



the Pavement

the free magazine for homeless people

Issue 156 : Resilience
June – July 2025

Missing



Charlotte Stephens

Charlotte Stephens has been missing from Bromley, London, since 28 March 2025. She was 38 when she was last seen.

Charlotte, 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.



Mark Kinson

Mark Kinson has been missing from Cardiff, South Wales, since 31 January 2025. He was 52 at the time of his disappearance.

Mark, 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 Charlotte or Mark, 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 of *the Pavement* features cover artwork by Michelle Christopher. The work, titled *I Remember*, resembles the light, pillowy clouds of a summer morning or evening, with violet and pale yellow hues.

© Michelle Christopher

The Pavement magazine

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© John Sheehy

Behold Myself

by John Sheehy

I do write for myself, it helps me
I'm wondering why do I write
I'm trying to figure out
what I do want to write
I'm not into who do I write for
I do write for myself
it helps me kill time
defiance of elimination of depression
and anxiety, I'm writing about
my own experiences, instincts
I'm not writing about anyone else
here tonight, I'm not sure
what I want to write
I'm writing about myself
What's going on for me
at the time of writing.

TURN TO PAGES A – P
FOR THE LIST OF SERVICES

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

Resilience

Resilience comes in many forms and develops in many ways. Our writers and readers with lived experience of homelessness will know what resilience means. You may differ on precise definitions, or have found resilience in disparate ways, but you understand what it means to be resilient all the same.

Emma on page 28 sees resilience as optimism in an often gloomy world. Mat, meanwhile, delves into the times he has been resilient and how support is vital, even to those we think are the most resilient.

Alongside all of the regular news, views and cartoons there are stories on summer events (page 12), an outreach team in Norfolk (page 18) and the latest satirical scribbling from Chris Sampson on page 29.

the Pavement team

www.pavement.org.uk

Becoming an old woman

A short story on resilience, by *Natalie Peterson*

With regards to ageing, I've always felt ahead of my mind, making me age my brain before time.

On the surface, I don't feel young.

I feel worn down and strained, all this baggage is hanging me up.

The way I see it, it's the still of my face

I adore knowledge so much, what I wasn't taught.

Like that long awaited lunch, waiting to be bought.

You would've thought life is leading to my dying days.

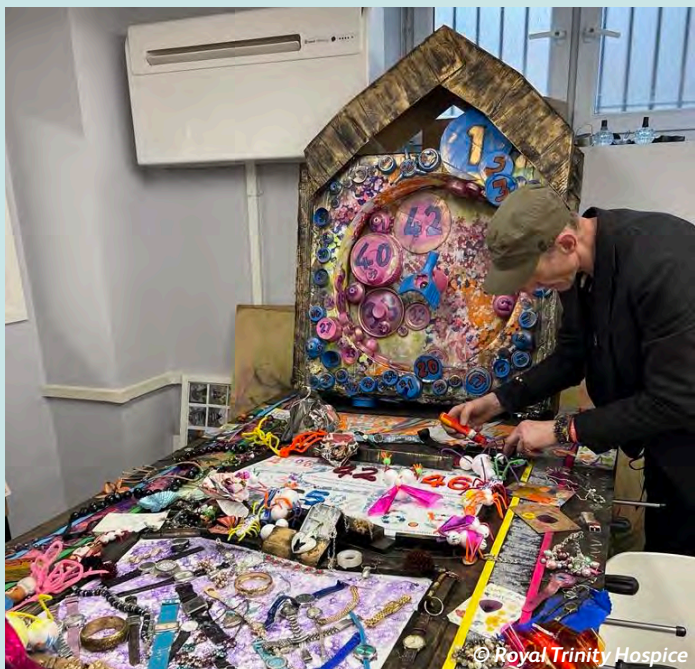
Of course, life does kill. Not necessarily at a frail stage.

When your brain keeps fogging and your bladder keeps spilling, you know the drill of that change.

Most bodily functions of mine are loose and/or dysfunctional.

Don't be like me, coming unprepared.

I'm now living, with a real life mare. But it's too confusing to stomach.



© Royal Trinity Hospice

A new art project led by Royal Trinity Hospice and guests of King George's Hostel in Westminster, London, confronts the subject of mortality. An art piece has been created by residents of the hostel, titled *The Other Little Ben*, highlighting guests' hopes and fears towards dying and death. Creative lead for the project was the *Pavement*'s good friend David Tovey, a multi-media artist with experience of homelessness. A total of 36 people staying at the hostel took part in creative workshops exploring themes surrounding the oft-evn-dreaded topic of death. A short film capturing the process of the workshops, leading up to the art piece being created, was shot by Rob Jewitt.

- You can watch the short film on YouTube here:
www.youtube.com/watch?v=hYFKNr6P6kg&t=5s

Revolving door

The for-profit housing provider Sparrow Shared Ownership has recruited the chief executive of Tower Hamlets Community Housing (THCH) as managing director. Anita Khan was chief executive of **London's** THCH for over three years. The appointment was reported on by *Inside Housing*, which is investigating the rapid growth of for-profit housing providers in the country backed by private capital. Sparrow Shared Ownership is owned by giant pension fund the Universities Superannuation Scheme. According to *Inside Housing's* investigation, the 10 biggest for-profits own 40,000 homes in England.

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Farewell Francis

In late April 2025 the **Vatican** announced Pope Francis had passed away at the age of 88. In May, his successor Pope Leo XIV was confirmed. Onlookers will hope Leo follows the social awareness Francis espoused. Many will remember Francis fondly as a Pope alert to the difficult realities and struggles people across the world endured. He once turned down a formal dinner with politicians in favour of eating with homeless people instead (*The New York Times*, 2015). He also wrote at length about social inequality, regularly hosted lunches for hundreds of homeless guests and under his direction the Vatican built facilities such as showers, a laundry service and a health clinic for the use of local homeless people (*Reuters*, 2025). Let's hope that legacy is respected and built upon.

One in every **50** Londoners are currently experiencing homelessness.

One in every **160** people is homeless across England, research by London Councils, the collective of local government in London, indicates.



Poster for the Be The Change theatre project
© The Islington People's Theatre

The Islington People's Theatre is welcoming new participants to its Be The Change project. The project offers a range of free applied theatre and creative arts workshops run by professional facilitators every week to adults who are experiencing homelessness, or who are vulnerably housed, adults looking to support their mental health and adults in recovery. You don't need any acting experience to attend. Be The Change is run in partnership with the Margins Project and takes place at Lower Hall, Union Chapel, Islington, London, N1 2UN. The workshops are organised into blocks of 10 weeks, with each block focusing on a different theme. The current block of workshops started in early April and focuses on comedy. Sessions run every Thursday from 6:30pm – 8:30pm. The project is scheduled to run until May 2026.

- Visit the Be The Change website to find out more:
islingtonpeoplestheatre.co.uk/projects/be-the-change-2

Displaced

A woman and her 19-year-old daughter are sofa surfing in west **London**, after their local authority refused to rehome them unless they accepted a property in Hartlepool. The pair were evicted from their private rented home in March, with Hillingdon Council responsible for sourcing suitable accommodation for them. However, the council presented only one offer of a new home – 275 miles away. According to the *London Evening Standard*, the mother made the difficult decision to refuse the property, fearing such a drastic upheaval would affect the mental health of her daughter.

International news

A Brazilian street paper in Porto Alegre is helping turn rough sleepers into journalists. *Boca de Rua* (translation: Word on the Street) is a member of the International Network of Street Papers, an anti-poverty organisation supporting publications typically sold by people experiencing poverty or homelessness. *Boca de Rua* is a rare case in that it is both sold and written by some of Porto Alegre's homeless population. Sellers are responsible for content in the quarterly newspaper, with weekly editorial meetings to discuss what gets printed. Participants are then given about 50 newspapers to sell, keeping the money they make.

2.5% of private rentals are affordable on housing benefit in England, a Crisis study has found.

5.7m households in England rely on housing benefit to cover rent.

£2.1bn spent on temporary housing by local authorities in 2023-24, according to *The i Paper*.

£345m overspend on temporary accommodation budgets by **London** councils in 2024-25.



Failing health

.....

Glasgow City Health and Social Care Partnership (HSCP) is in hot water following an investigation into the closure of a GP service for homeless people. Hunter Street Health Service, which had 167 registered patients, was shut down abruptly in 2023. A whistleblower flagged the closure, raising concerns for patient safety. Fast forward to May 2025 and an investigation has criticised the HSCP for shutting the service down without a proper consultation. Scotland's Independent National Whistleblowing Officer ruled that the HSCP ignored long-term risks to patients once the service was removed. The Scottish Deep End Group of doctors, representing GPs working in deprived communities, called for the reinstatement of the service. A statement published in the *Daily Record* read: "We believe that the reinstatement of the specialist general practice should be considered as an option to ensure the provision of flexible, inclusive, tailored healthcare for people experiencing homelessness."

Safe space

.....

The Herald reports on campaigners urging MSPs to support plans for more all-female safe and secure homeless centres in the country. A petition has been put forward to the Scottish Parliament, highlighting concerns that in hostels, hotels and bed and breakfast establishments used to house the homeless, the ratio of men to females has been as high as 14 to one. Laura Jones, of the Scottish Tenants Organisation, brought the petition forward and has raised concerns that women in some temporary accommodation settings may be exposed to an increased risk of sexual assault and exploitation.

Quick fix

.....

Edinburgh Council has spent a combined total of £4.4m to use the Aaron Lodge Hotel, the Edinburgh Thistle Guest House and the Miju Hotel as temporary accommodation for people experiencing homelessness. "We need significantly more financial support from the

1,661

homeless households living in emergency B&Bs in **Glasgow**, according to *Yahoo News*.

28

people sleeping rough on the city's streets, says **Glasgow** city health and social care boss Pat Togher.

government to deliver sustainable, long-term solutions,” Housing, Homelessness and Fair Work Convener Lezley Marion Cameron told *Edinburgh Live*.

Library closed

A library for homeless people in **Edinburgh** is still looking for a new home, after its lease on a premises at a Methodist Church in Nicholson Square was not renewed. The church’s minister has said the decision was made amid concerns about the safety of tenants, visitors and staff. Streetreads Library, operated by homeless charity Simon Community Scotland, welcomed 250 regular users, who were free to spend as much time in the space as they wanted. One user, Michelle, told *BBC Scotland News* the library “gave us [guests] a community of like-minded people who were trying to change their lives and make a difference.”

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£1m

for the Upstream Homelessness Prevention Fund in Scotland, a partnership looking to expand on existing successful approaches to preventing homelessness.

£4m

additional investment in homelessness prevention pilots in 2025-26 pledged by the First Minister, John Swinney SMP, in the Programme for Government, reports *Scottish Housing News*.

2.9

miles is the length of the queue if you lined up every person staying in temporary accommodation in **Edinburgh**, the tenants’ union Living Rent calculated.

5,310

households currently in temporary accommodation in the capital, according to *Edinburgh Evening News*.

Summer in the city

Tips on how to survive and thrive this summer. By *Shakir Razak*

Summer's here – which means blazing pavements, restless nights and the scramble for shade. But it also brings free gigs, pop-up culture and a city buzzing with life. Here's how to make the most of it without burning out (or burning up).

First, stay safe: Find a shady patch in a park before the crowds do – early bird gets the tree. Crumpled tissue makes decent earplugs if the streets are too loud to sleep. Lastly, water is your best mate. Drink before you nap to dodge sunstroke. Most of the food chains have a policy to give you water, as long as you're polite.

Also, always check your local council's events or culture page for their programmes. Libraries will also have local event flyers.

London heaves with free events, no ticket, no hassle. Here's the lowdown.

London summer highlights

London Gallery Weekend

(6 – 8 June 2025): Over 150 galleries across the city open their doors for free, showcasing contemporary art from emerging and established artists. Perfect chance to enjoy some cool air conditioning while soaking up culture. More info:

- londongalleryweekend.art

Totally Thames Festival

(1 – 30 September 2025): A month-long celebration of London's iconic river featuring free art installations, historical walks, and performances along the waterfront.

- totallythames.org

Regent's Park Open Air Theatre:

Free community tickets are released monthly for its acclaimed Shakespeare productions. Arrive early for the best chance.

- openairtheatre.com

West End Live (21 – 22 June 2025):

Two days of free performances from London's top musicals in Trafalgar Square. Show up early for the best views.

- westendlive.co.uk

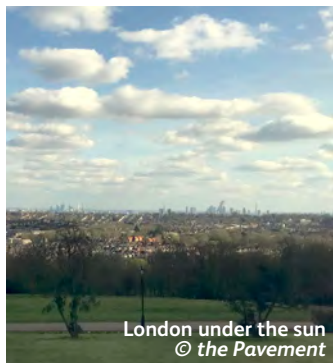
BST Hyde Park Free Open House

(28 – 29 June 2025): While the main concerts require tickets, the festival village offers free entertainment, food stalls and live screens.

- bst-hydepark.com

Jazz in the Park: Various locations across London's Royal Parks host free jazz performances throughout summer. Check schedules at

- royalparks.org.uk



London under the sun
© the Pavement

Free Walking Tours: Daily tours covering everything from street art to hidden history. A great way to learn the city while staying mobile.

- [walks.com](https://www.walks.com)

Thames Path Walks: Miles of scenic riverside walking with regular pop-up events and performances along the route.

- [thamespath.org.uk](https://www.thamespath.org.uk)

Outdoor Yoga in Hyde Park: Free Saturday morning sessions suitable for all levels. No equipment needed, just turn up.

- [hydepark.org.uk](https://www.hydepark.org.uk)

Notting Hill Carnival
(24 – 25 August 2025): Europe's biggest street festival celebrating Caribbean culture with incredible costumes, music and food.

- [nhcarnival.org](https://www.nhcarnival.org)

Summer in Scotland

Glasgow Mela (22 June 2025):

A vibrant celebration of world music and dance in Kelvingrove Park.

- glasgowmela.com

Merchant City Festival

(18 – 20 July 2025): Street performances, circus acts and a massive free cèilidh marking Glasgow's 850th anniversary.

- merchantcityfestival.com

Edinburgh Art Festival

(24 July – 24 August 2025):

Free exhibitions showcasing contemporary visual art across the city.

- [edinburghartfestival.com](https://www.edinburghartfestival.com)

Fringe Free Shows

(1 – 25 August 2025): Hundreds of free comedy, theater and music performances daily during the world's largest comedy festival.

- [edfringe.com](https://www.edfringe.com)

Bottom line

Summer's tough, but it's also when the city throws its doors open. Grab the free stuff, stay sharp and find your patch of shade. The streets might be unforgiving, but they're alive – make 'em work for you.

Stay cool. Stay safe. Stay out there. ■

Challenges

A perception-warping, thought-provoking piece on the different challenges people face across our society. By *André Rostant*

Jonathan is married, with a five-year-old child. He and his wife struggle to cope due to an unfortunate condition they share. Jennifer is a specialist who provides support, she lives in and helps around the house, largely managing the care of little Matilda. Never a quitter, Jonathan works three hours a day, four days a week, with the aid of Sharon who organises his schedule, assists him with admin and correspondence and makes sure he eats at the right times. Jonathan inherited his condition, so his parents knew what to expect. Fortunately, they found a place in a charitable school with small classes, supplemented by extracurricular and pastoral provision.

Like many in his predicament, Jonathan's lifestyle is underpinned by state support, a significant proportion of which comes in the form of housing benefit paid to his tenants. The condition in question is Unchallenged Entitlement Syndrome. His main income comes as dividends from investments anchored against the rentable value of a largely residential property portfolio. Jonathan proudly tells people he is a self-made man. He describes the money he gets as 'passive income'.

Cally is one of those tenants by means of whom Jonathan obtains his housing benefit. She lives in poverty, along with over two million fellow Londoners. Her rent is £515 a week, £490 of which is paid by the DSS. Like many of Jonathan's residential lettings, Cally's home is a former local authority property, snapped up during Thatcher's buy-to-let blitzkrieg on council housing. Cally occasionally skips meals and often sits in the cold with no heating.

Cally is a single mother with a three-year-old child, Kevin, but she cannot afford to stay at home to care for and raise him because the government would consider her economically inactive and stop her benefits. Consequently, she is obliged to send him to a nursery where economically active strangers scrape a living looking after him while she squeezes as much work as she can from a zero-hours contract as a barista in a local coffee shop. Her employer is subsidised by taxpayers to the extent that Universal Credit chips in much of the difference between the amount she actually needs to live on and what they pay her. The economically active nursery workers also need to claim Universal Credit, which is means-tested and

doles out the bare minimum income needed to get by.

Cally does not vote and is not interested in politics. Jonathan and his wife are enthusiastic supporters of their local Conservative Party branch. Cally does not believe in unions and has no time for hobbies. Jonathan is a Rotarian, a member of the National Residential Landlords Association and of the British Chamber of Commerce.

Why should we be tempted to blame either of them? Cally is not apathetic, she is just busy, addled by scrambling to make ends meet. There is no inference to be drawn from her being a single parent: reflect on the scenarios and impressions that information conjures in your mind, because they tell everything about you and nothing about Cally. Likewise, Jonathan is largely a product of the circumstance and opportunity he grew up with. Attributes with which we are born are beyond our control. Neither Jonathan nor Cally had any say in their background, their families. Each merely plays the cards life deals them as best they can, from their perspective.

What they have in common is the economic system in which we are all entangled. In this system it

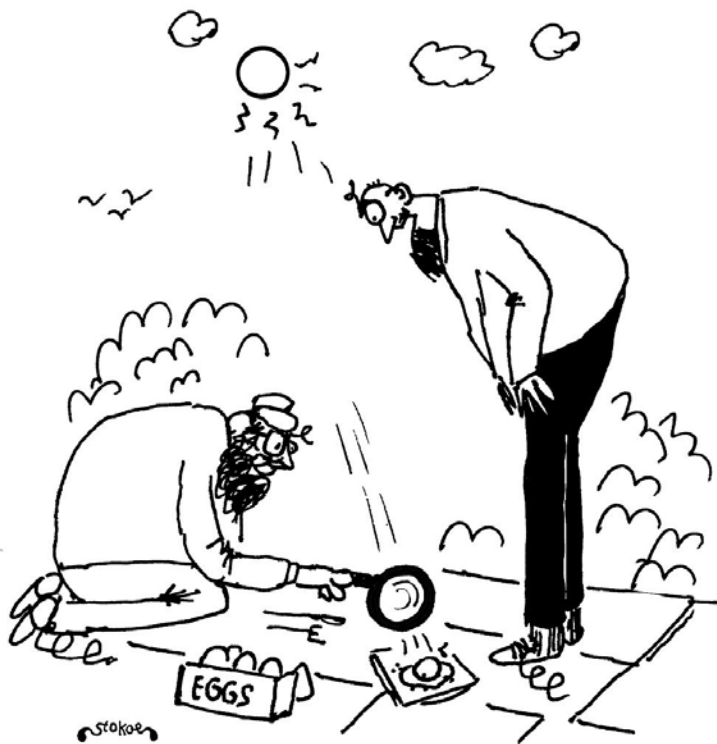
makes sense for Jonathan in London, whose friend Fred is in hospital with cancer, to go to Manchester and run a marathon, or travel thousands of miles to Africa and climb Mount Kilimanjaro to raise funds toward Fred's care. Our government thinks it also makes sense to cut disability payments while holding the tax on Jonathan's dividend income over £125,140 at 39.35 %, instead of the 45 % he would pay had he worked conventionally for the money. Had he made a mere £30,000 in dividends, his tax rate would be 8.75 %, as opposed to 20 % if he had been employed by someone else.

Jonathan has other challenges, though: the tax axe fell on his old primary school, and little Matilda's attendance will be £6,500 dearer this year, thanks to VAT.

It's all about money: what should be a simple emollient to trade and commerce has become the object of all activity. We need things like food, shelter, education, health. All our current economy is geared to offer are employment and investment opportunities, neither of which can cure Jonathan's condition. ■

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*“Ohhh, so this is the new air fryer
you were telling me about?”*

Mental health outreach

A day in the life of an outreach worker supporting homeless people's access to mental health services. *By Richard Wink*

Under overcast skies and the persistent squawk of hungry seagulls, I walk along the promenade on Great Yarmouth's seafront. It's part of our team's daily outreach work. My jaunty stride hits the pavement hard. At certain points I will stop and look out towards the sea. At the beginning of my walk, just past the Venetian Gardens near the promenade, I will occasionally spot a tent across the sand dunes. To check to see if I can see what I think I've seen, I'll get out a pocket telescope that I picked up on a whim online.

Squinting through the lens, I've not seen this tent before, so I walk across the dunes. Sand fills my trainers. When I get closer, I can see that the tent door is open, but no one is inside. All I can see is a scrunched-up grey hoodie, a sleeping bag and a couple of cider bottles. The job is like this, chasing shadows, often missing meeting with a person. I tuck a leaflet with contact details for our team under the tent, it flaps a bit in the strong cross breeze.

I get out my phone, take a picture and mark the location. I'll circulate this information to other teams who support homeless people in the local area to hopefully find out if anyone

In a nutshell

Richard works with the People Sleeping Rough Team in Great Yarmouth, Norfolk. The team does morning outreach connecting people sleeping rough with health services, especially ones providing mental health support.

The team are proactive on outreach, aiming to reach as many under-served people within the community as possible. This is achieved through meeting people where they are, building trust, motivational interviewing and crisis intervention where necessary.

knows who is sleeping here, and then maybe visit again later in the week. Part of the job is sharing information, making sure this person is known and someone is checking they are ok.

I work for the People Sleeping Rough Team based at Northgate Hospital. Our role is to support homeless people, and those with a dual diagnosis presentation, to access mental health support. The team is me, a psychological therapist, two mental health nurses and a peer support worker.

We attempt to work using Levy's pre-treatment model. The outreach work that the team does proactively engages the service user. We are happy to meet with people where they are, they are, including visiting the camping site of someone who is street homeless, seeing them at a hostel, or meeting somewhere in the community such as the local library.

We endeavour to work towards building a therapeutic relationship, initially through rapport building, trying to develop an understanding of our service user's frame of reference. We aspire to build trust as we often work with people who are distrustful of services or organisations like the NHS.

When the relationship is established, we use motivational interviewing techniques to set goals and help encourage positive change. This work is sometimes shared with professionals in the third sector such as the local addiction support service Change Grow Live. We also promote safety by applying crisis intervention and harm reduction strategies in the hope of providing the opportunity for positive change.

Later in the afternoon I meet with a service user for a therapy session back at Northgate Hospital. I reflect with this person how far they've come over the last year since we

first met. This person was sleeping rough in the same dunes where I was earlier in the day. We made initial contact, worked with them to find temporary accommodation over winter at a B&B, and then, with added support from the local council, they were able to rent a room in the town centre. It sounds so simple when we gloss over these events, but there were challenges, many missed appointments, lapses with substance misuse, issues with the police. Change is not a linear process, but it is now occurring for this person.

As a team we just try to be consistent, we attempt to put a framework around the chaos and help people to make positive changes in their lives. There are battles to fight, and bumps along the way, but I think we are building a reputation as a group of people who care in our community, and that improves trust and positive engagement.

- **Richard Wink is a psychological therapist for the Rough Sleeping Team in Great Yarmouth, Norfolk.** ■

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Protect Trans+ lives!

The government and press are misrepresenting the law and scapegoating vulnerable communities. We must fight back, write members of The Outside Project

For over eight years, The Outside Project has been providing crisis housing services for LGBTIQA+ people in London who are homeless and/or fleeing domestic abuse – people who are predominantly Trans+ (people who are transgender, non-binary, agender, genderfluid or elsewhere on the gender spectrum). This winter, we ran the UK's first Trans+ winter night shelter in Hackney due to huge demand. The devastating abuse our community faces – fueled by LGBTIQA+ phobia and hatred from press and politicians – is only compounded by systemic failures to protect us. In recent years, this failure has transformed into serious harm: over the past five years, anti-Trans hate crimes have increased by 186%.

We are deeply concerned by April's Supreme Court ruling on the Equality Act and subsequent statements made by the Equalities Minister and the Prime Minister. The ruling unconscionably permits the exclusion of Trans people from single-sex services under certain conditions. It does not require exclusion, however. Any service choosing to exclude Trans+ people must demonstrate that it is doing

so as a "proportionate means of achieving a legitimate aim". That means there must be a real, lawful and justifiable objective for a service to be Trans+ exclusive relating to a specific risk; that it is the least discriminatory and harmful option, and – crucially – that the benefit to others must outweigh the negative impact on the person excluded.

Press coverage and politicians' statements are intentionally misleading the public on this detail, and on the legality of Trans+ exclusion overall. Statements that trans women should not use women's toilets, for example, are extremely alarming and absolutely not supported by law. While we are reassured by Refuge's public statement committing to continue supporting Trans+ people in their services, and by our continued protections under the Equality Act, widespread explicit support for Trans+ rights is urgently needed.

Scapegoats

There has been no mention of trans men, non-binary, or intersex people in statements following the ruling – and no guidance at all for

services that support women. The manufactured outrage towards trans women specifically is just one of many ongoing strategic moral panics targeting marginalised groups, including Muslims, migrants and benefit claimants. All have been demonised in order to distract us from, or blame them for, harms caused by austerity and an economic system that oppresses us all.

In reality, there is no credible evidence that trans women pose a threat to cisgender women (people whose gender matches the gender they were assigned at birth) in single-sex services. To the contrary, records and data show that trans women experience disproportionately high rates of violence, abuse and sexual assault, particularly in institutional or gender-inappropriate settings. It shows that Trans+ migrants are subjected to exploitation and oppression in the form of the erasure and disbelief in the asylum system and barriers in accessing healthcare, housing and employment. The UN, Stonewall, Galop and the TransActual UK Trans Report further document harm, retraumatisation and disengagement from services when Trans+ people are misgendered or excluded. Frontline services consistently report that Trans+ inclusion does not compromise safety – but that exclusion does.

We are deeply concerned about the implications for trans women living in domestic abuse

and homelessness services and those who will understandably fear approaching services at all. At The Outside Project, we categorically oppose referring trans women to men's housing services, knowing that would endanger some of the most marginalised women in our community, including trans women seeking asylum, and damage trust built through our work. As a by-and-for, survivor-led organisation, we reaffirm our commitments to: provide trans-inclusive services and advocate for and with Trans+, non-binary, intersex and gender-diverse people across all our work and partnerships; challenge rhetoric and policies that endanger or isolate Trans+ people; and promote community-led, trauma-informed approaches.

We are urgently seeking clarity from local authorities on the protections they have in place for Trans+ individuals residing in single-sex services, and the provision they will make to ensure Trans+ people facing homelessness or fleeing domestic abuse are supported safely and appropriately. We are also publicly calling on local authorities to publicly affirm the safety and dignity of Trans+ service users and uphold protections for Trans+ people across their services, including by collaborating with LGBTIQ+ and Trans-led organisations and prioritising support for black, brown and migrant trans women. ■

Room for growth

Vulnerability, perseverance and the ability to welcome support are all forms of resilience – an especially important lesson for men in these times, writes *Leon Eckford*

As men, it's often perceived as our given right to be strong, brave, impulsive and resilient. Our genetics seem to push us towards these frontiers as providers. Rewinding time to our ancestral roots, that was what was expected. Our women would be around the fire, tending to the children, cooking, cleaning and awaiting our return with a speared animal ready for spit roasting. At least, that's what we're told.

Fast forward to sitting at the dinner table with my grandparents. Although we had modern conveniences in the '90s, the roles seemed similar according to my youthful and somewhat naive perception. Marks and Spencer were usually the one's spit roasting the animal whilst my grandmother snuck into the press to finish her Bacardi and Coke. Meanwhile my grandfather couldn't wait to get back through to watch a newly installed cable TV set-up.

Today, are the gender specifics so oriented by evolutionary psychology? A fundamental question arises: are we naturally inclined to fall into the classic male and female roles? And where does societal imprinting affect these roles and a more



© *Natalie Peterson*

progressive and tolerant viewpoint? It's interesting to grab some popcorn and watch on social media as the ideologies clash.

Endurance is the cornerstone of our evolution. It's the ability to adapt, to face adversity head-on and to emerge stronger. Think about the times you've faced personal challenges: whether it was losing a job, going through a breakup, or dealing with a health crisis. Each of these moments tested your strength and forced you to dig deep within yourself to find the courage to keep going.

In modern society, men are sometimes expected to be the pillars of strength, the ones who don't show vulnerability. This expectation can be

both empowering and burdensome. On one hand, it drives men to achieve great things, to push through challenges and to be dependable. On the other hand, it can lead to a suppression of emotions, creating a facade of invulnerability.

The pressure to conform to these societal expectations can have significant effects on male mental health. Men are less likely to seek help for mental health issues due to the stigma associated with appearing weak. This can lead to a buildup of stress, anxiety and depression. According to the World Health Organization, men are less likely to access mental health services compared to women, which can exacerbate these issues.

Fortitude, however, is not just about enduring hardship; it's about growing through it. It's about recognising when to seek help and understanding that vulnerability is not a weakness, but a strength. Think about a friend or family member who has faced significant adversity and come out stronger on the other side. Their journey is a testament to the power of fortitude.

Consider those who work in homelessness services, walking alongside trauma and the people who these organisations are supporting. Littered with adverse childhood experiences, sometimes the helper needs help, leaving

those who are needing help still compromised.

These experiences, whilst unfortunate, can forge an incredible strength and empathy. Working with individuals facing homelessness requires a deep well of fortitude. It involves confronting harsh realities daily yet finding the strength to offer support and hope. Those who have endured trauma and challenging upbringings often develop a profound understanding of suffering, which can make them more compassionate and resilient.

You can't have an easy life and a great character. It's the trials and tribulations that forge our strength, much like the heat and pressure that create diamonds. The path we tread, with its ups and downs, shapes our character and fortitude. It's not the journey or the destination, it's who you become between these two points. In these moments of struggle we discover our true strength and capacity for growth.

In conclusion, while societal expectations on men can be challenging, they also provide opportunities for growth and fortitude. By embracing vulnerability and seeking support, men can build stronger mental health and lead more fulfilling lives. Resilience is not just about enduring, it's about thriving in the face of adversity.



Teflon mofo

We are all deserving of support and helpful services, no matter how resilient and tough we are. By Mat Amp

If you want to know what it means to be truly resilient, then go and live on the streets or in a homeless hostel. Try and cope with mental health issues or battle addiction when you don't have a safe and secure place to call home.

Until it happened to me, I had very little personal experience of what it is like to live without the basic resources that are part and parcel of having a home.

Saying that, I had seen other people dealing with acute poverty. At the age of eight I moved to Lagos, Nigeria – the biggest and busiest black city in the world – from the parochial market town of Hereford. It was in Nigeria where I discovered the true meaning of the word resilience. Many people there struggle to survive, with no access to social security and very little in the way of an effective or affordable healthcare system.

When I was expelled from school for the third time, at the age of 15, my dad made me get a job so that I wasn't sitting around the house doing jack shit. That was how I found myself welding the joins on oil tankers under a corrugated metal roof for fuck all squared a month. The intense humidity could be brutal

and I only made the mistake of turning up for work with a hangover once. It was an apprenticeship, so I was only working for four hours a day, but it felt like 10. And the amount people were earning stunned me. I couldn't understand how the hell people were supporting their families on the amount they were getting paid.

In Nigeria I saw a lot of people struggle hard day-to-day. There is a palpable buzz in the air in Lagos, which gives the city an atmosphere like nowhere else. People there are incredibly resilient, and they have to be, just to survive.

The stigma around people who have experienced homelessness can sometimes include the view that we are to be pitied because we are not capable of keeping a roof over our own heads. The *Daily Mail*-reading moral majority have a tendency to load any kindness they may deem us worthy of with a brand of self-righteous judgement, designed to give themselves an 'aren't we good people for giving to this pitiful mob' award.

But when you've had to struggle just to fill your stomach or get a decent night's sleep, when you've had to cope with the stress and



A leafy scene captured by Mat Amp © Mat Amp

anxiety of having to survive on the street, it can give you a kind of resilience.

This is quote from a bit of a wanky intellectual paper, but you get the point:

“The findings revealed that resiliency in homelessness is an inherent quality and a developed response shaped by the interplay of innate capacities and environmental challenges. It uncovered a need to reassess societal value judgements. Resiliency among people without housing suggests strengths that go unrecognised by conventional measures.” – From *Resiliency in Persons Experiencing Homelessness: A Concept Analysis Using the Evolutionary Framework*, written by Christian Ketel and Samereh Abdoli.

In other words, having to cope with challenging shit in difficult circumstances gives us the ability to deal with things in a way that goes largely unnoticed and unmeasured.

Somewhere deep down in my subconscious I must have told myself that the type of homeless services I hated were designed to engage “the typical homeless type of person”. I used to go into homeless services thinking “I don’t belong here...” but now I realise that nobody does. I realise that these type of services aren’t really designed for anybody. In other words, they aren’t fit for purpose if that purpose is to help people to recover from homelessness.

The type of services I’m talking about are places where the staff are burnt out, everything is broken

and scabby looking and people look like they're living in a country that is going through a civil war. Confronted with this type of service, we understandably shut down, going into ourselves in order to shut out the challenging reality we are confronted with.

For the last six months I've been visiting services as an inreach worker. One of the boroughs we work in is Westminster, a place that is notorious for these type of services. I won't mention names but one of the services we go to has improved dramatically over the past six months. It has installed several computers and employed a few health professionals to deliver podiatry, homeopathy and dental support. Previously, staff tended to remain behind their glass petition in the hallway, but recently there has always been someone 'on the floor' with us. The impact has been dramatic. When I started working there the atmosphere crackled with hopelessness. It wasn't conducive to open communication, especially when you're encouraging people to talk about their health issues. Now people generally greet us with a smile and are far more open to talking with us about accessing primary health care.

I can remember how it felt to walk into a service that feels like it has given up on all hope of trying to help you in the long-term. At the time I

already felt hopeless and ashamed and it exacerbated those feelings. At some point I started to think that the shame I felt over finding myself homeless was driven by the fact that somewhere deep down inside, I must have judged people for being homeless. If I hadn't, in some shape or form, have looked down on people experiencing homelessness, why the fuck would I be ashamed of being homeless myself?

But I have realised that the shame and hopelessness I felt wasn't just the result of my own preconceived prejudice. It is difficult to have any faith in yourself when the services you have to use just to survive give you the impression that society has given up on you.

What I have learned over the past 15 years from being homeless myself and working for a charity that is fuelled by our voice – the voice of those with experience of the issues we are talking about – is that I am not different, but I am unique. We all are. None of us end up homeless because we deserve it and none of us are 'the type' of people who end up homeless. We may have issues in common, but we are all individuals with our own stories and none of us deserve to be homeless.

No matter what anybody tells us, we are individuals with our own stories and our resilience means that they are stories that cannot be erased. ■

What is resilience?

Feeling isolated and without support, we need resilience, but we also find resilience and strength in community and connection.

Words by *Greta Gillett*

I am resilient. You, dear reader, are resilient. We are also strong, fearless and brave. Often these words have different and complicated connotations.

I'm brave because I spoke up in court about abuse, I'm strong because I walked miles while pregnant to the food bank, I'm resilient because I kept going despite feeling incredibly overwhelmed by being failed by multiple different systems. All of this put a huge amount of responsibility in my lap.

I am a woman, a mother, a daughter, a part of society. And yet, because of the decimation of community spaces (youth clubs, day centres, etc.) by Thatcher and subsequent governments (special mentions to Blair and Cameron), there is a pressure to pull yourself out of the hole you are in.

Many people take that first step towards a better future, despite their struggles in the present, because they are resilient. Not necessarily because they have someone supporting them or are able to get on the housing list or able to apply for work or benefits.

Yet community is key to survival.

Even though in my hardest and darkest times I have essentially been alone and not had support, especially state support, someone sending me a text or a charity helping me with a form meant I was able to move onto the next step. I was able to move forward. Being truly alone made me want to give up because everything seemed so damned difficult.

Many times I phoned helplines (Samaritans, Domestic violence support lines and various mental health phone lines, for example) just for some human connection, following weeks where a friendly nod as I was being served in my corner shop was my only human contact.

Connection saved me, connection reminded me I'm not alone and connection reminded me people do care. I was very aware that many of the helplines are run by volunteers who weren't trying to fix me and chastise me, they only wanted to listen and support me.

If you are reading this feeling alone, go connect somehow, somewhere. Sit in a library or find a free event at a local community centre, there is hope in simple connections and that is resilience. ■

Optimism as resilience

Why optimism is one of the strongest forms of resilience we have.
By *Emma Ireland*

"The fact is, it's hard to be happy about much of anything when you are a homeless person," says Loki from Invisible People, a nonprofit organisation advocating for homeless people, and yet so many people experiencing homelessness have more optimism and resilience than most could imagine having. Resilience as an idea manifests in many different ways, some physical, some mental, but arguably the most profound and essential form of this inner strength is the ability to remain optimistic.

Pessimism is a privilege. Sitting in despair is not a place people experiencing homelessness can afford to be. Fundamentally, life needs hope to thrive and that's not a privilege everyone can give up when things get hard. Christian Ketel and Samereh Abdoli, two professors in nursing, found in their research that homeless people were especially resilient as a product of the environment: it is not a static trait that we are, or are not, born with. That powerful internal compass that guides us through hardships is stronger than ever for people experiencing homelessness, they are the most resilient of us all because they have to be.



© Chris Bird

Being optimistic and resilient isn't about ignoring our realities, it's a complex adaptive process that certainly doesn't happen overnight and is not linear. Pessimism may be a privilege, but it's not one that is so easily given up when that privilege is taken from us. It is okay not to be optimistic every day, sometimes life is hard and that shining light isn't always easy to see in the dark. If you're in a tough spot, you've likely had that light on for a long time without even knowing it. Ultimately, being optimistic is not just a coping mechanism: it is the very essence of resilience in its most potent form. ■

Prince Philip: UFO hunter

Another O'Haggis misadventure of royal intrigue. From the mind of *Chris Sampson*, who doesn't expect a knighthood anytime soon

There had been a D-Notice on the story since 1959. "Not to be opened until 2059" read the yellowing file, "Bottom Secret".

O'Haggis cast his gaze over the dossier. D-Notice? Meaning: *Desist. Or else!* he thought, in italics.

Of course, there was a way around the order if you worked for the Chronology Preservation™ Agency. And so our time-travelling hero nipped into the future, to avoid violating the Official Secret's Act. Now in 2059, the dossier could be legally opened. He took it into a quiet corner and began to read its contents.

It featured a newspaper report from 1959: "Arts Project Must Be Renamed, Clergy Insist" ran the headline from the *Plumshire and Thereabouts Gazette*. It went on to explain that: "A local arts project planned for sacred spaces has been forced to change its name, as its original title, Youth Art In Churches, has been deemed to be sacrilegious by the local Archbishop; and by others to be a practical joke by a mischievous, flatulence-obsessed local man, Thomas McWilliams."

O'Haggis couldn't see anything to warrant prohibiting the story for a century. Until the last line:

Catch-up

- O'Haggis is a time-travelling sleuth working for the Chronology Preservation™ Agency, an organisation tasked with tidying up time anomalies
- Previous issues of the magazine have printed such whacky O'Haggis missions as the time he chased Adam Ant's nose stripe, a stay in prison and numerous altercations with toffs from times past.

"McWilliams, a Throdger from Cuckleshott Village, has been summoned to Buckingham Palace to discuss the matter with HRH Prince Philip."

Ah! Now O'Haggis understood the D-Notice: He knew from his travels to the future that despite sounding like an old-fashioned profession Throdging was, or would be, a skill lost to humanity by the mid-22nd Century. And since it wouldn't even be invented until 2054, Mr McWilliams had no business being employed as one in 1959.

The late Prince Philip's involvement was easier to figure out:

after the Roswell Incident of 1947, when a UFO allegedly crashed in New Mexico, USA, Philip had developed a keen interest in the subject. He was kept abreast of British UFO cases, with several witnesses invited to Buck House to tell what they'd seen and share photo evidence.

McWilliams was one such, it transpired; the Church arts story an obvious smokescreen, harnessing the prudishness of the 1950s to divert attention. So, O'Haggis thought in italics, *McWilliams had seen a UFO, had he? Hmm.*

The file also contained a report by the Prince's enigmatic equerry, Montmorency 'Monty' Critchley, who evidently enforced the secrecy surrounding the controversial subject. Noting that the topic of UFOs was also of interest to another royal, Louis Mountbatten, Critchley had drawn up a plan to deflect attention from his regal masters. The equerry had suggested that the naturally kind-hearted, altruistic Prince Philip should develop an intolerant, rude persona, sprinkling xenophobic remarks into his interviews and being dismissive of commoners.

Naturally, HRH had protested, but eventually saw that making borderline racist comments to embarrass his wife [the now late Queen Elizabeth II], and pretending to be a boorish, arrogant, bullying type was the perfect cover. It

would keep the tabloids busy, while behind closed palace doors, he and Mountbatten could continue their studies into the paranormal, UFOlogy and so on.

With a jolt, O'Haggis realised from further reading of the dossier that Thomas McWilliams' own account of a supposed encounter with otherworldly beings in his village in 1959 was what had led the so-called Throdger to learn the term. McWilliams claimed he had actually met with a time-traveller from O'Haggis' own Chronology Preservation™ Agency.

Furthermore, to judge from his description of the 'alien', McWilliams had stumbled upon none other than... O'Haggis himself! *It seems I'm to be sent on a mission to 1959 at some point, he italicised, and I'll evidently be carrying this report with me, which would explain the Throdging reference!*

Yes, he had the dossier already. Bloody Nora! McWilliams could have only learnt of Throdging from his future, and, assuming it to be an extraterrestrial pastime, had concluded that O'Haggis was a bug-eyed fiend from beyond the stars. Absurd of course, he was actually the love child of Malcolm X and Mary Queen of Scots, which is obviously much more plausible. Ahem!

But could O'Haggis close the time-loop and get on with his usual daft adventures? He swiftly nipped

back to 1959, to the day before the original encounter and minus any Throdging info, and, disguised as a 1950s toff, soon tracked down McWilliams to Cuckleshott Village.

With the forelock-tugging deference of his era and class, the latter accepted a shiny farthing from an insistent Lord O'Haggis without question and, being a filthy prole, obviously could think of nothing better to do with it than get pissed in the Crooked Billet, his local pub.

Thus, he had a hangover the next day, and didn't meet O'Haggis, as in the original history, nor learn of Throdging, nor assume he'd seen aliens. So, having nothing to report, Prince Philip would never hear of the case and would never invite McWilliams to Buckingham Palace. And so the temporal paradox was avoided. All thanks to the British Class System. Oh, and time travel.

*Phew! Italicised O'Haggis!
Another pointless mystery resolved
by preventing it in the first place!*

As for Prince Philip, in public he continued to epitomise everything wrong with Royalty, embarrassing the Queen with bigoted outbursts and showing an ostensible coldness toward their son, Charles, who of course now bears the title C 3 P O [Charles 3rd Palace Overlord], or 'King', if you prefer.

Among the monarch's regal duties is the granting of knighthoods and other honours, so he is now the

one denying any such accolade to scribblers of absurd sci-fi nonsense, especially those who insinuate anything iffy about the Royal Family, alas!

Anyhoo. With Philip's secret identity as a UFO hunter preserved, none outside the Chronology Preservation™ Agency would ever know of his and Mountbatten's noble sacrifices as they covertly fought battles with sausage-faced beings from alien planets, bent on conquering the Earth.

*

By order of C 3 P O, this chronicle must end with a full rendition of *God Save The King*, and certainly, absolutely not the Sex Pistols' version of *God Save The Queen*.

*

Note: So, what is Throdging, then, I hear you ask? Ah! You'll have to wait until 2054 to find out, my friends. And, to be honest, much like the next effort by your humble scribe, it won't really be worth waiting for.

*

THE END

P.S. Prince Philip and Louis Mountbatten were genuinely interested in UFO cases and did apparently invite alleged witnesses to Royal palaces to discuss what they claimed to have seen. See? This guff is researched, and not the absurd drivel it often appears to be. Ahem!

My notepad...

Make sure you read...

the **Pavement**

online at

www.thepavement.org.uk



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: June 2025

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

London List

NEED TO TALK

ALONE IN LONDON (DEPAUL)

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

www.depaul.org.uk

0800 160 1650 (Call to book an appointment before visiting)

This service is for young people aged 16 – 25. Services provided by Alone in London include, Assessment and Advice, Mind Connect, Family Mediation, Training and Employment, Future Connect and in some cases Emergency Night Stop. Visitors are offered an initial assessment/advice session with a member of the advice team and offered a confidential space to discuss your needs.

AH, C, CA, ET, MH

FRANK

0300 123 6600

82111 (text line)

Free phone lines open 24/7

Live online chat available daily 2 – 6pm

Honest drug advice for young people.

Find local drug treatment centres.

D, OL

SAMARITANS

116 123 (open 24/7)

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

C

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

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

CHANGE, GROW, LIVE RESET (TOWER HAMLETS)

183 Whitechapel Road, E1 1DN

020 388 99510

Mon, Thu, Fri: 10am – 4pm

Tue: 10am – 7pm; Wed: 12:30 – 7pm

Treatment and Recovery Service for people affected by substance misuse.

A, D, MS

CLASH (CENTRAL LONDON ACTION ON SEXUAL HEALTH)

Archway Centre, 681-689 Holloway

Road, Archway, N19 5SE;

& Mortimer Market Centre, Capper St,

off Tottenham Court Rd, WC1E 6JB

020 3317 2855

cnwl.clashandshoc@nhs.net

www.sexualhealth.cnwl.nhs.uk

Mon: 9am – 12pm (CLASH clinic for sex workers of all genders at Mortimer Ctr)

Thu: 12noon – 3pm (SHOC clinic for sex workers of all genders at Archway)

Fri: 9am – 12noon (CLASH clinic for female identifying genders at Mortimer)

CLASH provides free and confidential sexual health outreach services for sex workers, homeless people, substance users, Black Asian and Minority Ethnic people and men who have sex with men living or working in Camden and Islington. The outreach service includes one-to-one advice, health promotion & sexual health screening.

MS, SH

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

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

THE PEOPLE'S RECOVERY PROJECT

Pelican House, 144 Cambridge Heath Road, Bethnal Green, E1 5QJ
www.thepeoplesrecoveryproject.org
 Every last Thur of the month: 2 – 5pm
 A monthly drop-in for people who have experience of homelessness and addiction and want to consider recovery. The People's Recovery Project is a community that understands the experience of homelessness and addiction and wants to help you if you feel stuck.

MS

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:

<https://tinyurl.com/4kf52zrz>

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

FOOD

ACE OF CLUBS

St Alphonsus Rd, London, SW4 7AS

020 7720 2811: aceofclubs.org.uk

Mon – Fri: 9:30am – 4:30pm

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

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



(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 5:30pm
 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

CLCC FARM STREET CHURCH

114 Mount Street, Mayfair W1K 3AH
 07864 642 543; contact@clcc.uk
 Wed & Sat: 11:30am – 2pm
 This service aims to create a safe
 environment that is clean, welcoming,

social and a space where guests can
 be. There is no ticket system. Guests
 are welcomed for hot/cold drinks, fruit
 and biscuits. A hot meal is then served
 between 12noon and 2pm. Activities
 which guests enjoy on site include chess
 and taking part in creative writing.
 There is also a priest who hosts the
 Lectio Divina Bible study for the group.
FF

CONTACT CLUB

Heath Street Baptist Church, 84 Heath
 Street, NW3 1DN
[heathstreet.org/activities/the-
 contact-club](http://heathstreet.org/activities/the-contact-club)
minister@heathstreet.org
 Sundays: 7 – 9pm

The Contact Club takes place in the
 downstairs hall at Heath Street Baptist
 Church. Everyone welcome (especially
 lonely, vulnerable or homeless people)
 to enjoy a cup of tea, food and a good
 chat. No cost and no referral required.
FF

THE LUNCH CLUB

07919 894 642; thelunchclub.org.uk
 Mon & Thu: 12noon – 2pm (St. Leonards
 Community Hall, Tooting Bec Rd, SW16
 1HS)
 Tue & Fri: 12noon – 2pm (Woodlawns
 Ctr, 16 Leigham Court Rd, SW16 2PJ)
 Guests at the Lunch Club in Streatham
 can expect cooked lunches and a
 community pantry in a warm, friendly
 space. You can either take away or eat
 in and socialise with others.
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

OUR FORGOTTEN NEIGHBOURS

www.ourforgottenneighbours.co.uk

Mon: 2 – 5pm @ Chiswick High Road, across from the Health Centre, W4
Thu: 5pm @ Toynbee Hall, Commercial Street, E1

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

Soup kitchen with food and toiletries services for refugees.

FF

REFUGEE COMMUNITY KITCHEN

refugeecommunitykitchen.org

info@refugeecommunitykitchen.org

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

FF

THE SOUP KITCHEN @ AIC

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

Mon – Sat: 10am – 12noon

Mon, Tue & Fri: 6 – 7pm: dinner takeaway

Mon: 10am – 12noon (solicitor)

Tue & Thu: 10am – 12noon (mental health drop-in clinic)

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

STREETS KITCHEN

streetskitchen.org/locations/london

Daily food in various London locations.

Monday:

Camden Streets Kitchen

7 – 9am mobile breakfast club outreach across Camden and Euston

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

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 Public, opp Iceland, The Pavement, London, SW4 0HY

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

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



Wednesday:

Camden Streets Kitchen

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

Stockwell Streets Kitchen

7:30pm next to Stockwell tube, SW4 6TA

Thursday:

Camden Streets Kitchen

7 – 9am mobile breakfast club outreach across Camden and Euston, then;

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ, then;

8pm outside Hackney Central Library

Friday:

Archway Streets Kitchen

7:30pm outside Archway tube station

Camden Streets Kitchen

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

Kilburn Streets Kitchen

7:30 – 8:15pm nr Kilburn High Rd tube

Dalston Streets Kitchen

8pm Ridley Rd, opp train station E8 2PN

Saturday:

Archway Streets Kitchen

7:30pm outside Archway tube station

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

DAY CENTRES

ALL PEOPLE ALL PLACES

Pymmes Park Visitors Centre,

Edmonton, N18 2UF

www.allpeopleallplaces.org

07851 228 469 (Call or text)

07840 345 872 (Call or text)

07542 592 340 (Call or text)

Tue – Thu: 8am – 2pm

Best park entrance is just off Victoria St.

Closest overground station is Silver St.

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

to have a chat about substance misuse,

and sometimes run men's groups,

discuss mental health and tools to

manage emotions. Washing machine/

dryer available to use.

[A, D, FF, CL, L, OW, LA, OW](#)

C4WS LUNCH CLUB

Holborn House Community Centre, 35

Emerald Street, London, WC1N 3QW

c4wshomelessproject.org

Wednesdays, 10:45am – 1:00pm

Services include soup, hot drinks &

snacks, hot showers, drop-in medical

and casework support.

[BS, FF, MS](#)

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

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 – 1:30pm (drop-in); 1:30 – 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

EMMAUS GREENWICH STREET SOULS

streetsouls@emmausgreenwich.org
 Woolwich Service Users Project, 107 Brookhill Road, SE18 6BJ
 Mon: 3 – 6pm
 Woolwich Common Community Centre, 17 Leslie Smith Square, SE18 4DW
 Every other 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

GREENWICH HOMELESS PROJECT

360 Middle Park Ave, Eltham, SE9 5QH
0203 355 6880
greenwichhomelessproject.org.uk
 Mon & Fri: 9am – 1pm
 Wed: 9am – 3pm
 Day centre open year-round excluding public holidays. For those experiencing or at risk of homelessness. Service includes: hot breakfast, lunch, access to showers, laundry, casework, health support and wellbeing activities.

AC, AD, BS, CA, FF, L, MS

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
 Mon – Sun: 8:30am – 1:30pm
 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)

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



Every 2nd Tue: 10am – 1pm (chiroprapist)
 Mon: 10am – 1pm (Accommodation advice at **020 7403 1931 (option 1)**)
 Please note this service is only available on a Monday and for those looking for accommodation only.

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

NEW HORIZON YOUTH CENTRE

68 Chalton Street, Camden, NW1 1JR
020 7388 5560

Mon: 10:30am – 4pm

Tue: 10:30am – 4pm (appointment only)

Wed: 10:30am – 1:30pm

Wed: 2pm – 4pm (Women and Non-Binary Only Space)

Thu: 10:30am – 4pm

Fri: 10:30am – 4pm

Fri: 4pm – 6pm (Men and Non-Binary Only Space)

Day centre for young people aged 18–24 needing help with homelessness.

Please bring your ID to your first visit, you will need to register at reception.

Daily day centre services, activities and stay for a hot lunch. New Horizon can help with: Housing advice and advocacy; Support with accessing benefits and Universal Credit;

Education, employment and training support; Counselling and mental health support; Physical and sexual health advice; Breakfast and hot lunches; Showers; Wifi; Laundry; Clothes and health essentials; Youth work and life skills programme including art, music, sports and drama.

AD, AH, BA, BS, C, CL, ET, FF, IT, L, MH, MS, SH

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

REFETTORIO FELIX ST CUTHBERT'S

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

020 7835 1389; refettoriofelix.com

Mon – Fri: 12noon – 2pm (free lunch)

Mon: 11am – 2pm (Age UK drop-in)

Tue: 12:30 – 1:30pm (Age UK lunch club)

Tue – Fri: 12noon – 3pm (Glass Door caseworker available)

Mon – Fri: Green Rooms, a dedicated wellness space with one-to-one mental health advice from a psychotherapist available by appointment

Day centre which also offers food.

AH, F

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

SPIRES

Elmfield Hs, 5 Stockwell Mews, SW9 9GX
020 8696 0943; www.spires.org.uk
info@spires.org.uk

Mon: 9 – 11:30am (Rough Sleeper's Drop-In at St Leonard's Church, 8 Tooting Bec Gardens, SW16 1RB)

Tue: 9 – 11:30am (Rough Sleeper's Drop-In at St Luke's Church, 13 Norwood High St, SE27 ODT)

Tue: 1 – 3pm (Drop-In for newly granted refugees facing homelessness at West Croydon Baptist Church, Whitehorse Road, CR0 2JH)

Wed: 9am – 4pm (Closed)

Thu: 9 – 11:30am (Rough Sleeper's Drop-In at St Leonard's Church, 8 Tooting Bec Gardens, SW16 1RB)

Thu: 9am – 12noon (Drop-in for vulnerable women, at Elmfield House, 5 Stockwell Mews, London, SW9 9GX)

Fri: 9 – 11:30am (Rough Sleeper's Drop-In at St Luke's Church, 13 Norwood High St, SE27 ODT)

Spires' rough sleepers drop-in service runs four days a week and is open to anyone who is homeless or at risk of homelessness. Warm food & drinks will be provided, while key workers will be on hand to offer advice and support and assess individual's needs and housing requirements.

[AD, C, 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](#)

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 issues like post-traumatic stress disorder (PTSD), anxiety and depression.

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

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 rough sleepers. If you have gone AWOL, contact their Reclaim Your Life scheme and get your life back on track.

[AH, EF, 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

EX-OFFENDERS

FORWARD TRUST

020 3981 5525; forwardtrust.org.uk
Empowers people to break the cycle of crime and addiction, tailored to individuals' needs. Harm reduction, care and assessment, motivation, inspiration and support to transform your life.

A, C, DW

WORKING CHANCE

www.workingchance.org
Mon – Fri: 9am – 6pm
Supports women with criminal convictions and those leaving the care system into sustainable, quality employment. Help with CV writing, interviews and disclosing convictions.

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

LGBTIQ+

AKT

020 7831 6562
contact@akt.org.uk
akt exists to give 16–25-year-olds who are LGBTIQ+ and at risk of, or experiencing homelessness or a hostile living environment, the support they need to thrive. akt can support your housing, mental health, finance and health needs. Visit the website to make a referral.

AH, MH, MS, SH

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, Wi-Fi, clothing, toiletries, LGBTIQ+ library and a quiet sensory space available.

AH, BS, CL, FF, IT, LF

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 – 8pm
Fri: 10am – 4pm
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

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

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

Mon – Fri: 10am – 1pm

Mon – Fri: 2 – 5pm (Live Chat online)

Fri: 2 – 3:30pm (housing advice drop-in at London Friend, 86 Caledonian Road, London, N1 9DN)

Every other Tue: 2 – 3pm (Over-50s drop-in at Tonic Housing, 20 Albert Embankment, SE1 7TJ)

For information on Tonic drop-in, email:

jaba@stonewallhousing.org

Self-referral form 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.hello@switchboard.lgbt

Mon – Sun: 10am – 10pm (helpline)

Online chat available from 6pm daily 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

PETS

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

STREETVET

www.streetvet.co.uk/a-pet-needs-help

StreetVet is a free veterinary care outreach service for pets of people experiencing homelessness.

STREETVET @ THE SOLIDARITY HUB

48 Seven Sisters Road, N7 6AA

www.streetvet.co.uk

Every second Saturday: 11am – 1pm
StreetVet will be running a clinic at the StreetsKitchen Solidarity Hub.

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
AVAILABLE ON
OUR WEBSITE



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

SOLACE

0808 802 5565

solacewomensaid.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. Support is provided to ensure women and children are safe and their core needs are met in relation to finances and welfare benefits, housing, legal matters, immigration issues, health, education, training and employment.

AH, BA, C, CA, LA, MS

WOMEN @ THE WELL

54-55 Birkenhead Street, London, UK
WC1H 8BB

020 7520 1710; www.watw.org.uk
info@watw.org.uk

We offer nutritious lunch options alongside other basic needs such as shower and laundry facilities, weather-appropriate clothes and toiletries. Women can also book private one-to-one appointments with our In-House Support Team for casework.

AD, BS, C, CL, FF, L, SH

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

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
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		<i>C</i> Counselling	<i>DT</i> Dentist	<i>FF</i> Free food

OTHER

THE BIG ISSUE

020 7526 3445

www.bigissue.com/become-a-vendor

As a Big Issue vendor, you can buy the magazine for £2 and sell it for £4, earning £2 per magazine sold. Working as a vendor is fully flexible, vendors can sell on their pitches any time of day, working their own hours, as their own boss to earn as much as they can. New vendors receive 30 free magazines allocated over a six-week period. You will have access to 1:1 support and the opportunity to join programmes, training and work placements.

CA,ET

CHRISTIANS AGAINST POVERTY

59a Portobello Rd, Notting Hill, W11 2PN

capuk.org; 0800 328 0006

CAP (Christians Against Poverty) is a free and professional service that seeks to help those who are in debt by providing free financial advice. CAP will help you develop a practical solution to your debts. The service is free and available to everybody.

DA

CRISIS SKYLIGHT BRENT

1-2 Bank Buildings, High Street, Harlesden, NW10 4LT

0208 965 2561; brent@crisis.org.uk

Mon – Fri: 10am – 1pm (drop-in service);

10am – 4pm (phone line open)

The skylight service works with single adults experiencing rough sleeping in

Brent and the adjoining boroughs to help them rebuild their lives and leave homelessness behind for good.

We can help with: finding a home and settling in; finding work and applying for jobs; looking after your health and wellbeing. How we can help depends on your situation and needs.

Crisis is not an emergency service and we do not have direct access to accommodation.

AH,BS,CA,FF,MS,OL

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

HOTEL SCHOOL

www.hotelschool.org.uk/contact

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 and The Goring Hotel.

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. Use contact form or email: zoem@hotelschool.org.uk

CA,ET

FC Foot care
IT Internet access
L Laundry
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MS Medical services
NE Needle exchange

OL Outreach worker links
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SH Sexual health
TS Tenancy support



LEGAL AID AGENCY

0345 345 4345 (Civil Legal Advice)

0345 609 6677 (Minicom)

www.gov.uk/check-legal-aid

Provides civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.

BA, LA

MUSEUM OF HOMELESSNESS

Manor House Lodge (inside Finsbury Park), Seven Sisters Rd, London, N4 2DE
museumofhomelessness.org

There are a range of activities held at the Museum of Homelessness Manor House Lodge base. These include gardening, yoga, food and assorted community-focused events and programmes. Visit website to check the weekly schedule of activities and events.

F, LF

ONE ROOF

Old Diorama Arts Centre (ODAC), 201 Drummond Street, Regent's Place, London, NW1 3FE

olddiorama.com/onerof

Fridays at ODAC are One Roof Programme days, offering a morning and afternoon creative workshop every week, with a diverse and ever-evolving series of sessions. One Roof producers will be on hand for 1:1 mentoring and advice sessions, and an open-door approach to visitors who just want to pop in for a chat and a cuppa. You can sign up to the whole term or

specific classes. Sign up for a term or a class on the website listed above. If you have any questions, you can email Claire and Nell on onerof@olddiorama.com or call the ODAC reception on 0207 383 0727.

AC, ET

SHOWER BOX

showerbox.org

Friday: 11am – 2pm (Behind the Barking Learning Centre Access via Axe Road, Barking, IG11 7FS, next to Axe Street Service Road Car Park)

Saturday: 10am – 2pm (St Giles-in-the-Fields, 60 St Giles High St, London, WC2H 8LG)

Free shower, food and other supplies.

BS, CL, FF

STREET STORAGE

close to Kings Cross

07932 830 440; streetstorage.org
info@streetstorage.org

Mon, Tue & Fri: 10am – 4pm

Wed & Thu: 1 – 4pm

Thu: 10am – 12:30pm (women only)

Free storage for your belongings.

CL

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
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		C Counselling	DT Dentist	FF Free food

HOBBIES

240 PROJECT

Methodist Church, 240 Lancaster Road, London, W11 4AH

07741790169; 240project.org.uk

info@240project.org.uk

Mon: 11am – 3:30pm (Art, nutrition, cranio-sacral therapy, yoga, reading)

Wed: 11am – 3:30pm (Art, acupuncture, music group)

Thu: 11am – 3:30pm (Art, writing)

Arts and wellbeing-focused community project, creating a friendly and safe space for vulnerable adults, many with a history of homelessness.

AC, MD

BE THE CHANGE THEATRE

19b Compton Terrace, Union Chapel, Islington, N1 2UN

info@islingtonpeoplestheatre.co.uk

07984 626 024

Thu: 6:30 – 8:30pm

Theatre and creative arts project for adults who are experiencing homelessness, vulnerably housed, looking to support their mental health, or adults in recovery. FREE applied theatre and creative arts workshops run by professional facilitators every week. The project runs in blocks of ten weeks, with a different focus for each block. All ages. No previous experience needed. Free to attend!

MD

STREET SOCCER LONDON

streetsoccerlondon.org/play

laura@streetsoccerlondon.org

We use the power of football to help people. 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 U15s @ Powerleague

Nine Elms (PNE)

2 – 4pm: Adult Drop-In @ BPT

Tuesdays:

4 – 6pm: Youth Drop-In @ PNE

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

THE CHOIR WITH NO NAME

St Pauls West Hackney, 184 Stoke

Newington Road, N16 7UY

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

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



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 Sat: 9am – 12:30pm

Turn a Corner is a mobile community library for people affected by homelessness in London.

The free library lending service requires no fixed address and no membership is required to borrow a book.

Turn a Corner can provide guidance on connecting with other local services that offer support to people affected by homelessness, while there are also takeaway resources on offer and donated items for people experiencing homelessness such as sleeping bags, clothing and hygiene products.

MD

REFUGEE SUPPORT

PRAXIS

Praxis Community Projects, Pott Street, London E2 0EF

www.praxis.org.uk; 020 7729 7985

2nd Wed of month: 9am (drop-in)

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

REFUGEE WOMEN CONNECT

www.refugeewomenconnect.org.uk

0151 305 1070

A charity working with service users, policymakers and the wider sector to support asylum-seeking and refugee women's access to social justice.

LA