



# *the* **Pavement**

the free magazine for homeless people

**Issue 157 : Caring about care  
August – September 2025**

# Missing



**Paul Booth**

Paul Booth went missing from Cumbernauld, Scotland, on 25 October 2016. He was 45 at the time.

Paul, 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](mailto:116000@missingpeople.org.uk).



**Shaune Jones**

Shaune Jones has been missing from Eltham, London, since 27 June 2017. He was 45 at the time of his disappearance.

Shaune, 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 Paul or Shaune, you can contact our helpline anonymously on **116 000** or [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk), or you can send a letter to 'Freepost Missing People'.

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

**missing  
people**

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

**A lifeline when someone disappears**

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



**Cover:** This issue's cover is by Bobby, a founding member of Steeldoorstudios, the prison art project. The work, titled *Goldfish*, is acrylic on prison blanket. Bobby created the work by washing colour gradually until he saw forms of fish. He invites the viewer to play with their own shapes. © Steeldoorstudios

## The Pavement magazine

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Queen of Hearts © John Sheehy

## Lonely Tears

by John Sheehy

Loneliness is crucial in its torturing  
Sitting alone no one around  
The Samaritans guaranteed  
Always answer the phone  
around the clock, Christmas  
day and beyond  
Finding it hard to refuse beggars  
They're beaten up and robbed  
Some are very lonely  
Loneliness is persecution  
Writing things down is helpful  
Words, one word or two words  
Music is very important, therapeutic  
Harmonica, tin whistle, piano  
In the art world so much jealousy  
Music of the world, actors, filmmakers  
Postcards help us out.

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

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

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

## Help needed

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

A big thank you to our readers and writers.

• [editor@thepavement.org.uk](mailto:editor@thepavement.org.uk)

# Caring about care

There's a myth doing the rounds that health is the great leveller. That no matter our socioeconomic differences, at the end of the day all we have is our health and bad health is indiscriminate. But that's a myth peddled by people who don't have to consistently face health inequalities. In reality, when dealing with our health and accessing care, we may all be in the storm, but we're on very different boats.

The overall picture can appear pretty grim, with privatisation, lack of funding and various other political choices (see recent budget cut decisions) actively working against vulnerable people in society, but there is hope. Shakir pens a special report on the declining state of NHS care for people experiencing homelessness and the campaign to fight back on page 12. Meanwhile, on page 18 Greta writes about the important role carers and health advocates can play for people trying to access healthcare.

Read about an inspiring reading group at HMP Guys Marsh, run by Denise Harrison, on page 24. While on page 27 you can learn about Steeldoorstudios, a prison art project.

Elsewhere there is creative writing, an interview and some wonderful artwork – as well as all of the regular news, views and cartoons.

**the Pavement team**

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

## Thank pod, a new listen

A new podcast has been launched by regular contributor to *the Pavement* Leon Eckford. Leon co-hosts *Too Light Too Dark* with a former colleague, Rhett Nicholl. The podcast revolves around a theme Leon has explored many times in his writing for the magazine: substance use and the many forms of recovery.

Early episodes of the podcast will include conversations around experience shaping recovery, healing family wounds and embracing discomfort and uncertainty.

- You can listen to the podcast on Spotify. Search “*Too Light Too Dark*”.





The three artists (centre) with team members from the library and Arts & Homelessness International. © Shaz Alisha

**Archive art:** An exhibition was held at the LSE Alumni Centre in London in early July to showcase artwork produced by three artists working in collaboration with Arts & Homelessness International and LSE Library. Archives in Absentia featured new works by Amerah Saleh, Bengy Speer and Gemma Lees, drawing inspiration from the library's archives and collections. The artists, working with LSE staff, produced work exploring homelessness through personal and historical lenses.

- Learn more about the artists and their projects here: [blogs.lse.ac.uk/lsehistory/2025/06/25/lse-homelessness-initiative-artists-in-the-archives](https://blogs.lse.ac.uk/lsehistory/2025/06/25/lse-homelessness-initiative-artists-in-the-archives)

# 131,140

households in temporary accommodation in England, as of March 2025, reports the *Evening Standard*.

# 169,050

children in temporary accommodation in England, the highest number since records began in 1998.

## Spare change

In a first-of-its-kind trial that could shape the future of homelessness support in the UK, homeless people have been given a ‘significant’ amount of cash to spend. Using a model pioneered by an organisation called Greater Change, it provides personalised cash grants for specific purposes. Run by the Centre for Homelessness Impact (CFHI) and commissioned by the Ministry of Housing, Communities and Local Government, the randomised controlled trial saw former rough sleepers living in temporary accommodation randomly selected to receive financial support in August 2024. It is one of eight projects under a three-year programme, backed with £15m of government funding. Charity support workers were instructed on what to buy by participants of the scheme, meaning the cash didn’t jeopardise benefits. The money was used for such things as furnishing homes, starting civil law courses, paying off debts, driving lessons and even contributing to wedding costs.

## Race and housing

Heriot-Watt University has published a three-year research project, the first major study into homelessness and racism in more than two decades, finding that black people in England are almost four times more likely to face homelessness as white people and substantially less likely to get social housing, *the Guardian* reported in July. The team from the university’s Institute for Social Policy, Housing and Equalities Research analysed 750,000 household outcome records from official homelessness data from 2019-20 to 2021-22, finding that 10 % of Black families in the homelessness system gained access to social housing, compared with 24 % of white families. With many experiencing “overt racism” from private landlords, recorded evidence showed people resorting to changing their name, accent and hairstyle to try to gain access to housing and other services.

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**£6m**

in funding **London’s** Islington Council says it needs to keep a Finsbury Park homeless hostel operational.

**20%**

fall in number of people seen sleeping rough in the borough of Islington since November 2024, according to *MyLondon*.



Beverley showcasing her dress designs. © Paul Williams

**Hats off:** Spotlight on a rough sleeper accommodation programme in Cornwall that has helped one guest recover her passion for design. Beverley Stratford-Johns enjoyed a successful career as a dress designer in west London, before leaving the industry to focus on her family. A series of unfortunate events led to her facing homelessness. She upped sticks and moved to Cornwall, and after putting her name forward through the Rough Sleeping Accommodation Programme she finally secured accommodation in the innovative housing pods project in Newquay, through Cornwall Council. Here her support worker, Liz, encouraged her to follow her dreams again. Staff sourced a sewing machine for Beverley so that she could begin to design again. She now creates hats and headbands, and has also trained as a photographer and taken a vehicle maintenance course through the supported housing scheme.

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## Final act?

The dreaded Vagrancy Act, a Victorian-era draconian act targeting people sleeping rough, is finally being repealed by the government. Déjà vu fans will enjoy this latest development, seeing as *the Pavement* has reported countless times on successive governments' intentions to can the act. Still, the government is adamant they really mean it this time, and that the act will be repealed in spring 2026 via the Crime and Policing Bill currently before the UK Parliament. In a statement, Crisis labeled the move a "landmark moment that will change lives."

## Miscount

Over 10 times more women are sleeping rough in parts of England than official stats suggest, a report by Solace Women's Aid and Single Homeless Project has revealed. The figure relates to the 1,777 recorded women individually identified in the multi-agency Local Insights meetings across 37 local authorities – a stark contrast to the official snapshot. Numbers from the Women's Rough Sleeping Census, which is also supported by Crisis and Change Grow Live UK, indicate that the number of women sleeping rough in London is almost double official estimates.

## Village people

The Greater **Manchester** Combined Authority (GMCA) has contributed £1.4m for the Embassy Homeless Village on the city's Bridgewater Canal. The £5m site, operated by homelessness support charity Embassy, will house up to 40 people at a time. Work on the project – which will include a village hall, outdoor green spaces and mini allotments – began in early 2025 and the first set of residents are scheduled to be welcomed in January 2026. Mayor of Greater Manchester Andy Burnham told the BBC: "This funding will be crucial in getting the project over the line and giving people the best support straight away."

# 13,231

people counted sleeping rough in **London** between April 2024 and March 2025.

# 21%

increase on figure for the previous year, according to the Combined Homelessness and Information Network.



## Picture perfect

.....

The My **Glasgow** project by Simon Community Scotland has unveiled 24 photographs of Glasgow, all taken by people experiencing homelessness. Participants were given disposable cameras and asked to capture the city within one week. After the final 24 photographs were put on public display as part of the Merchant City Festival, the charity is now inviting the public to help choose 12 images to feature in the first My Glasgow Calendar, which will go on sale in October. All finalists received a cash prize, and the final 12 will receive a further prize for being part of the calendar. Funds raised from the sale of the calendars will go directly to helping people experiencing homelessness.

## Landlord woes

.....

In an article published by *STV News* in June, it is reported that **Edinburgh** councillors have raised questions over the due diligence carried out into the award of homeless housing contracts worth up to £8m to a company run by a convicted landlord. William Lennie, director of Edinburgh housing firm Phoenix Properties Edinburgh Ltd, had pled guilty to charges of unregistered lets and unlicensed HMOs (houses of multiple occupation) in 2010. Previously Lennie was charged in

1985 for ghost tenants and DHS fraud, and had been charged with mortgage fraud around 2000. The two contracts, together worth almost £8m, are for households which “will be able to independently manage in their own accommodation”, and for those who will be able to receive a visiting service to help with “housing support skills”. The contracts were both signed on 1 May 2025, with the decisions being published on 30 May.

## Law on your side

.....

Amidst Scotland’s homelessness crisis, Law Society of Scotland posed in an article published in June that with a shortage of solicitors, “there is unmet legal need in the area of housing and homelessness,” suggesting this to be the greatest barrier to accessing justice for tenants and homeless people in Scotland. A report for the Scotland Housing and Property Chamber for 2022/23 records an 80 % increase in applications for eviction since 2019/20 and that around 60 % of landlords were represented in applications for eviction, in contrast to 7 % of tenants. Although the Scottish Legal Aid Board runs several grant-funded programmes that provide legal advice and representation to tenants and homeowners, these are funded for

- 12 months at a time, meaning it provides little comfort by way of job security or business sustainability. The £2.3m grant-funding budget, used to fund 17 different services, has decreased over the years.

**£106m** spent by Glasgow City Council on temporary accommodation in 2024, a report by the *Herald* has found.

**9,140** people housed in temporary accommodation in the city in 2024, according to the report.



© Glasgow City Mission

**Successful mission:** This winter, after running for 15 years, Glasgow City Mission transitioned into its new Housing Settlement Officer (HSO) model, providing targeted, sustainable solutions to the homelessness crisis. From 1 December 2024 to 31 May 2025, HSO delivered practical support and assistance with local community integration, advocating for individuals in temporary accommodation and helping them transition into stable housing. Weekly drop-ins were hosted within its city centre project to assist with applications, healthcare access and housing navigation. The HSO team engaged with 619 guests, supporting 51 individuals into permanent tenancies and 21 into temporary furnished flats. Prioritising safety during winter, it facilitated 233 emergency hotel stays for vulnerable individuals.

# Health crisis

A report on the continued privatisation of the NHS, how damaging this is for homeless health services and what can be done about it. By *Shakir Razak*

They die in doorways, in hostels, in hospital corridors. The most vulnerable members of our society – those experiencing homelessness – are dying at rates that would likely trigger national emergencies if they affected any other population. Yet their deaths barely register in public consciousness, dismissed by some in power as inevitable consequences of “lifestyle choices”, rather than what they truly are: systematic healthcare failures driven by the stealth privatisation of our NHS.

This is not just another policy debate. This is a moral emergency. Every day that NHS services are carved up and sold off to private profiteers, more homeless people die preventable deaths. Every contract transferred from public to private hands means another vulnerable person losing access to the specialised care that could save their life. The evidence is overwhelming. The time for action is now.

## The Soho Square scandal

The story of Soho Square General Practice reads like a horror story of modern healthcare. In 2016, Living Care Medical Services (a private

company) took over this crucial practice serving some of London’s most vulnerable populations, including significant numbers of homeless patients requiring specialised care.

Within months, the system began to collapse:

- The practice was losing £10,000 monthly under private management.
- All Chinese-speaking GPs were lost, abandoning vulnerable local migrant populations.
- By 2018, the Care Quality Commission rated the practice as “inadequate”.
- Patients were left without access to essential services.

This wasn’t an isolated incident – it was a preview of what happens when healthcare for the vulnerable becomes a commodity to be bought and sold.

## The mortality maths of market medicine

The latest Oxford University research confirms what homeless health advocates have long known: “hospital privatisation almost

always results in worse quality care for patients.” But for homeless populations, “worse quality care” can be a death sentence.

The *Lancet*’s devastating findings reveal the true cost:

- Each percentage point increase in NHS privatisation correlates with a 0.38 % increase in preventable deaths.
- For homeless populations – already dying at rates five to eight times higher than the general population – this represents a catastrophic acceleration of mortality.
- Under privatisation, homeless people face an 81 % higher risk of death compared to equivalent public services.

### **What does this mean in human terms?**

In cities like Manchester, Birmingham or Leeds, every percentage point of privatisation could mean dozens of additional homeless deaths annually. Across England, we’re talking about hundreds of preventable deaths each year among our most vulnerable citizens.

### **The American nightmare**

The United States offers a chilling preview of where NHS privatisation leads. In American cities:

- Emergency department costs for homeless patients average \$18,500 annually.
- Frequent users of emergency services cost \$44,400 each per year.
- Homeless mortality rates are three to four times higher than in countries with universal healthcare.
- Medical bankruptcies and healthcare debt trap the most vulnerable in cycles of poverty and homelessness.

This is the future being built for the UK’s homeless population: a system where poverty becomes a death sentence.

### **The inclusion health crisis**

The 2024 Pathway and Crisis “Inclusion Health Barometer” reveals the devastating reality: “those who are most excluded in our society struggle to access health services due to inflexibility, discrimination and stigma.” This isn’t happening by accident, it’s a predictable result of privatisation.

Specialist homeless health services are being systematically dismantled:

- GP practices serving homeless populations are being closed or privatised.
- Specialist mental health services are being cut as “non-profitable”.
- Addiction services are being

fragmented across multiple private providers.

- Outreach services are being eliminated as “cost-ineffective”.

### The Finnish alternative

While England pursues privatisation, Finland demonstrates what’s possible with proper public investment in services for the vulnerable. Finland’s Housing First programme achieved:

- 75 % reduction in homelessness since 2008.
- €15,000 annual savings per person housed.
- Dramatic improvements in health outcomes.
- Reduced strain on emergency services.

The lesson is clear: public investment in comprehensive services costs less than managing crisis after crisis. But privatisation prevents this kind of coordinated, long-term thinking.

### The profit motive vs. the Hippocratic oath

Private healthcare companies operate under a simple imperative: maximise profit, minimise cost. For homeless populations, this creates systematic incentives to:

- Avoid complex cases that require expensive, time-intensive care.

- Minimise staffing in areas serving difficult-to-treat populations.
- Focus on profitable procedures while neglecting preventative care.
- Reduce investment in specialised services for vulnerable groups.

The result is predictable: homeless people are systematically excluded from the care they need.

### Privatisation by stealth

Recent analysis reveals that Labour’s government has announced “a massive 20 %” expansion of private provision within the NHS, yet no political party has ever won an election on a platform of privatising services for the vulnerable. This fundamental transformation of the UK’s healthcare system is happening without public consent or democratic mandate.

The privatisation of homeless health services represents the ultimate democratic betrayal – selling off care for those who have no voice in the political process.

### The ripple effect

When homeless people die from preventable causes, the impact extends far beyond the individuals:

- Families lose loved ones who could have been saved with proper care.
- Public health systems become

- overwhelmed with preventable crises.
- Emergency services are stretched dealing with avoidable emergencies.
- Society becomes less compassionate as vulnerable people become invisible.

The privatisation of homeless health services is not just killing individuals, it's killing our collective humanity.

## A campaign is born

In the face of this crisis, the HSP4NHS campaign stands as a beacon of resistance. This movement recognises that:

- Healthcare is a human right, not a commodity.
- The most vulnerable deserve the best care, not the cheapest.
- Public services must serve public need, not private profit.
- Democratic control over healthcare is essential for social justice.

The campaign demands:

1. Immediate moratorium on privatisation of services for vulnerable populations.
2. Reinvestment in specialist homeless health services.
3. Integrated care models that treat the whole person, not just profitable conditions, and give continuity of care.

4. Democratic oversight of all healthcare contracts and decisions.

## The moment of truth

We stand at a crossroads. Down one path lies the continued privatisation of healthcare, the abandonment of the vulnerable and the transformation of the UK into a society where your bank balance determines whether you live or die. Down the other path lies a recommitment to the founding principles of the NHS – that healthcare should be free at the point of use, comprehensive in scope and based on need, not ability to pay.

The evidence is clear: privatisation is a false economy that costs everyone who's not personally invested, just like the water companies. Between April 2019 and March 2024, 74 children died with temporary accommodation as a contributing factor to their vulnerability, ill-health, or death. How many more children must die before we act? The evidence is overwhelming. The moral case is clear. The time for action is now.

- **Learn more about the HSP4NHS campaign on its website: [HSP4NHS.org](https://HSP4NHS.org)**





" I HAVE A SPENDING REVIEW EVERY DAY "





*“I’ve joined TikTok, I needed you to fall flat on your face into this on the count of three...”*

# Caring for yourself

Help from another person, whether a carer or health advocate, can be of huge benefit to yourself. By *Greta Gillett*

I am disabled with both visible (I use a walking stick) and invisible (I have a serious and complex mental illness and am also neurodivergent with AuDHD) disabilities. I have a carer who is a dear friend I trust implicitly, they support me on bad days to be able to get something to eat, take my medication and drink plenty of water (my medication causes dehydration).

On good days and days in-between, my carer supports me to attend hospital appointments, therapy, college, seeing family and also doing fun stuff which is needed to get my mood up. That last one is vital, because I am a human being first with hobbies and passions.

It's truly a team effort having a carer in this form. He is one of the many unpaid heroes in this country. Although he does receive carer's benefit, it works out that more than half of his hours are 'voluntary'.

I have found my many appointments, whether for mental or physical health, have improved dramatically in comparison to all the years I went alone.

All of a sudden I'm having things explained to me properly, or my carer will ask people to explain things to both of us clearly. I find

## Is advocacy for me?

Advocacy, and in particular homeless health advocacy, provides support to people in their attempts to address physical and mental health issues.

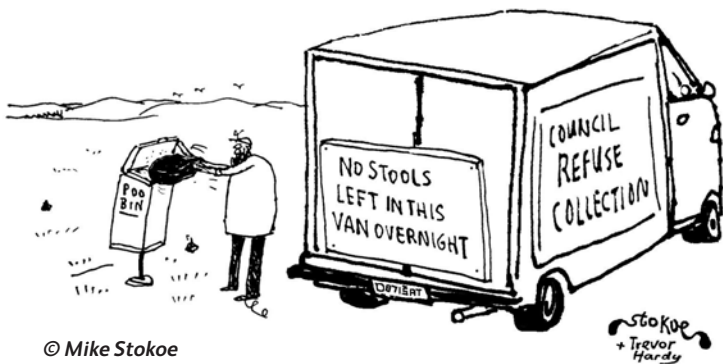
The Groundswell Homeless Health Peer Advocacy (HHPA) service, for example, sets clients up with an advocate trained to improve people's confidence in using health services and increase their ability to access healthcare independently.

Learn more about HHPA here:  
[groundswell.org.uk/what-we-do/homeless-health-peer-advocacy](https://groundswell.org.uk/what-we-do/homeless-health-peer-advocacy)

there is a confusion with doctors, often I can't fully understand them, so they used to either under-explain or patronise me. But now I'm able to go to see the doctor with confidence and leave feeling positive about the appointment.

This happens for a few reasons:

1. I am not alone and there is someone else checking what they say and how they treat me.
2. My carer is a man who happens to be 6'4" tall. The majority of



© Mike Stokoe

doctors I see are men and I've noticed they automatically have a little more respect for him, man-to-man, over me the patient (a lowly female!). Maybe it's a patriarchy thing!

3. We work together as a team and the doctors can see that. If either one of us forgets something important to ask, the other one usually remembers.

It has made my experience with doctors so much less stressful. When you have a carer who supports you and you are spoken to rudely or bluntly by a health professional, you can always discuss this together with your carer afterward. When I would go to health settings alone I would usually just mull it over in my head and begin to question what really happened at every appointment.

If you are reading this and have disabilities, and believe you would benefit from having a carer but feel that it's not an option for you right now in terms of cost, I highly recommend exploring whether someone you trust can take on the role of carer for your appointments. Another option is seeing whether an advocacy scheme appeals to you.

Charities such as Groundswell run volunteer health advocacy services designed to help people attend, understand and feel confident about healthcare appointments.

With this help, I'm confident you will find the stressful and sometimes upsetting trip of going to the hospital a much better experience. ■

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# Surviving and thriving

*Traitors* star Ash Bibi talks about her experience staying at a women's refuge earlier in her life, the lessons she learned and her efforts to help vulnerable women today.

Interview by *Sophie Dianne*

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Ash Bibi is best known for donning a cape in the second season of the BBC's *The Traitors*. But she's now opening up about her childhood marked by violence and abuse. By recounting her traumatic experiences and eventual escape, she hopes to shine the light on critical issues surrounding domestic abuse that many women face today. I met with Ash and she shared her story of resilience.

## **Talk me through your childhood, what was going on?**

I'm the eldest of five kids. If you take into consideration the culture and the time, being the oldest and a girl played a big role in how my life was going to be. There was always violence. I do remember thinking, at as young as four or five, "I shouldn't be here". There was a mixture of stuff, including the violence and a lot of repression. I do remember back in those days, the 90s, there was a bit of an epidemic. There were loads of young Asian girls running away. I was even assigned a police

officer when I did. I think I had a kind of resilience, I guess. There was this innate survival mode in me, that I was like "no, I can't be here, this can't be my life." I felt like I was constantly scared. I was scared that my dad would just ship me off to Pakistan. You hear those stories. And I knew, even though I was a child, I needed to leave. Otherwise, how am I going to survive? How am I going to get out?

## **So you reached a breaking point?**

Yes, and my determination was "I'm going to have a life and I'm going to create a life for myself." A life I want to live, my way.

## **What can you tell us about your time at the refuge?**

I don't remember exactly how long I was in the refuge, but I do remember there was nobody of my ethnicity. In fact, in the refuge there was only one other girl close to my age. I think she was 19 and she was from

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Bradford. She was running away from her pimp. She thought people would judge her because she'd been a prostitute and I remember thinking nobody should judge her. I thought to myself "she's nice," and decided that I wanted to be her friend.

**Are you still in contact with any of your siblings?**

I am now. When I first left home the school and the authorities helped me into the refuge and I tried to keep in contact. But I remember my Dad giving me an ultimatum: "you either come back home for good, or we don't want to know you." And I was just like, well, if that's the way that you want it. Then I didn't see my family for 14 years. I think the hardest thing for me was leaving my little sister, she was the youngest. She was five years old when I left. I think for a few years I really battled emotionally with that. I could have easily gone down a different path. When that kind of emotion and that kind of guilt build up, you want to turn to alcohol and drugs and that kind of stuff. But I also knew I wasn't in the position to be able to look after her. It was hard."

**What advice would you give your younger self?**

I think it would be practical stuff, like I wish I had finished school. I would also tell my younger self you don't need anybody else's love. You just need to love yourself. I think we take self-love for granted.

**Finally, what made you decide that now was the right time to share your story?**

This is something I've been thinking about. I mentioned it to a friend, like 20 years ago. The reason why it came about now is because last year marked the 30th anniversary of me leaving home. And it was last year that two or three of my close friends, including my sister, said I should use my platform to help other women and girls. And I was like, yes! Especially as, right now, it's a good time to talk about these types of things, because there's increasing attention around violence against women and girls. I'm not working on anything yet but would like to help with charity projects. If I can do something to help even one girl, then that's a really good thing. ■

# Lonely together

Report on the increasing isolation and loneliness felt by young people in the UK. By Meera Mohanraj

In March 2020 the Covid-19 pandemic forced much of the UK's population into isolation. Now, five years later, there is an enduring epidemic increasingly plaguing the generation who came of age during this period. The issue of loneliness continues to affect people from various demographics to differing degrees, but the indicators of this problem can be traced to long before the pandemic.

Sociologist Ray Oldenburg popularised the concept of the 'third space' as somewhere to socialise outside of the domains of the home and workplace. One such place proven to be a fruitful environment for fostering community are youth clubs. Characterised as a free locale for young people to meet, engage in activities and safely spend time together outside of school, these precious pillars of working class social life are necessary for keeping adolescents securely occupied. Naturally, the Covid-19 outbreak temporarily eradicated the 'third space' for most, although such community hubs took a more irrevocable hit: as the Local Government Association observes, 17% of youth clubs in England and Wales closed as a direct result of the

## Young and homeless?

There are numerous charities and organisations dedicated to supporting young people experiencing homelessness. These include:

- Centrepoin is the largest youth homelessness charity operating in the UK: [centrepoin.org.uk](https://centrepoin.org.uk)
- Depaul UK operates UK-wide, supporting young people at risk of or currently experiencing homelessness: [depaul.org.uk](https://depaul.org.uk)

pandemic.

However, these closures didn't represent a sharp turn away from the norm, as the Institute for Fiscal Studies (IFS) records that around 30% of youth clubs in London had to be shut down between 2010 and 2019 because of cuts to local authority funding.

Young people are also increasingly vulnerable to experiencing homelessness. According to Centrepoin, 118,134 young people were homeless or at risk of homelessness in the UK last year. The youth charity Action for Children further notes that young people

experiencing homelessness are often “left without the support young people need to guide and mentor them through life. Instead, they’re forced to become an ‘adult’, alone, overnight.”

With a decrease in third spaces for young people and the prolonged period of social isolation caused by Covid-19, it is no surprise that there has been a subsequent increase in loneliness. According to the UK government’s Tackling Loneliness strategy review, reports of loneliness are higher for people aged 16-24. Youth clubs specifically target these groups to create a shared togetherness, particularly in areas where the social climate can be conducive to dangerous or incriminating activity. Whether coming from a broken home or a family struggling to make ends meet, the third space created by government-funded initiatives is a source of comforting leisure for much of the UK’s youth. In 2018, The Office for National Statistics found that “children in relative poverty had almost twice the odds of reporting feeling lonely”, yet it is these children whose spaces for interacting with one another in person are being erased.

This collaborative effort has brought together local budding creatives and given their work a platform. Ministry of Stories nurtures these underrepresented artistic

voices and encourages their writers to indulge in their eccentric ideas and unlock fantastical worlds. Exploring the artist within themselves can function as an escape for the children, but above all, the supportive atmosphere is a place they feel seen and appreciated for their individuality.

With youth clubs being underfunded, the work of charities engaging with young people is even more imperative. I volunteer with Ministry of Stories, an organisation which specifically helps children within a 500m radius of their base in Hoxton. Its current project, DreamState, will illuminate eight rooms at The Ditch in Shoreditch Town Hall with the work of over 100 young people between the ages of six and 16 to create an interactive experience for families.

Whilst not directly concerned with the ongoing loneliness crisis, charities and non-profit organisations like Ministry of Stories provide children with a sanctuary of unadulterated fun for no expense. In my experience, keeping young people safely stimulated and pushing them to develop their interests can give them a spirited sense of purpose that flourishes outside of the workshops. Making them aware of the power in their art sparks inspiration which can hopefully continue into adulthood, for they are never lonely in the company of their imagination. ■

# Sparks in the dark

How a prison reading group sparked a revolution. By *Denise Harrison*

Earlier this year I agreed to spend 12 weeks in HMP Guys Marsh with nine men I'd never met and who I knew next to nothing about.

The idea was simple: take these men, with their wounds and their grief and their unresolved trauma and create a community rooted in addiction recovery, sustainable amidst the chaos and the craziness of daily prison life.

It was a pilot, a punt. It could have landed badly, and I and everyone involved could have been left wiping egg off our faces – only it didn't land badly, it was incredible, and what those 12 weeks have taught me (and hopefully them!) has been life-changing.

My name is Denise. Today I'm an award-winning writer, filmmaker and published author which is all kinds of cool, because nine years ago I was an end-stage alcoholic, sleeping on a borrowed sofa.

Detox saved my life back then – or that's what I thought at the time.

It took a traumatised, six stone scrap of a woman and it made me look like a human again. It got rid of all the nasties in my system and it gave me the time and space that I needed to process how it felt to be sober for the first time in years.

What treatment didn't give me, though, was even a basic

understanding of addiction or any of the tools that I needed to actually "do" recovery by myself. After leaving rehab and seeing good friends start to drop like flies, I realised very quickly that without these tools I'd probably be joining them.

So, I made it my mission to understand addiction, and I've spent the last nine years digging into trauma. Along the way I made my own recovery tools, and gradually this knowledge morphed into a book: *Finding Rat Park*. A book that has found its way into hostels, refuges and recovery groups.

And now HMP Guys Marsh...

To avoid the mountains of paperwork and the obligatory jumping through bureaucratic hoops needed to get this book read in prison, we decide simply to call it a reading group.

I agree to design and facilitate 12 weekly sessions (one for every chapter of the book). Then I catch a train, nine men I've never met before decide to take a chance on me, and the rest, as they say, is history.

To get the ball rolling I read a poem and talk about curveballs – things that knock us off track and steer us off course. I ask if anyone else has an example. One of the guys shares that his dad died of a heart attack in front of him after a heated





An artwork by Daren, a prisoner at HMP Guys Marsh. © Denise Harrison

argument and then 10 hours later his daughter was born, leaving him with a million conflicting emotions that had nowhere to go. Three months later his girlfriend left him, taking said baby as he struggled to come to terms with his grief, meaning that in a matter of months he'd pretty much lost everything. Now I think you'll agree that that's a fucking curveball.

We talk about trust issues. One of the group talks about childhood abuse resulting in him being taken into care. He thought it would be respite from the sexual assaults, until his social worker picked up where his family left off, a move that absolutely decimated him.

We talk people and relationships, and the importance of choosing the

people around you wisely, and 'A' decides to share his story. Meeting a woman he liked while on day release from D-cat, he went back to hers and experienced "first night nerves", which started with a vodka and coke, and ended with him waking the next morning in a virtual stranger's bed to find 15 years of recovery in tatters and a message on his phone advising him to report to the nearest police station as he was now on recall and going back to C-cat.

We watch social impact films and TED Talks (one of which we have to watch sideways, which is par for the course when you don't have any Wi-Fi). We discuss and debate. We drink tea and eat KitKats and week by week we read a new chapter, share

our stories and lay ourselves bare.

Incredible things start to happen in this room.

Walls come down and masks are left outside the door, as one-by-one, these men with all of their banter and their bravado, start to strip away the layers and begin to find out who they really are. Some for the first time ever. Sitting in this room, bearing witness to all of their hopes and their haunts, seeing how hard they work on their recovery in this place, their bravery and resilience knocks me sideways.

We had no idea what to expect when we started this project. I was just hoping that these guys showed up. Boy did they show up. For me, for the staff, for themselves and for each other.

Week-in, week-out, over the course of 12 weeks this fledgling reading group has morphed into a close-knit community that has each other's backs and will continue to flourish long after I leave. Between them all they've been writing a book, and now they have a book deal. I don't know who is more proud about that: me, the staff or them.

They are taking over a patch of land outside the wing and building their very own version of "Rat Park" – somewhere that they can sit quietly in nature away from the madding crowd. It's still very much in the design phase at the minute, but apparently it will have gnomes, a

phoenix and very possibly a bridge.

The guys will be graduating soon. We're having live theatre and food, the group has been busy putting on a talent show and I'm not going to lie, it's going to be emotional. I had no idea just how invested I would become or how hard it would be for me to leave this place.

But I'll be taking this thought with me when I go: I've worked with nine men who are different people now after taking this course. They have grown in knowledge and in confidence and they know now that as long as you have the right people around you, it's ok to feel vulnerable.

These guys didn't have an awful lot to look forward to when we met. Now they have hope and some solid plans for a brighter future.

While they still have work to do on themselves and their recovery, if the opposite of addiction really is connection, then I think that these guys are gonna be ok, because that is one thing that they have in abundance.

- To find out more about *Finding Rat Park* and to buy the book please visit [theendlessbookcase.com/books/finding-rat-park](http://theendlessbookcase.com/books/finding-rat-park)
- With huge thanks to Niall Bryant, Kat Lawrence, Tracy Harrison, Emma Gillson, Sophie Tolley and all of the staff at HMP Guys Marsh. This couldn't have happened without you.

# Healing art

Get to know about the prison art project Steeldoorstudios. Written by team members of Steeldoorstudios

Steeldoorstudios began as one man's desire to communicate his thoughts and feelings beyond the cold stone walls which contained him. Having spent the vast majority of his life incarcerated in one institution or another, devoid of the ability to articulate his emotions, he became an insular and bitter individual. Throughout those decades, art and silence became his only bedfellows. Through fear and lack of trust he chose not to share what he produced in relation to his inner angst and turmoil as it evoked a sense of vulnerability he just wasn't ready for.

In 2020, after entering England's only fully therapeutic prison, his artwork came to the attention of a forward-thinking governor who went on to grant permission for Steeldoorstudios to be born as a website. Alongside his artist wife, who devised, created and maintains the site, they launched what is now a platform for other incarcerated people to express themselves within the therapeutic value of art. It is their hope this forum will not only assist in enabling those currently in carceral settings and post-release to find their



Blue Boy 4. © Steeldoorstudios

voice, but to also search for a more constructive and positive direction in life.

Going forward, the founders of Steeldoorstudios would like to combine their skills, offering art workshops to marginalised communities. Steeldoorstudios believes that the value of therapeutic art can change a person's life and offer them an avenue to express their inner thoughts, feelings and emotions. Within this medium there are no wrong answers, just the opportunity to feel the freedom of self-expression.

- For more information and to look at artwork created by the founders, please visit [www.steeldoorstudios.com](http://www.steeldoorstudios.com)

# In love and in hope

A contrasting pair of poems that take in a range of themes in a few short words, from hope to fear, loneliness to love. Words by *Mr. Pierre* and *Chris Bird*

## Love's Art in my Heart

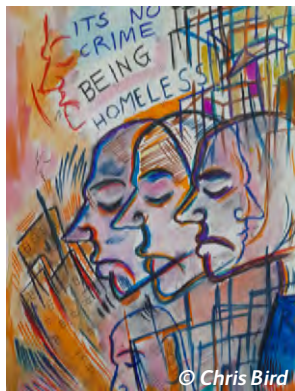
by *Mr. Pierre*

Love's Art in my Heart  
 Love plays  
 a major part in my heart  
 opening the eyes of my heart  
 Love plays  
 a major part in my heart  
 like love at the park  
 Love plays  
 a major part in my heart  
 like connecting people together  
 Love plays  
 a major part in my heart  
 like connecting all the dots of love  
 Love plays  
 a major part in my heart  
 like every space of love driven by love  
 Love plays  
 a major part in my heart  
 like red roses of love  
 Love plays  
 a major part in my heart  
 like the breath of love who loves

## Street Night

by *Chris Bird*

When the morning comes,  
 Everything will be OK,  
 The long night,  
 Peppered with drunken shouts,  
 Threats and football anthems,  
 Cardboard bed, doorway haven,  
 Chill air all around,  
 And the craving to smoke,  
 City dawn waits and waits,  
 Until silence, until hope.  
 When the morning comes,  
 Everything will be OK.



© *Chris Bird*

TURN TO  
 PAGES A – P  
 FOR THE LIST  
 OF SERVICES

# Queen Victoria's voice

How did Queen Victoria really sound? Our intrepid time-traveller O'Haggis investigates. By *Chris Sampson*

**1888:** Queen Victoria's voice is recorded on a wax cylinder. It is misplaced sometime during WW1, but modern scholars think they have rediscovered it, in the ample attic space in Buckingham Palace.

Over the years the quality of the cylinder diminished until it becomes all but unintelligible. However, modern AI technology enables researchers to restore it to its original glory. Is it truly the voice of Queen Victoria? Here we offer a transcript of an exchange captured on the instrument:

**Queen Victoria (QV) [surprisingly cockney]:** "So, what's this thingybob, then?"

**Equerry [fawningly]:** "An apparatus that records the human voice, Your Majesty!"

**QV:** "Do wot? Turn it in! You're having a giraffe, ain cha? You're having a tin bath!"

**Equerry:** "I assure you that it is so, Your Highness."

**QV:** "Straight up? Well, let's see if it records this for posterity!"

[Rasping flatulence rings out]

**QV:** "Cor! Better out than in!"

## Recap

Longtime readers of *the Pavement* will be familiar with O'Haggis, the time-travelling super sleuth with a knack for getting in all sorts of bother.

Past adventures include a daring prison escape and a UFO escapade with the late Prince Philip.

**Equerry [coughs and splutters]:**  
"Yes, Your Majesty!"

**QV:** "Go on, whiff up! Get that down yer!"

**Equerry [gasping]:** "Yes, Ma'am! Gasp! Ugh!"

**QV:** "Now, where's that igniter man gone?"

**Equerry [puzzled]:** "Majesty?"

**QV:** "You know, that little ponce who sets my wind aflame!"

**Equerry:** "Erm... I know not, Your Majesty."

**QV:** "Gawd help us! Now, where's that bleedin' matchbox gone?"

**Equerry:** "Here, Ma'am."

**QV:** "Hold onto yer sideboards, Equerry, me old son!"

[Sound of a match being struck. Then an explosion.]

**QV:** "Argh! Oh, me ring-piece! It's ablaze! Oh, I'm done for! Lawks a-mercy!"

**Equerry [splutters]:** "Your Majesty! Oh! Guards! Footmen! Summon the Royal Physician! Immediately, I say!!"

[Sounds of footmen scuttling away, and QV collapsing.]

**QV:** "Ooh! Me Kyber\*! It's red raw, I tell yer! Bloody Noral!"

**Equerry:** "Help is on its way, Ma'am! Your Doctor is –"

**QV:** "Too late! I'm a goner! Orf to join me beloved 'usband Prince Albert up in heaven, I am!"

**Equerry:** "Your Maj! Where's that blasted doctor?"

**QV [croaking]:** "Ooh, me 'aris\*! Equerry!"

**Equerry:** "Yes, Majesty?"

**QV [croaking]:** "Why didn't you talk me out of it, you dappy sod?"

**Equerry [wounded]:** "But I only served you, your Majesty! I –!"

**QV [croaking]:** "You're a toilet, son. A dirty, dirty khazi!"

[Sound of Doctor arriving.]

**Doctor [poshly]:** "Here! I'm here! Now, what seems to be the matter, hmm?"

**QV:** "Lor! Love a duck! I'm done for, doc! I tried lighting me own farts and it must've blown back up me



© John Sheehy

Royal pooper! It feels like me innards are a-fire! Oh, I'm not long for this world!"

**Doctor:** "Stuff and nonsense, Your Majesty! Why, it'll be the work of a moment to apply a calming balm to the Royal rectum! Just let me unscrew the lid, and slip on my anus soothing gloves and –"

**Equerry:** "Too late."

**Doctor:** "What?"

**Equerry [mournfully]:** "She's dead! Alas! O, sovereign of the Empire on which the sun shall never set! O, Queen of Queens! O –"

**Doctor:** "O, Queen of Hearts, Tarts and – it seems – Farts? Yes, I think we've got the idea. But what shall we do now, Equerry?"

**Equerry:** "Well, the Queen has died! We must alert the other members

of the Royal Family! We must fly the Union Jack at half mast! There's a Royal Funeral to organise and souvenir tea towels to manufacture!"

**Doctor:** "Hmm. Or we could replace her."

**Equerry [outraged]:** "What?! What are you suggesting, man?"

**Doctor [abruptly non-posh]:** "I'm saying, why don't you dress up as the Queen and carry on, pretending to be her for, ooh, I dunno, another 13 years or so."

**Equerry:** "You want me to impersonate the Queen? Have you taken leave of your senses, man?"

**Doctor:** "Nah. You see, old Queen Vic here was supposed to die in 1901. So, we can't have her snuffing it in 1888 – especially not in a lighting-her-own-guffs fatality – now, can we?"

**Equerry:** "Well, no. But what do you mean, she was supposed to die in 1901?"

**Doctor:** "Ah! Well, that's the original history, y'see. In the future that I come from, Queen Vic copped it in 1901, not 1888. So, one of us is gonna have to dress up as her for 13 years so that history won't notice. And, let's face it, it's gonna be you, Equerry. Besides, we can't let it be known that she spoke in a Cockney brogue, can we?"

**Equerry:** "What? Egad, sir! You claim to be from the future?"

**Doctor:** "Yep. Truth be told, I'm not

even a quack. I'm from the year 2025. And I work for the Chronology Preservation™ Agency. This is just another mission for me. My name is O'Haggis."

**Equerry:** "But...! This is fantastical, sir! You expect me to believe...?"

**Doctor:** "You suit yourself, pal. Now, with any luck, that wax cylinder you've left running –"

**Equerry:** "Oh! I'd forgotten about that contraption!"

**Doctor:** "No worries. With any luck, it'll be stuck on a shelf and left to rot, and the sound quality will deteriorate until some bright spark in the 21st Century decides to clean it up so they can hear what happened here today, as we speak."

**Equerry:** "You mean, it has to be preserved, forgotten about, then rediscovered and cause you to travel back in time in the first place?"

**Doctor:** "Yup. That's about the size of it. Now, go get Vicky's clobber on and start acting regally."

## THE END

### Notes:

Queen Victoria's voice really was recorded on wax cylinder in 1888.

\* **Khyber** = Khyber pass, rhymes with arse.

\* **Aris** = Aristotle = bottle = bottle and glass, rhymes with arse.

*My notepad...*

Make sure you read...

*the* **Pavement**

online at

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





## London List

### KEY TO ALL SERVICES

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

Updates: [web@thepavement.org.uk](mailto:web@thepavement.org.uk)  
Compiled: August 2025

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

### Are your details incorrect?

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

### HEALTHY MIND & BODY

#### ANTIDOTE (LONDON FRIEND)

86 Caledonian Road N1 9DN

020 7833 1674

[londonfriend.org.uk/antidote](http://londonfriend.org.uk/antidote)

[antidote@londonfriend.org.uk](mailto:antidote@londonfriend.org.uk)

Mon: 11am – 1pm (in-person drop-in)

Email for more information

Drug and alcohol support, referral to detox clinics and prescribing centres, referral to our counselling service, drop-ins to discuss drug and alcohol issues, sexual health and steroid use issues, an intensive structured weekend programme (SWAP) and advice helpline.

[A](#), [C](#), [DW](#), [SH](#)

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

183 Whitechapel Road, 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](mailto:cnwl.clashandshoc@nhs.net)  
[www.sexualhealth.cnwl.nhs.uk](http://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.greenhousepppractice.nhs.uk](http://www.greenhousepppractice.nhs.uk)  
Mon – Fri:  
8am – 6:30pm (appointment only)  
9am – 4:30pm (housing advice)  
Medical care for men & women who are sleeping rough. Provides 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,SH*

## GROUNDSWELL

[www.groundswell.org.uk](http://www.groundswell.org.uk)  
Groundswell is a homeless health charity specialising in peer support, advocacy and working with clients to create positive change in their lives. Groundswell offers peer led learning and development training and support, as well as a homeless health peer advocacy programme (HHPA). Peer advocates can help you navigate healthcare settings and access the support you need. For more information visit the website or email: [HHPA@groundswell.org.uk](mailto:HHPA@groundswell.org.uk)  
*ET,MS,OL*

## THE PEOPLE'S RECOVERY PROJECT

Pelican House, 144 Cambridge Heath Road, Bethnal Green, E1 5QJ  
[www.thepeoplesrecoveryproject.org](http://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](http://www.phoenix-futures.org.uk)

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

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

The 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*

## NEED TO TALK

### ALONE IN LONDON (DEPAUL)

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

[www.depaul.org.uk](http://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*

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

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

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## FOOD

### ACE OF CLUBS

St Alphonsus Rd, London, SW4 7AS  
**020 7720 2811; [aceofclubs.org.uk](http://aceofclubs.org.uk)**  
 Mon – Fri: 9:30am – 4:30pm  
 Mon – Fri: 12noon – 2:15pm (Lunch – £1 contribution encouraged)  
 Mon – Thur: 12noon – 2:30pm  
 (Caseworkers: appointment only)  
 Mon, Wed, Fri: 9:20 – 11:40am  
 (Showers: appointment only)  
 Mon – Fri: 12noon – 2:30pm (IT suite)  
 Mon & Thurs: 11:30am – 2:30pm  
 (NHS Nurse: appointment only)  
 Weds: 11am – 2:30pm  
 (NHS Dentist: appointment only)  
 Every other Thurs: Refugees/Asylum Seekers & Migrant Support  
 Mon – Fri: Laundry service available throughout the week at £2 per load.  
 We provide safety, food, warmth, clothing, laundry, showers, housing support and someone to talk to.  
***AH, B, BA, BS, BE, CL, ET, F, MS, OL***

### AMURT UK

**0208 806 4250**  
**[amurt.org.uk/projects/feeding-program](http://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](mailto: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](mailto: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***

#### 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 LUNCH CLUB**

07919 894 642

[thelunchclub.org.uk](http://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

**OUR FORGOTTEN NEIGHBOURS**[www.ourforgottenneighbours.co.uk](http://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](http://refugeecommunitykitchen.org)[info@refugeecommunitykitchen.org](mailto: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:****Goodge 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](http://amchurch.co.uk/serve/the-soup-kitchen)

Mon – Sat: 10am – 12noon

Mon, Tue &amp; 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

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



## STREETS KITCHEN

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

### 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

## THE WEDNESDAY CLUB

Hinde Street Methodist Church, 19

Thayer Street, W1U 2QJ

[hindestreet.org.uk/wednesday-club](http://hindestreet.org.uk/wednesday-club)

Wed: 4 – 7pm; Thu: 3 – 6pm

The Wednesday Club runs every  
Wednesday and Thursday. Hot food  
such as soup, pizzas and pies is provided,  
and there are also sandwiches, fruit,  
tea and coffee. Find the club in the  
Basement Hall of the church.

FF

KEY	A	Alcohol workers	B	Barber
	AC	Art classes	BA	Benefits advice
	AD	Advocacy	BE	Bedding available
	AH	Accommodation/ housing advice	BS	Bathroom/showers
			C	Counselling

CA	Careers advice	EF	Ex-forces
CL	Clothing store	EO	Ex-offenders
D	Drugs workers	ET	Education/training
DA	Debt advice	F	Food
DT	Dentist	FF	Free food

## DAY CENTRES

### ALL PEOPLE ALL PLACES

Pymmes Park Visitors Centre,  
Edmonton, N18 2UF

[www.allpeopleallplaces.org](http://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](http://c4wshomelessproject.org)

Wednesdays, 10:45am – 1:00pm

Services include soup, hot drinks &

snacks, hot showers, drop-in medical

and casework support.

*BS, FF, MS*

### CONNECTION AT ST MARTIN'S

12 Adelaide Street, London, WC2N 4HW

020 7766 5544, [services@cstm.org.uk](mailto:services@cstm.org.uk)

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

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*

### GREENWICH HOMELESS PROJECT

360 Middle Park Ave, Eltham, SE9 5QH

0203 355 6880

[greenwichhomelessproject.org.uk](http://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](http://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*

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

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

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## THE MANNA CENTRE

12 Melior Street, London, SE1 3QP

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

Every 2<sup>nd</sup> 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*

## THE MARGINS PROJECT

At the back of Union Chapel, on

Compton Avenue, N1 2UN

[unionchapel.org.uk/projects/margins](http://unionchapel.org.uk/projects/margins)

[sallie@unionchapel.org.uk](mailto:sallie@unionchapel.org.uk)

Mon – Wed: 11am – 1pm (drop-in)

The Margins Project works with and for those facing homelessness, aiming to improve the lives of those in hardship, breaking cycles of unemployability, and by empowering them to take agency over their situation and tackle the social injustice they face.

Services include: Hot meals; Tea and coffee; Limited access to shower facilities, with priority to rough sleepers; Limited access to laundry.

Advice and Engagement Services:

During drop-in days, face-to-face advice is available for urgent matters on a first-come, first-served basis or by pre-booked appointments.

Advice and engagement service is also available by telephone and/or by email.

*BS,FF,L*

## 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*

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



## THE PASSAGE

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

**020 7592 1850; [info@passage.org.uk](mailto: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; [refettorionofelix.com](http://refettorionofelix.com)**

Mon – Fri: 12noon – 2pm (lunch service)

Tue – Fri: 12noon – 3pm (Glass Door caseworker – first-come, first-served)

Mon: 11am – 2pm (Age UK adviser)

Tue: 12noon – 2pm (Age UK Lunch Club – reserved seats at regular lunch service)

Wed: 12noon – 2pm (NHS nurse)

Every other Tue: 12noon – 3pm (RBKC Council drop-in)

Dental health adviser once a month

Community Counselling Psychotherapy Service (CCPS): CCPS provides free

face-to-face individual counselling and psychotherapy. This is available through internal referral.

*[AH](#), [C](#), [FF](#), [IT](#), [MH](#), [MS](#)*

## SPIRES

Elmfield Hs, 5 Stockwell Mews, SW9 9GX  
**020 8696 0943; [www.spires.org.uk](http://www.spires.org.uk)**

**[info@spires.org.uk](mailto: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](#)*

*[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*

## WHITECHAPEL MISSION

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

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

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber
	<i>AC</i> Art classes	<i>BA</i> Benefits advice
	<i>AD</i> Advocacy	<i>BE</i> Bedding available
	<i>AH</i> Accommodation/ housing advice	<i>BS</i> Bathroom/showers
		<i>C</i> Counselling

## EX-OFFENDERS

### FORWARD TRUST

020 3981 5525; [forwardtrust.org.uk](http://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](http://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*

## LGBTIQA+

### AKT

020 7831 6562

[contact@akt.org.uk](mailto:contact@akt.org.uk)

akt exists to give 16–25-year-olds who are LGBTIQA+ 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*

<i>CA</i> Careers advice	<i>EF</i> Ex-forces
<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
<i>D</i> Drugs workers	<i>ET</i> Education/training
<i>DA</i> Debt advice	<i>F</i> Food
<i>DT</i> Dentist	<i>FF</i> Free food

## CAFE QUEERO

52 Lant Street, SE1 1RB

[lgbtiqoutside.org/centre](http://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](http://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](http://lgbtiqoutside.org)

Referral form: [www.stonewallhousing.org/services/referral-form](http://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](http://lgbtiqoutside.org/centre)

[AH](#)

## QUEER HOMELESSNESS RECOVERY GROUP

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

[lgbtiqoutside.org/centre](http://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](http://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](mailto: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](http://stonewallhousing.org/referralform)

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

[FC](#) Foot care  
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[TS](#) Tenancy support

FULL LIST  
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## SWITCHBOARD LGBT+

0800 0119 100; [switchboard.lgbt.hello@switchboard.lgbt](mailto: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*

## WOMEN

### CLEAN BREAK

2 Patshull Road NW5 2LB  
 020 7482 8600, [cleanbreak.org.uk](http://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](http://www.nationaldahelpline.org.uk)  
 The freephone, 24-hour National Domestic Abuse helpline for women and children in England.

*CL*

## SOLACE

0808 802 5565  
[solacewomansaid.org/solace-accommodation](http://solacewomansaid.org/solace-accommodation)  
 Mon – Fri: 10am – 4pm; Tue: 6 – 8pm  
 Solace provides safe refuge and move-on accommodation to hundreds of women and children made homeless through domestic or sexual abuse. 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 St, WC1H 8BB  
 020 7520 1710; [www.watw.org.uk](http://www.watw.org.uk)  
[info@watw.org.uk](mailto: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](http://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,

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

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](http://www.womensaid.org.uk/womens-aid-directory)

*AH, BA, C, CA, LA, MS*

## OTHER

### THE BIG ISSUE

020 7526 3445

[www.bigissue.com/become-a-vendor](http://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](http://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](mailto: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*

### HOTEL SCHOOL

[www.hotelschool.org.uk/contact](http://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](mailto:zoem@hotelschool.org.uk)

*CA, ET*

*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



## LEGAL AID AGENCY

0345 345 4345 (Civil Legal Advice)

0345 609 6677 (Minicom)

[www.gov.uk/check-legal-aid](http://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**

## MARGINS PROJECT SEP

At the back of Union Chapel, on

Compton Avenue, N1 2UN

[marginsadmin@unionchapel.org.uk](mailto:marginsadmin@unionchapel.org.uk)

The Margins Project Supported Employment Programme (SEP) is open Monday to Friday and is an opportunity for people who have had experience of homelessness and crisis to get back into work. With paid positions in our catering service, we focus on improving well-being, building self-esteem and developing employability skills. Trainees gain a Level 2 Food Safety Award, and we tailor the programme to each individual's specific needs. We seek to find the trainees further paid work and training at the end of their placement. Email to register interest:

[marginsadmin@unionchapel.org.uk](mailto:marginsadmin@unionchapel.org.uk)

**CA, ET**

## MUSEUM OF HOMELESSNESS

Manor House Lodge (inside Finsbury Park), Seven Sisters Rd, London, N4 2DE  
[museumofhomelessness.org](http://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](http://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](mailto:onerof@olddiorama.com) or call the ODAC reception on **0207 383 0727**.

**AC, ET**

## SHOWER BOX

[showerbox.org](http://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**

KEY	<b>A</b> Alcohol workers	<b>B</b> Barber	<b>CA</b> Careers advice	<b>EF</b> Ex-forces
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## STREET STORAGE

close to Kings Cross  
**07932 830 440; [streetstorage.org](http://streetstorage.org)**  
**[info@streetstorage.org](mailto:info@streetstorage.org)**  
 Mon, Tue & Fri: 10am – 4pm  
 Wed & Thu: 1 – 4pm  
 Thu: 10am – 12:30pm (women only)  
 Free storage for your belongings.

CL

## HOBBIES

### 240 PROJECT

Methodist Church, 240 Lancaster Road,  
 London, W11 4AH  
**07741790169; [240project.org.uk](http://240project.org.uk)**  
**[info@240project.org.uk](mailto: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@islingtonpeopletheatre.co.uk](mailto:info@islingtonpeopletheatre.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

**[streetoccerlondon.org/play](http://streetoccerlondon.org/play)**  
**[laura@streetoccerlondon.org](mailto:laura@streetoccerlondon.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

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

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

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

FULL LIST  
 AVAILABLE ON  
 OUR WEBSITE



## THE CHOIR WITH NO NAME

St Pauls West Hackney, 184 Stoke Newington Road, N16 7UY  
**0746 492 8122; [choirwithnoname.org](http://choirwithnoname.org)**  
Thursdays: 6:30pm (singing starts 7pm)  
Choir sings for an hour and half, then sit down together for a hot meal cooked by volunteers. No singing experience required, no audition, just pop down!

**MD**

## TURN A CORNER LIBRARY

**07824 038 807**

**[turnacorner@qsa.org.uk](mailto: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](http://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](http://www.refugee-action.org.uk)**

**0207 952 1599 or 0759 518 9995**

**[info@refugee-action.org.uk](mailto: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**