifestyles, complex needs and substance abuse problems. Many residents arrive at The Solace Community having never been to the dentist in their lives. Years of substance abuse, neglect and fear have left many residents with teeth so rotten that the only route is an operation to remove them and fit dentures.

Five years ago, the Homeless Strategy Team of the council made it an urgent priority to address this issue. They sent out an oral hygienist representative to the hostels to book appointments for them and persuade them to attend. However,

this had very little success. That is, until Dave Wheeler came along.

Dave explained: "The major hurdle that the hygienist faced was simply persuading them. All their lives, many residents have faced authority figures, such as the police, probation and prison officers dressed in uniform, and an appearance from somebody smartly dressed from the council triggers their fear. Behind their tough facades lies a fear and the idea of facing anaesthesia, operations and pain is often too much for them to face alone."

Signing up for appointments quickly became a resounding failure. They would either cancel, neglect or refuse to go.

However, Dave's clever intervention did the trick. "I telephoned the hygienist to meet me so that we could devise a pathway and make this work with commitment and determination."

Dave, thus, changed the procedure to something much simpler and more effective. He offered four empty time slots on the whiteboard in the reception area for anybody willing to go with the ultimate aim of getting four to five residents

to attend per week. No name. No commitment. It was there for anyone who decided at the last minute to attend.

“It was like chipping away at a block of ice,” explained Dave. “The more I worked at addressing their confidence and fears, the more receptive they became.” Dave understands too well the barriers that residents with drug and alcohol addiction face. “My past is my best asset. As I had been an alcoholic for many years, I understood their thoughts, feelings, insecurities and ‘don’t care’ attitude and I quickly started to speak to them on their level. Over time, I gained people’s respect and trust, which is invaluable as they can just be themselves when they talk to me.” He acts as an excellent intermediary between service user and authority.

Having overcome the first hurdle, the sheer panic of going alone was too much for many residents. So, Dave would accompany them and sit next to them whilst in the dentist’s chair, reassuring and calming them throughout the procedure. His friendly face was all they needed. Furthermore, he would fill in some of their paperwork beforehand to cut down the time that they needed to be in the Special Care Dentist surgery.

With these measures in place, slowly it began to take positive

effect. Residents started to attend after hearing of so many positive outcomes.

“It was sheer joy being able to see residents eat properly without pain or discomfort. Those fitted with dentures actually smile now, can speak properly and enjoy their food.”

In fact, The Solace Community has been so instrumental in addressing oral hygiene with vulnerable adults that the procedures have been made a blueprint for other service providers to follow. This pathway has been constantly updated over the past five years to help manage the different residents’ needs.

Having overcome their greatest fear of the dentist, the rest became easy. “I now get residents to visit the opticians. They have developed such an understanding and respect of our client group, that they pay for their transport costs. We have also been involved in developing a pilot scheme with a doctor’s surgery where a doctor attends the hostel once a week.”

So, what is next on the agenda for Dave? “Hair,” he retorted. “There are many trainee hairdressers that don’t have the models to practice their craft. I have the solution. Now, that’s something I can get my teeth into,” he smiled.

- **For local dentistry services, check out the List of services in the centre pages of the magazine. ■**



"THERE'S GOING TO BE AN INCREASE ON TAX FOR BUSINESS CLASS TICKETS"



“So as soon as the £3 million lottery prize is safely in our bank account, Roger has promised to donate all his old underpants to the local homeless charity...”

Sports day

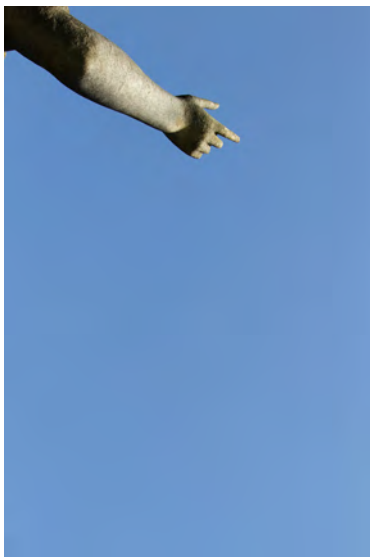
On a visit to Leyton Orient Football Club, our writer notes the importance of community projects and sports to people struggling during the winter. By *Emdad Rahman*

Through a network of community organisations and institutions, an entertaining and memorable matchday experience was organised for homeless friends as Leyton Orient Football Club opened its doors during the national festive football programme.

Tickets were provided for homeless people to be guests at the club's community hub, where they were treated to lunch, refreshments, assorted gifts and a 1-0 home victory for The O's over their London rivals Charlton Athletic.

Anwar Uddin, Diversity & Inclusion Manager at the Football Association, has forever been a passionate and keen advocate of community support and for several years has sponsored a festive matchday experience at Brisbane Road, Leyton Orient's home stadium.

Speaking after the game, he said: "It's tremendous that we, as a caring and compassionate community, have come together to enjoy football as one. Our work to eliminate social barriers and use inclusion as a force for good is also about promoting togetherness and highlighting the need to interact with people who may be struggling with life.



A helping hand © Marius Samivicius

"Thanks to everyone who worked hard to make this happen and well-done Leyton Orient for a smashing home win!"

The club's Community Liaison officer, Robbie Minchin, added: "We are very much a local club and the welfare of people plays a significant

part in how we interact with our neighbours. It's been a pleasure to host this group at the Brisbane Road."

Football plays an important role in both supporting and developing a community. Experiencing homelessness is often traumatic and can leave people feeling isolated and othered, struggling for breath at the depth of dark and murky waters. As a progressive society we can, at the very least, lend a helping hand to prevent complete submersion.

For many groups, supporting homeless people through the implementation of a winter programme is a useful way to plan community engagement for the year ahead.

The winter period is crucial for volunteers, with many groups creatively planning activities to support local homeless people and vulnerable people. This usually involves widespread sharing of resources in order to be able to reach out to as many people as possible.

Our sporting gestures help lift our community, those struggling with life in general and offer a welcome escape from the harsh realities of life. Our guests at Leyton Orient revelled in being the focus of attention, meeting the club mascots, being hosted in the community hub, offered refreshments and lunch, participating in the pre-kick-off lap of

honour, taking penalties on the pitch at half-time and receiving gifts, hats and scarves.

Football is a great platform for inclusion and a game offers warmth and a welcome escape from certain harsh realities. That goes for disabled people, elderly people, those affected by the cost-of-living crisis as well as homeless friends.

Homelessness is a blight and a sad reflection of the society we live in. Often the people who find themselves sucked into this black hole are victims of circumstances, trauma and mental health breakdowns, loss of earnings, bereavement, separation and divorce, or psychological and physical abuse.

A winter programme, in particular a sporting one, is crucial in helping communities to focus and prioritise those who need a little helping hand.

- **Emdad is on X (Twitter):**
[@emdad07](#)
- **If you are interested in playing football in London, Street Soccer runs free drop-in sessions in numerous locations across the week. There are sessions for a variety of age ranges, genders and abilities. Visit the website to learn more:**
streetsoccerlondon.org/play
or email:
laura@streetsoccerlondon.org
if you want to get involved.

Diabetes basics

Advice from the Groundswell health team on what diabetes is, how to spot it and how to prevent it developing

What is diabetes?

Diabetes is a condition that causes the blood sugar in your body to become too high.

There are two types of diabetes:

- Type 1 means your body's immune system attacks and destroys the cells that produce insulin
- Type 2 means your body doesn't produce enough insulin, or your body's cells don't react to insulin.

Diabetes can be a very serious condition if not managed and treated. However, there are medications to help control type 2 diabetes and technology to monitor type 1 diabetes.

If you have diabetes, you can contact Diabetes UK for more information and support.

- In England, Wales and Northern Ireland call 0345 123 2399, Monday – Friday, 9am – 6pm
- In Scotland call 0141 212 8710, Monday – Friday, 9am – 6pm.

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.



The symptoms of diabetes

- Feeling very thirsty or hungry
- Urinating more often than usual
- Sudden weight or muscle loss
- Feeling extremely tired
- Cuts or bruises are slow to heal
- Blurred vision.

If you are experiencing any of these symptoms, please see a GP. Everybody has the right to register with a GP: you do not need ID or a fixed address and your immigration status doesn't matter.

Prevention and management

The following tips can help you avoid developing diabetes.

- Eat a healthy, balanced diet
- Exercise regularly
- Reduce your alcohol consumption
- Reduce smoking.

If you have diabetes, there are ways to manage it. Try the following:

- Eat a healthy, balanced diet
- Keep active
- Take the medication your GP recommends. If you are not on medication talk to your GP about your options
- Have annual check-ups with your GP or a diabetes nurse
- Take an eye screening once a year – diabetes increases your risk of blindness
- Take care drinking. Drinking alcohol on an empty stomach with diabetes can cause your glucose levels to go too low. Alcohol also interferes with medications and some alcohol – such as wine and beer – should be avoided as they are very high in sugar.

What's in a word?

Searching for the definition of compassion and considering its importance to the homeless community. By *Mat Amp*

Language is a dynamic and fluid aspect of human communication and its evolution is an ongoing process that dictionaries may struggle to keep pace with. For instance, I know a lot of happy lesbians and homosexuals but I'm pretty sure that that's not why they're known as gay.

Dictionaries offer the best guess of closeted academics to offer a kind of average meaning for words, regardless of context, but the changing definitions they offer, along with the broader interpretations we find, can sometimes give us interesting insights into the development of the way we think as individuals and as a society. Despite the different definitions we can find out there for the word compassion, they all focus on the process of connecting with someone's suffering and being motivated to help them as a result.

Peer Power's definition states: "The sympathetic pity and concern for the sufferings or misfortunes of others; as in the victims should be treated with compassion."

For me at least, the words pity, sympathy and victim seem severely dated. In my version of the word the connection fuelling any act of true



A hyper detailed drawing by Emily Rose Markovic. © *Homeless Diamonds*

compassion has to be empathetic in nature rather than sympathetic, with people offered respect rather than pity.

According to Elizabeth Perry, writing in *What is the Difference Between Sympathy and Empathy* on Betterup.com, "there's one big difference between empathy and sympathy. Empathy involves feeling what someone else feels,

while sympathy doesn't. Sympathy instead involves understanding someone else's emotions but from your own perspective."

It didn't surprise me then, to find out that modern websites discussing human behaviour in depth seem to focus more on empathy and respect rather than sympathy and pity when it comes to forming the sort of connection that fuels true compassion. This more up-to-date thinking about compassion tends to talk about empathy as an essential component of it.

But if empathy is such an important element in truly connecting to people so we can effectively help, how does it differ from compassion?

"While empathy refers more generally to our ability to take the perspective of and feel the emotions of another person, compassion is when those feelings and thoughts include the desire to help," according to the Global Compassion Coalition.

And this is so important when it comes to shaping homeless services, because you can't start to know how to help people unless you know what they need. Just hearing people's words is not enough. You have to empathise with the person to understand the problem. If you truly empathise, then compassion should organically follow and in turn the help that compassion then motivates. To put it simply,

empathy produces understanding and compassion which in turn produces the type of help people want. Sympathy and pity, on the other hand, lead you to give people the type of help you think they want rather than the type of help they actually need.

There are a shedload of definitions out there for compassion but I like the idea of looking at Wikipedia because it's a dictionary with the potential to be edited by one and all. It may not always hit the nail squarely on the head but in this case it certainly does. The people's encyclopedia has compassion down as: "...the social feeling that motivates people to go out of their way to relieve the physical, mental, or emotional pains of others and themselves. Compassion is sensitivity to the emotional aspects of the suffering of others and the desire to do something about it."

While I jive with this definition, there is still an element of it that doesn't reflect the way we offer understanding and compassion in the modern world. Unlike empathy, which offers connection on both a positive and negative level, compassion is directly linked to suffering.

Take *Greater Good Mag's* definition: "Compassion literally means 'to suffer together.' It is defined as the feeling that arises when you are confronted

with another's suffering and feel motivated to relieve that suffering."

If the primary difference between the words empathy and compassion is that compassion involves action, then there is no word to describe the desire to help someone by relating to their positive emotions. It's like we are saying that people who need our help are 100 % broken with nothing positive to relate to, which sounds like the religious concept of original sin, rooted in the idea of a suffering soul that needs the healing balm of the Lord's forgiveness. We are very quickly back to that 'pity the wretched' model of giving, with the compassionate giver offering the answer.

There is a modern school of thought that encourages those people working in the homeless sector not to connect on an empathetic level because of the dangers of compassion fatigue aka vicarious trauma. If we get too close to people we get overwhelmed, the thinking goes. But, although these are real problems, it's my observation that more often than not, 'apathy' replaces empathy when people are frustrated by a lack of support from the system that results in not seeing their efforts translated into change.

Perhaps if we framed compassion in a different way we might have more success in helping people. If we applied compassion by connecting

with positive emotions as well as talking about difficult issues, then we would be able to learn about people's strengths and encourage them to utilise those strengths to help themselves with their issues. Instead of helping someone with a single issue now to temporarily alleviate their suffering, we could empower them to help themselves with all manner of issues they have suffered through in the past and still have to deal with in the present. It is my view that, delivered correctly, compassion empowers both the giver and the receiver as we learn about, and therefore from, each other. And if we are helping others in a meaningful way we will always be learning about ourselves because we are communicating not preaching.

And this is why the definition of words is important. If we can understand compassion, this word that we are told is so central to our humanity from the day we pop out of our mum squealing and kicking and covered in blood, in a holistic way, then we are more likely to utilise it effectively.

Hopefully in 10 years' time we will open a dictionary to look up the word compassion and find this:

"The desire to offer assistance to someone as the result of an empathetic connection, utilising the strengths of both parties in order to deliver the most effective help, both now and in the future."

Good eating

On how good the simple pleasure of cooking and eating a meal can make us feel. By *Greta Gillett*

I believe in order to have compassion for others you must have compassion for yourself. A real belief of mine is that we all deserve safety, privacy and the ability to cook our own meals, box it up in the fridge or freezer for later and then come back and eat it anytime you are ready. It's not asking for much, but many hostels don't afford this little luxury, nor do many shared accommodations, refuges or dry houses.

One of the most common problems is people stealing your food, using your plates and cups and not once asking. I want to come home to my home and cook and nurture and soothe myself. I suffer with complex PTSD and a whole alphabet of disabilities and there is very little that soothes me as much as cooking for myself.

I love to cook Italian, Jamaican, stews, bread, cakes and sauces. I love to take my little table in my tiny little flat and lay it nicely with my charity shop crockery, I love to lay down my Lidl tablecloth. I love to use a coaster I got from Poundland and some days I even light a candle – also from Poundland.

I have as much compassion for myself as I do for others after a

lifetime of not caring about myself, not only because of all the people who looked down at me, but the litany of professionals who wrote reports that said I did not meet the requirement for housing, medical support (either mental or physical) or even for food.

With compassion for ourselves comes a fierce fight for justice. We need to show love and care for everyone who needs it.

Food, glorious food

Food is essential, but can be difficult to come by. If you are wondering where to find your next meal, please check out the List of services in the centre pages of the magazine. Information on local services providing meals can be found there.

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

The city speaks

Two short stories written in poetic style tell tales of life on the streets in an often-overwhelming city. Words by *Chris Bird*

Network

The city flowed in oceanic contortions wrapping itself around numbers and equations, letters and alphabets that defined movement and time.

These alleys and sidewalks, avenues and boulevards, streets and plazas sparkled and shone with endless days and nights. Lit by stars, high windows looked out across the city skyline. How many had walked past these doorways and passages emerging out of dusk or morning?

The streets owned limitless secrets. Hints and clues drifted along the wooden doors and stone statues. Over and over, the city re-imagined itself.

Towers and steeples, domes and rooftops lit by streams of white moonlight maintained an uncanny and aloof silence. Who understood the old, turbulent city?

Reflections on car window screens were fleeting insights into the pattern of the days. Office workers, shop assistants, teachers and nurses, chauffeurs and servants, beggars and drug dealers shared this elaborate, congested space. The city streamed forward out of the darkness defined by street



Secluded Beach by an unnamed artist at the St Mungo's Recovery College. © *Homeless Diamonds*

names and numbers. Endless as the stars, the streets were mysterious and enigmatic. Who perceived the links and associations between past whispers and current vows?

The city seemed to require an explanation. These complex balances of urban memory and truth were merging and blurring. There was nowhere else to go. There were countless, fragmented destinations interconnected in maze-like complexity.

Blindfold – Part I

The wind cut back over the concrete balcony. Glasgow's skyline was a fusion of greys and dark browns. Rain was in the chilly air. I smoked the final few drags of a cheap cigarette and headed out.

The radio was discussing a scandal in local government. I had the smack in small plastic £10 bags. I pulled my sweatshirt hoodie down and headed down the stairs. Graffiti on the stairwell read "The Saints are coming" in reference to a track by Dunfermline punk band The Skids. The wind rushed up the staircase. It tasted of snow.

I had a well-established pitch. I knew I had the protection of bigger characters in the local area. They knew exactly how much I had to flog.

A kid in a red Nike trackie appeared. I knew his face. The deal was done quickly in the cold of the stairwell. He looked skinny and pale. There was a distracted look in his eyes. He was from a Catholic family but smack blurs those divisions. His ten note was crumpled and filthy. He nodded as he walked away.

Another older boy appeared. He moved with clumsy intent. There was a faint Celtic tattoo on his left hand. He looked drunk. I didn't want any chat. "Ehhh big man," he said in a croaky voice like a crow. I knew his older brother I realised. UVF graffiti on the staircase didn't alarm him.

Soon he was gone. Across the road the freezing wind was pulling at a faded Socialist poster half stuck to the bus shelter.

Sunshine gradually crossed the Glasgow skyline in uncertain patches of light. Then all too soon the sky darkened with moving clouds. The noise of traffic filled the distance.

I craved a cigarette. A sense of emptiness filled my head. A radio from a high window sang out: "Here comes the sun."

Blindfold – Part II

In the town centre the shops gave out a half-hearted glow. A few old ladies pushed trolleys along. The electronic shop had a beefy looking security guard outside smoking a fag. He looked at the cigarette with a stare of disappointment.

The evening gathered wind and chucked it casually along the side streets. Grey stone blocks almost coloured the dismal atmosphere with a certain grim weight. I moved along looking for a friend.

The tavern on the corner bustled with life. A Rangers flag decorated the wide window. A Catholic lad full of beer might well take aversion to that later in the evening.

A junkie I recognised swept past implausibly, carrying a box of cosmetics under his arm. His skinny, grey face gave me a gaunt glance as if to say: "You cannae catch me!" ■

(Eff off) Back to the Future

Everybody's favourite nepo-time-traveller, McHaggis, goes on a medieval Odd-yssey. By *Chris Sampson*

Hanging around Time-Travel HQ's canteen, awaiting another assignment, McHaggis tucked into eggs Benedict, turnip Jeremy and sausage Marianne, washed down with lager Geraldine, with just a splash of lime Arthur.

"I hope you've left some room for pudding, McHaggis," said his line manager, Time-Lance Corporal Fennymore, creeping up on him. "Because I've got a grub-related job for you."

Fennymore would say little more about the task, but had our reluctant hero dressed in an onion shawl, over a fetching sack-cloth shirt, topped off with a dunce's hat. Yes, you've guessed it: McHaggis was being sent back to medieval times. He just had time to smear Reek D'excremente (by Canal No5) over his features, so as to blend in, before setting off.

"You're to sample the cuisine of the time and bring back recipes," Fennymore ordered. "We're going to open up a Medieval-themed restaurant in Shoreditch and, hopefully, more branches in other hipster-festooned gentrified areas of the capital."

The Tories have been trying to return us to peasantry for decades, McHaggis thought, but at today's



© Chris Bird

prices of course: always a nice little mark-up for them. With a wearisome sigh, he set off through the CGI/special FX-laden sci-fi portal of time, etc. (Catchy name, huh?)

"Not another bloody time-traveller!" groaned Edwice Snizeburr, as our hero materialised in his 14th century roadside Scoffery. "We've had half the 35th century in this week! Ye lot seem to think that just

because thou art from ye future, ye can eat us out of hovel and home, and for only a groat! Parsnips don't grow on trees ye know! And not one of ye futuristic rascals ever think to bring a cure for the plague or leprosy with ye! No, it's all 'Hey nonny, nonny' on your Insta, renderings of offal, tripe and cat's arse soup, and all for a shiny ha'penny! Well, ye can fuck off back to ye future, McFly!"

"It's McHaggis, actually," our man replied. "Marty McFly is a fictional time-traveller from a film – a kind of moving tapestry – called *Back to the Future*."

"Yes, we know," Snizeburr snorted. "Other knaves from your era have shown us ye entertainment on their slates of light and noise!"

McHaggis was puzzled. "Slates of...? You mean mobile phones? Laptops? Tablets?"

Snizeburr tutted. "Aye! And who might ye be, McHaggis?"

McHaggis explained his mixed heritage, being the result of a union betwixt Mary Queen of Scots and Malcolm X.

"Forsooth!" scoffed Snizeburr. "Ye royalty impresses me not! I'd rather eat Griffin knobs and unicorn poop – again – than suck up to ye monarchy. Just cos they've got all their own teeth! As have I (in a chamber pot, admittedly). But I care not if they get all la-di-dah cos they have a bath as often as once a year, and watch a juggler set his own farts alight!"

He shook his head. "I see ye decided to dress as a simpleton, and to reek of ye effluent. Is this to blend into my era, or are ye regarded as a nitwit stinkard in your own?"

Before McHaggis could respond, Edwick introduced him to some Snufflers: medieval folk who enjoyed the stench of sewage. Their nose hairs all but leapt out on first whiff of the newcomer's noisome aroma. This reminded our hero of 21st century Tory anti-homeless plans to give police powers to arrest those who "look like they've slept rough" and people with "an excessive smell."

McHaggis then recalled his foodie mission, and his host finally allowed the 21st century man to taste the local delicacies: cabbage sandwiches, leper's flakes in aspic, piping hot festering buboes and turnip surprise: it's actually... a parsnip!

It turned out that Edwick and his contemporaries were equally astonished by what 21st century folk will eat and smell of: £60 for a cup of coffee made from beans that have been pooped out of some unfortunate creature. Whilst whale's shite is used to make ambergris perfume.

"Gadzooks!" Snizeburr gasped. "And thou thinketh we are barbaric?!? At least we let the unfortunate homeless alone."

McHaggis couldn't fault this logic, but all misadventures have to end. He bade farewell to Edwick and

the Snufflers, promising to return one day and bring them some 21st century pollution for their nostrils. He was shocked on his return to discover that Fennymore had abandoned the notion of a medieval eatery and instead opened a different business.

“Hi there!” quoth a sack-cloth clad, incongruously American-accented, AI-enhanced robot. “Welcome to the Unhygeinicon, a celebration of medieval London’s festering hub of disease, squalor and – Hey nonny, nonny! – an almost total lack of sanitation. Featuring lepers! Snufflers! And other filthy bastards to whom it wouldn’t occur to wash their hands after defecation! Soundtracked by Greensleeves,

Gaudete and Gregorian chanting, with Chaucerian lavatorial humour!”

“Ah!” grinned Fennymore to McHaggis. “There you are! We’ve been waiting for you!”

We? Thought our hero. Whose -? Then it became clear: Fennymore was speaking to two burly policemen, and pointing to him.

“There he is, officers!” cried the treacherous Time-Lance Corporal. “He looks like he’s slept in a sewer, and stinks like it, too! Seize him!”

McHaggis was indeed caught by the fuzz, one of the first to be arrested merely for his appearance and aroma. Will he be the last?

THE END

McWho?

Readers of *the Pavement* were first introduced to McHaggis almost a year ago, in issue 144 of the magazine. A creation of the mag’s satirist-in-chief, Chris Sampson, McHaggis is a time-travelling agent of Time-Travel HQ. Relive some of his previous adventures below:

- Issue 144: readers are introduced to McHaggis, who is originally simply a concept for a sitcom
- Issue 146: McHaggis returns, this time as an agent of Time-Travel HQ, righting some of history’s wrongs
- Issue 147: the most recent McHaggis adventure saw the time-traveller transport a star footballer from the future to the present
- Now McHaggis has been sent on an assignment to bring 14th century cuisine to the present.

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!

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
E	Education and training
F	Food
FF	Free food
FC	Foot care
IT	Internet access
L	Laundry
LA	Legal advice
LF	Leisure facilities
LS	Luggage storage
MD	Music/drama
MH	Mental health
MS	Medical/health services
NE	Needle exchange
OL	Outreach worker links
OW	Outreach workers
SF	Step-free access
SH	Sexual health advice
TS	Tenancy support

Updates: web@thepavement.org.uk
Compiled: April 2024

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

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, 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

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

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

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

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

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

www.aceofclubs.org.uk

Mon – Fri: 9:30am – 16:30pm

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

Various activities and services available throughout the week:

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

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



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

REFUGEE COMMUNITY KITCHEN

refugeecommunitykitchen.org

It offers a large variety of food at every service, including soup, salad, eggs, tea and coffee as well as a nutritious delicious main and dessert.

Tuesday:

Camden Town Station

7 – 8pm: Camden High St, NW1 8NH

Wednesday:

Archway Tube Station

6.30 – 7:30pm: Junction Rd, N19 5QT

Thursday:

Goode St Tube Station

7 – 8pm: 75 Tottenham Ct Rd, W1P 9PA

Friday:

Swiss Cottage Tube Station

6:30 – 7:30pm: Finchley Rd, NW3 6HY

Saturday:

St John the Baptist Church

1:30 – 2:30pm: Pitfield St, N1 6NP

Sunday:

Bethnal Green Tube Station

7 – 8pm: Cambridge Health Rd, E2 0ET

Brixton

5:30 – 6:30pm: Windrush Sq, SW2 1JQ

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

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 SOUP KITCHEN @ AIC

79a Tottenham Ct Rd, London W1T 4TD
amchurch.co.uk/serve/the-soup-kitchen

Mon – Sat: 10am – 12noon

Providing 120+ meals a day, six days a week at the American International Church. A consultation room allows for regular visits by mental health professionals, dentists, doctors and more.

D, DT, FF, MS

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

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

STREETS KITCHEN

streetskitchen.org/locations/london

Daily food in various London locations.
 Tue & Sat: 7am Breakfast at 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

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



OTHER

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

HOBBIES

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 for more information.
MD

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

STREET SOCCER LONDON

streetsoccerlondon.org/play
laura@streetsoccerlondon.org

We use the power of football to help people make positive changes in their lives. Visit a drop-in session for a free game, or email for more information.

Mondays

4 – 6pm: Youth Drop-in @ Black Prince Trust (BPT), Beaufoy Walk, Lambeth

4 – 6pm: Youth U15's @ Powerleague Nine Elms

2 – 4pm: Adult Drop-In @ BPT

Tuesdays

4 – 6pm: Youth Drop-In @ Powerleague Nine Elms

Wednesdays

10am–12noon: Adult Drop-In @ BPT

1:30 – 3pm: Adult Drop-In @ Burgess Pk

4 – 6pm: Youth Drop-In @ Burgess Pk

4 – 6pm: Youth Drop-In @ BPT

Thursdays

3 – 5pm: Adult Mixed Drop-In @ Powerleague Shoreditch

4 – 6pm: Youth Drop-In @ BPT

Friday

4 – 6pm: Youth Girls 10-16 @ BPT

4 – 6pm: Youth 15-19 @ BPT

MD

THE CHOIR WITH NO NAME

St Columba's, Knightsbridge, SW1X 0BD
0746 492 8122; choirwithnoname.org

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

Choir sings for an hour and half, then sit down together for a hot meal cooked by volunteers. No singing experience required, no audition, just pop down!

MD

TURN A CORNER LIBRARY

07824 038 807

turnacorner@qsa.org.uk

- The American Church, near Goodge St on Tues: 8:30am – 12:30pm

- Lincoln's Inn Fields, near Holborn on Wed: 5 – 8pm

- St Giles in the Fields, near Tottenham Court Road on Thu: 9am – 12:30pm

Turn a Corner is a mobile community library for people affected by homelessness. You do not need an appointment, fixed address or membership to visit or borrow a book.

MD

LGBTIQ+**AKT (LONDON)**

19-20 Parr Street, London, N1 7GW

020 7831 6562; www.akt.org.uk/refer

Mon – Fri: 10am – 4.30pm

For LGBT 16 – 25-year-olds who are homeless or living in a hostile or violent environment after coming out.

Housing advice: gethelp@akt.org.uk

C

CAFE QUEERO

52 Lant Street, SE1 1RB

lgbtiqoutside.org/centre

Tue: 10am – 2pm

Pop into the LGBTIQ+ Centre for its weekly 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

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



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
lgbtqioutside.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:
lgbtqioutside.org/centre
AH

QUEER HOMELESSNESS RECOVERY GROUP

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

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; qvsr.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@qvsr.org.uk
IT, LF

KEY

A Alcohol workers
AC Art classes
AD Advocacy
AH Accommodation/
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B Barber
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BE Bedding available
BS Bathroom/showers
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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 FORCESLINE0800 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***REFUGE**

0808 2000 247

www.nationaldahelpline.org.uk

The freephone, 24-hour National Domestic Abuse helpline for women and children in England.

*CL***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***SOLACE**

0808 802 5565

solacewomansaid.org/solace-accommodation

Mon – Fri: 10am – 4pm

Tue: 6 – 8pm

Solace provides safe refuge and move on accommodation to hundreds of women and children made homeless through domestic or sexual abuse. Overall, Solace has 22 refuges offering 178 rooms across seven London boroughs for women and children fleeing abuse. Support is also provided to ensure women and children are safe and their core needs are met in relation to finances and welfare benefits, housing – especially move-on accommodation, legal matters, immigration issues, health, education, training and employment.

AH, BA, C, CA, LA, MS

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

LS Luggage storage
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WOMEN'S AID

www.womensaid.org.uk

Women's Aid is the national charity working to end domestic abuse against women and children.

Services are available in these boroughs: Barking and Dagenham, Barnet, Bexley, Camden, Enfield, Hackney, Haringey, Havering, Islington, Newham, Redbridge, Royal Borough of Greenwich, Southwark, Tower Hamlets, Waltham Forest- Use this directory to find services in particular areas: www.womensaid.org.uk/womens-aid-directory

AH, BA, C, CA, LA, MS

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

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

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

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DT Dentist

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

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.

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

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

FC Foot care
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GREENHOUSE

19 Tudor Road, Hackney, E9 7SN
020 8510 4490
www.greenhouseppractice.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

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

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	<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

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

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

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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

PETS

DOGS ON THE STREET

next to Charing X Police Station, WC2N
dogsonthestreets.org
Sundays: 1:30 – 3pm
Fortnightly from 14th April 2024
Charity dedicated to the welfare of dogs belonging to the UK's homeless community. Fully equipped mobile veterinary surgery vehicle. All essential items and services are provided for free, from food provisions to new harnesses and leads plus training and grooming sessions.

HOPE PROJECT

020 7833 7611
www.dogstrusthopeproject.org.uk/help-with-vet-care/register-your-dog
Mon – Fri: 9:30am – 4pm
Call ahead or visit website to register your dog and find a vet practice near you. Email: tth@dogstrust.org.uk

MAYHEW ANIMAL HOUSE

Trenmar Gardens, Kensal Rise
020 8962 8000
Tue: 11am – 1pm
Pet support hub for vulnerable pet owners experiencing challenges in providing for their dog or cat. Available to people in London boroughs of Hammersmith & Fulham, Brent, Ealing, Kensington & Chelsea and Westminster.
Please don't bring your pet!

STREETVET

www.streetvet.co.uk/a-pet-needs-help
StreetVet is a free veterinary care outreach service for pets of people experiencing homelessness.