

# *the* **Pavement**

the free magazine for homeless people



**Issue 161 : Working together**  
**April – May 2026**

# Missing



**Darren Cree**

Darren Cree has been missing from Gateshead, Tyne and Wear, since 28 April 2025. He was 37 at the time of his disappearance.

Darren, 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.



**Hussam AKA "Sam" Bashraheil**

Hussam (also known as Sam) Bashraheil has been missing from London since 14 January 2021. He was 20 at the time of his disappearance.

Hussam, 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 Darren or Sam, you can contact our helpline anonymously on **116 000**, or you can send a letter to 'Freepost Missing People'.

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

**missing  
people**

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

**A lifeline when someone disappears**

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



**Cover:** The photograph on the cover of this issue of the magazine is a monochrome taken of the abandoned pier in Brighton. The image was taken by photojournalist Varun Akaash Prabhaker. You can see more of Varun's work with his company Allez Productions Ltd on its website:

[www.allezproductions.com](http://www.allezproductions.com)

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## the Pavement magazine

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© John Joseph  
Sheehy MacSheehy

## Journeying into London

By John Joseph Sheehy MacSheehy

I traveled from Killarney in  
County Kerry, Ireland

To Tralee, I got a train to Dúnlaoghaire

I got a taxi to the harbour

I got a boat to Holyhead

I got a train to London Euston

It took six to seven hours on the train

I went down to Piccadilly Circus

I saw Rod Stewart playing  
the harmonica

I didn't speak to him

That was before he became famous

In the early sixties

Rod Stewart had a woman

Going around collecting  
money for him

Of course

He was busking for money.

## 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)

# Working together

Together means so much to people. And that's especially true for people who have experienced isolation, who have felt undermined or under-supported. Often, people experiencing homelessness also experience these feelings.

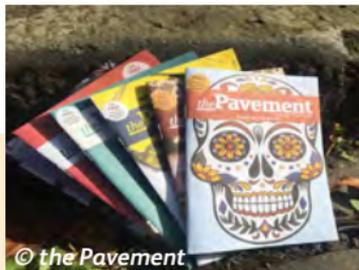
But at a low-ebb, people working together can produce incredible things. Take, for example, the committed work of so many volunteers in the UK. Emdad reports on their importance and impact on page 20.

Can we learn from New York when it comes to tackling the crisis of homelessness? On page 18, Sheryle interviews somebody with two decades of experience working with the city's homeless people to find out.

The magazine is filled with examples of the benefits of sticking together and collaborating. Enjoy the read.

*the Pavement* team

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



## Pavement Pioneers

If you are a fundraising, media, creative or corporate professional, *the Pavement* needs your talents. We are launching a new and transformational campaign group consisting of passionate individuals who can help us promote a campaign for sustainable support.

Working together, the magazine would like your experience, access and networks to help us create the campaign and an ask of support, to identify and reach out to potential campaign donors and secure the long-term sustainability of our publication.

Among the aims of the campaign group are: to help the charity reach its campaign target by March 2027; to network and engage with prospective donors; to help identify new group members. We are asking for a small, pro bono time commitment of up to eight hours a month for approximately a year. In return, *the Pavement* will provide advice and support throughout the duration of your commitment and offer the opportunity to work with other inspirational people in a fun, motivated environment.

If you are interested, please email our fundraising trustee at [william@thepavement.org.uk](mailto:william@thepavement.org.uk).



© the Pavement

**Festival news:** One Roof, Old Diorama Arts Centre's (ODAC) jam-packed arts programme for artists with lived experience of homelessness, held its annual two-week festival from 19th to 30th January, running Mondays to Fridays. This year's festival, titled *Bricks and Mortar*, provided guests with a mix of arts workshops interwoven with mental health and wellbeing sessions, alongside an open studio. Artists worked on numerous projects, both individual and collective, before presenting works at the festival's closing ceremony exhibition at ODAC, London on 27 February. Artworks including paintings and films were on show to visitors, alongside speeches by the artists and performances for One Roof's regular scratch nights – nights dedicated to providing space for artists with lived experience of homelessness to present new works.

**3,560** refugee households in England experiencing or at risk of homelessness in 2021/22.

**19,310** refugee households who are homeless or at risk of homelessness in England, reports the BBC, a five-fold increase in four years.

## Rough figures

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Government figures released in late February show England rough sleeping figures have reached a record high. The numbers, gathered by the Ministry of Housing, Communities and Local Government, reveal the number of people sleeping rough on a single night in England in November 2025 rose to a record high of 4,793, compared to 4,667 for the same period in 2024. Bonnie Williams, Chief Executive of Housing Justice, commented: “The underlying pressures that drive homelessness have not disappeared and while rough sleeping is the most visible form of homelessness, it is only part of the picture. The record numbers of households in temporary accommodation show just how many families are living in limbo.” The figure tallied in November 2025 is 42 more people than England’s previous record high in 2017.

## Footy fundraiser

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The Street Soccer Foundation, a UK charity using football to help tackle youth homelessness, announced the start of the 2026 season of its flagship The Big Goal campaign in late February. The Big Goal is a national social impact campaign, directly funding places on the charity’s Street Soccer Academy through a fundraising football

tournament, an initiative which enables young people experiencing homelessness, unemployment or disadvantage to access a 12-week programme combining football coaching with personal development, mentoring and employability support. This year, 60 businesses and organisations have signed up to take part in the campaign. In the previous two editions, The Big Goal has raised more than £250,000 to support the expansion of the Street Soccer Academy programme across the UK. The football fixtures take place over April and May, before culminating in a final held at St George’s Park (home to England’s national men’s, women’s and para football teams) on 11 June.

## Hypocrisy corner

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A London philanthropist, claiming to be committed to solving homelessness in the capital, moved to evict hundreds of people from their homes recently. In late February, *London Centric* learned that Asif Aziz’s Criterion Capital business planned to remove hundreds of Londoners – including some who were marking the holy month of Ramadan – from their homes. The mass “no-fault” evictions of private tenants, which sources say are scheduled to be handily

finished before the government's pesky Renters' Rights Act comes into effect, are taking place on an unprecedented scale. The evictions are going ahead regardless of whether the residents are up-to-date with their rent or have kept the property in good condition. Aziz, who recently moved to low-tax Abu Dhabi, runs Criterion Capital alongside other members of his family and has courted controversy over recent years for the business's landlord practices, which include trying to shut down historic London cinemas and renting properties to tax-evading American candy stores (currently blighting London's West End).

## Temporary pain

The Local Government Association (LGA) has projected the cost to councils of providing temporary accommodation for homeless people in England will more than double by 2029–30 to almost £4bn. According to *the Guardian*, the LGA also found that the annual cost to councils of temporary accommodation was set to grow by 65% in the next five years, rising from nearly £360m to £595m. Since 2017–18, local authorities across England had spent almost £1.5bn more on temporary accommodation than had been reimbursed in housing benefit from

the government. That figure is predicted to jump to £3.9bn in the next four years, the LGA said. Tom Hunt, the chair of the LGA's inclusive growth committee and leader of **Sheffield** city council, spelled out the alarming financial gaps local authorities face: "Councils are caught in a vicious cycle of ever-increasing temporary accommodation costs versus static rates they receive back to cover their costs."

## SWEPT up

New findings by the Museum of Homelessness show homeless people continue to be excluded from life-saving provision during extreme weather. On 5 March 2026, the Museum of Homelessness released the second edition of its investigation *Severe Weather Emergency 2022–2024*, which scrutinises how councils and services are adapting to increasingly extreme weather. The investigation found, among other revelations, that a form of gatekeeping by local authorities was common practice, with 42% of councils using a verification system as a pre-condition to access Severe Weather Emergency Protocol support.

- **Find out more about the *Severe Weather Emergency* investigation on page 30**



**Town hall:** On a mid February evening in Camden, **London Streets Kitchen** held a meeting to discuss to the council's approach to homelessness and what local organisations, charities and individuals can do to effect change. The meeting was held at St Michael's Church in Camden and was organised by the Streets Kitchen team with support from SK Legal. A panel presented the situation on the ground at 'Camden: a homeless and housing crisis intensifying', inviting guests present at the meeting to suggest ideas and discuss ways to move forward. Politicians, charity workers and people experiencing homelessness were all in attendance. The night ended on a positive note, a reaffirming of the commitment of local groups to work together and hold the local authorities to account, as well as support people on the streets and experiencing all forms of homelessness.

TURN TO PAGES A – P  
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## Dying homeless

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Data from the National Records of Scotland (NRS), released in early March, revealed an estimated 231 people died while experiencing homelessness in Scotland in 2024. The NRS figures were slightly lower than the previous year, during which 242 deaths were recorded, but were higher than when records began in 2017. Before the records were released, the Scottish government had found there were 2,092 households reporting a household member experiencing rough sleeping between 1 April to 30 September 2025 across the country.

According to the NRS report, around half (49%) of the people experiencing homelessness who died in 2024 were aged under 45. Responding to the data, Maeve McGoldrick, head of policy and communications at Crisis Scotland, said: “we [Crisis Scotland] are calling on all political parties to commit to ending homelessness by 2040 in their upcoming manifestos.”

## Housing news

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The housing association Home Group Scotland, working with the local authorities in Edinburgh and Glasgow, has secured a batch of new homes for homeless families in Scotland. Altogether, 16 families are set to move into

new homes in the cities: six families in South Queensferry, while 10 families have moved into homes in Tillycairn, Glasgow. An additional eight homes in Farrier Fields, Edinburgh, were scheduled to be made available to families in March 2026. The welcomed *Scottish Housing News* report comes amidst a severe housing crisis in Scotland. In Edinburgh, for example, homelessness among children and families had risen 148% in the five years leading up to 2024, Shelter Scotland figures show.

## Complaints

.....

The *Glasgow Times* reported in late February that the owner of the Scotsman Group has written to **Glasgow** City Council issuing a “strong formal objection” to Homeless Project Scotland’s (HPS) retrospective planning application for the use of a building on Glassford Street as a homeless facility. HPS has applied for permission to run a 24-hour facility, with its application papers outlining plans to run a soup kitchen on the ground floor along with a night shelter in the basement. The formal complaint to the council had a redacted name at the end of the letter, however, it states it is from “the owner and operator of the Scotsman Group,” which runs several bars and restaurants in the

Merchant City district. The letter's listed reasons for objecting to the HPS application include: "harm to the economic function and commercial stability of the city centre", "overconcentration of similar uses" and "adverse impact on business operations and staff safety".

## Firefighter

A homeless man who attempted to extinguish a fire in a **Glasgow** shop says the massive explosion from the inferno "nearly killed him." Footage from the dramatic scene shows James Welch, 51, charging towards a blazing vape shop on Union Street armed with a fire extinguisher, with thick smoke pouring from the building. Two members of the public rushed to drag him away from the danger and moments later a huge explosion burst from the building. The fire raged from the evening of Sunday, 9 March into the next morning, with firefighters battling to contain the devastation. Smoke was seen billowing across the city centre, as the fire destroyed premises on Gordon Street, including historic Victorian buildings. Welch told the *Daily Record*: "I wasn't scared for my life, I couldn't let people die. I tried to get into the shop by which point I was dragged away from behind... Those men in turn saved my life."

## Recovery plan

A trauma-informed recovery hub for people experiencing homelessness is scheduled to open in **Glasgow**. The Lighthouse Project will be based at Kingston Halls and offer guests counselling, structured activities and employability support to help rebuild lives. The Talbot Association, the city's largest provider of homeless accommodation, is behind the project, which is hoped to be open this year after fundraising is complete. In the meantime, The Talbot Association is inviting community support to help make the project a reality and extend its impact. A key feature of the hub will be a partnership with Glasgow Clyde College, which will see trainee counsellors working alongside structured activities. The scheme will also offer arts, mindfulness and digital inclusion. Currently The Talbot Association operates six supported accommodation sites in Glasgow, serving approximately 200,000 meals each year, according to *The National*. ■

**4** homeless deaths in Scotland a week, National Records of Scotland statistics show.

**55** homeless deaths per million people aged 15 to 74 in Scotland in 2024.

# Hope blows in

The harsh reality of winter and how communities in Brighton have come together to provide hope and support. By *Varun Akaash Prabhaker*

Winter is more or less behind us. I cannot quite say it is over, because in the UK there always seems to be a little winter lingering in the air. Along the south coast, the past few months have been especially harsh. Strong winds, grey skies and biting cold have shaped the season.

For many people, winter is simply an inconvenience. For others, it is a daily struggle. In cities like Brighton, the sea breeze carries a cold that cuts through layers of clothing and into the bones. The wind rolling in from the sea makes life particularly difficult for those sleeping rough. Nights grow longer and colder, and the simplest tasks become exhausting challenges.

Yet even in these darker months I noticed something else moving through the air. Alongside the cold, there is also hope.

During these difficult weeks the community has stepped forward in quiet but meaningful ways to support those who need it most. One such effort takes place every Sunday evening along the seafront near the Peace Statue.

Here, volunteers from Knight Support charity gather week after

week regardless of the weather. At six o'clock in the evening they arrive with warm drinks, hot food, clothing, sleeping bags and other essential supplies for people facing the winter without shelter. Conversations are shared, dignity is restored and advice is offered to those looking for a way forward. The volunteers stay for as long as they are needed, making sure everyone who comes seeking help receives something. Sometimes it is a warm meal or dry clothing. Sometimes it is guidance that may help them take the next steps toward stability. Their presence brings a quiet warmth to an otherwise brutal season and reminds us that compassion can exist even in the coldest moments.

In a world that often feels driven by competition and urgency, choosing kindness becomes a powerful act. On these Sunday evenings something remarkable takes place. People from many different backgrounds gather together in the same space and a shared sense of humanity fills the air.

There is a feeling of solidarity here that touches not only those receiving help but also those simply passing



Outreach in Brighton. © Varun Akaash Prabhaker

by. Even someone observing from the outside, like myself, can feel it. Week after week I am reminded that humanity reveals itself most clearly in difficult times. Courage lives here and resilience runs deep. There is also a quiet kind of care that does not need to be announced loudly to be felt.

With the arrival of warmer days there is a sense that change is possible and that new beginnings may lie ahead for many people.

For anyone in need along the south coast, the volunteers gather every Sunday evening near the Peace Statue in Brighton. Everyone is welcome here.

Even in the coldest winds hope

continues to move quietly through this city.

- Varun is a Brighton-based freelance photojournalist and founder of Allez Productions. See his website here: [www.allezproductions.com](http://www.allezproductions.com) ■

## Spring

by D

The spring is here

The war is there

The flowers are blooming here

The bombs are blooming there

Tomorrow they will be here.

# When things feel too much

Motivational words to remind you that it's ok to feel overwhelmed, bring things back to basics and continue on the path of progress. *By Karla Ortiz*

It can be hard to think about your own needs when they feel like too much. Sometimes it feels like you need everything at once, housing, money, stability, purpose. Because it's all tangled together, you don't even know what you're asking for anymore.

You might hear yourself thinking "I need too much. I don't even know what I need," while around you, there are people who want to help. People offering support, plans, pathways. People saying they can help you find work, start training, join a project, or connect to a community. All of it may be well-meant, but when you're already overwhelmed, it can feel like pressure rather than care.

This is a letter from one of those people.

I've worked with young people experiencing homelessness across central, north and east London, and the biggest thing I've learned is this: listening changes everything. Not just listening to answers but listening to uncertainty; listening to frustration; listening to the moments when someone says, "I don't know," and really means it.

Because when you're dealing

with housing insecurity, stress and survival, being asked big questions about your future can feel unfair. How are you meant to plan five years ahead when you're not sure what next week looks like? How do you talk about careers or goals when your energy is going into getting through the day?

Sometimes the hardest part of asking for help isn't pride or fear, it's confusion. Not knowing why you need help, or what accepting it might mean. Will it come with expectations? Will it disappear if you struggle? What happens if you say yes and then can't keep going? These are real concerns, especially when you're young and still figuring out who you are, what you care about and what feels safe.

School is a small world. London is not.

London is a city of nearly nine million people. It's full of opportunity, movement, creativity and possibility, but it also carries pressure. Trying to imagine a livelihood here can feel impossible, especially when you're already carrying so much.

If you ask me whether all of this is too much, my honest answer is:

yes, it is.

And when something is too much, the only thing that really helps is breaking it down.

Not a career. Not a future. Sometimes not even a year.

Sometimes it's a month. Or a week. Or a single conversation.

When people talk about employment, training, or "next steps," they often skip over the barriers that make those steps hard to take. Not just qualifications or experience, but mental health, physical health, confidence, fear, paperwork, past experiences and exhaustion. These aren't excuses. They are realities. Ignoring them doesn't make them disappear, it just makes people feel like they're failing.

That's why it's okay if the big questions don't feel answerable yet. "What do you want to do?" "Where do you see yourself?" "What's the plan?"

Maybe those questions can wait.

Maybe the first question is simpler and kinder: What feels possible right now?

Not what should be possible. Not what looks good on paper. Just, what feels manageable in this moment.

Your voice matters in these conversations. Not for a report that gets written and filed away, but because this is your life. Many people want to help you build it but help only works when it moves at

your pace, respects your choices and leaves room for doubt.

There will be disappointments. That's real. Support doesn't always work the way it should. Systems fail. People make mistakes. Good intentions don't always lead to good outcomes. It's okay to name that, too.

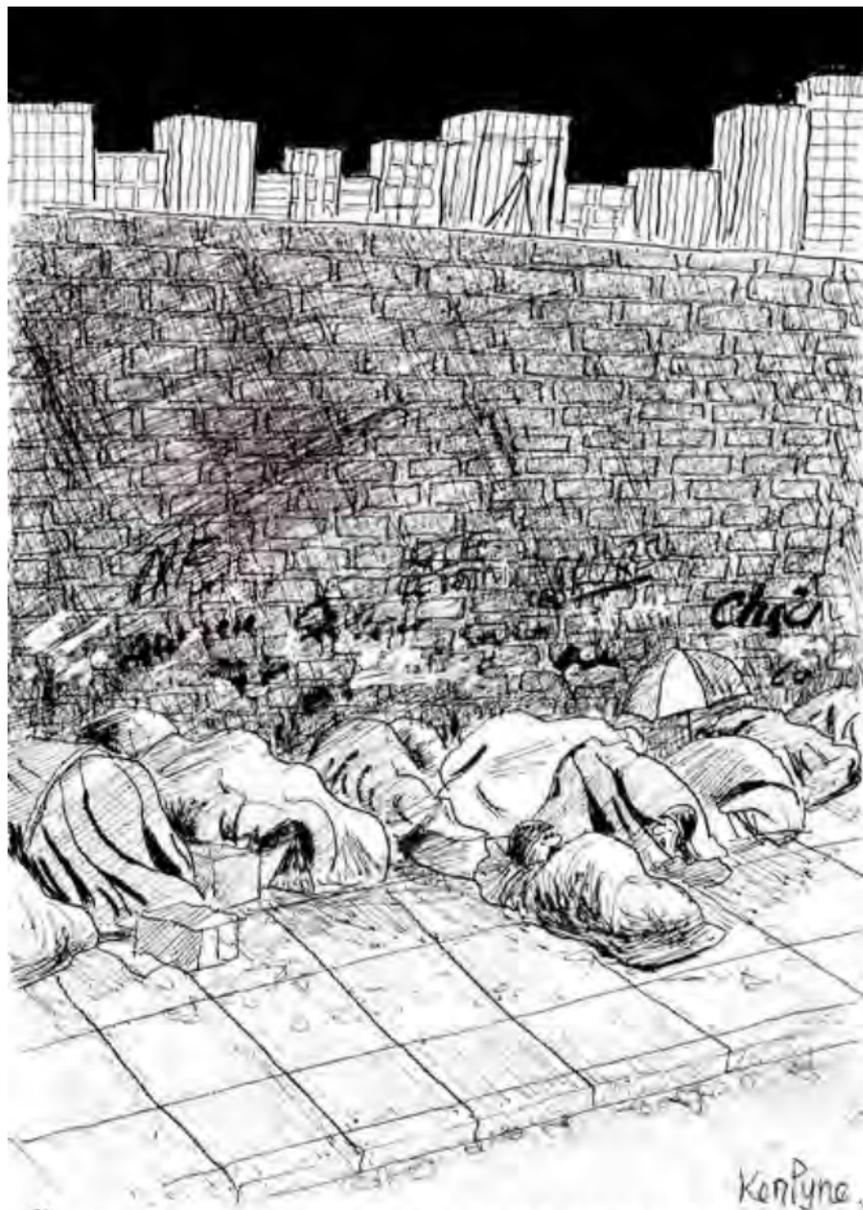
But even in those moments, when everything feels stalled or pointless, there is often one small thing that can be done. One conversation. One question. One step that doesn't fix everything but makes the ground a little steadier.

You don't have to know everything. You don't have to decide your future all at once. You don't have to be ready before you're ready.

Sometimes, one small thing is enough to start.

- **Karla Ortiz is a Project Officer at the Moving4ward Programme at Rinova – supporting young people with employment, education and life skills support. Learn more about the programme on the website: [hospitalityacademy.rinova.co.uk/project/moving-4ward](https://hospitalityacademy.rinova.co.uk/project/moving-4ward)**

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"UNFORTUNATELY, WE'RE ALL IN IT TOGETHER"



# Homeless in America

The rest of our interview with Patrick Markee, author of a new book on homelessness in the US. By *Sheryle Thomas*

The previous issue of *the Pavement* carried an interview with Patrick Markee, author of *Placeless: Homelessness in the New Gilded Age*, released in December 2025. Markee has worked with the homeless community in New York for two decades and his book, published by Melville House UK, describes homelessness in the US, the structural forces contributing to the crisis and how best to move forward. Below is the second half of the magazine's talk with Markee in January.

## **In your opinion, how is homelessness solved?**

The primary solution to homelessness is by addressing the housing affordability crisis. This would involve the government creating more affordable housing – ideally on the social housing model – and providing aid like rental assistance for low-income households. For homeless people living with mental illness and other disabilities, the government should create more supportive housing, including the 'Housing First' model that targets street homelessness.

## **What is the historical context to homelessness in New York?**

The US has only had two historical periods of mass homelessness: the Great Depression of the 1930s; and the period that began in the late 1970s in New York City, spread nationwide in the early 1980s and has persisted to the present day. In the early 20th century, in fact, New York City had been the birthplace of vigorous, progressive and successful housing movements that led to the creation of public housing (the American version of social housing), rent control and other reforms. That is one reason that, from the end of the Great Depression until the 1970s, there was no mass homelessness in New York or other American cities. But the capitalist economic crises of the 1970s, which led to the loss of hundreds of thousands of jobs (most of them in manufacturing) and the right-wing politics that emerged in the Reagan era created and fueled a worsening housing affordability crisis – which itself set the stage for the emergence of mass homelessness.

*Placeless: Homelessness in the New Gilded Age* is available now: [mhpbooks.com/placeless](http://mhpbooks.com/placeless)

## **What do you think of Donald Trump's homelessness policy?**

Trump is doubling down on the disastrous right-wing policies that have caused homelessness to persist for decades – and his dangerous proposals will lead to more homelessness. Already his administration has enacted policies that threaten to eliminate funding for successful 'Housing First' programmes that provide supportive housing; some 170,000 formerly homeless people could lose their homes as a result of that policy. Trump has also proposed cutbacks to federal housing programmes that could force four million poor Americans to lose their housing aid. He is calling for a more punitive approach to criminalise homelessness.

## **Describe New York mayor Zohran Mamdani's homelessness policy.**

There is optimism in New York City that Mamdani will take a different, more progressive approach than Trump and the previous mayor, Eric Adams. Mamdani, who became mayor in January 2026, has not yet laid out detailed plans on homelessness and housing, but the early signs are hopeful. He has proposed halting rent increases on one million rent-regulated apartments, building more supportive housing and creating a new "community safety" unit to

address the problems of homeless people living with mental illness on the streets, in place of the failed criminalisation approach.

## **What are the unique problems the US faces addressing its housing crisis?**

The US government plays only a small and deeply inadequate role in providing affordable housing for low-income households. This comes out of a uniquely American hostility to government's role in addressing economic and social problems – far too many Americans blame poverty on poor individuals themselves, or think the private market is the only solution. While the US developed a nascent welfare state apparatus in the wake of the Great Depression, it never went as far as in other countries; for example, the US has never had a national health care system. Since the ascendancy of right-wing politics in the 1980s under Reagan and continuing through to Trump, even the woefully underfunded welfare state programmes have been slowly dismantled. Thus, while there are ample, proven solutions to the problem of homelessness, what is needed in the US is a forceful, progressive organising effort to overcome the politicians and institutions that oppose those housing-based solutions.

# Together we can

Words on what can be achieved when people work together, by a volunteer who sees the impact of cooperation. *By Emdad Rahman*

I've stood on cold pavements at dawn with flasks of tea, listening to stories the statistics rarely capture. I've shared bread, handshakes and names. And if there's one word that keeps returning to me in this work, it's simple: together.

Across England, rough sleeping rose by 3% on the previous year, according to the official snapshot, with more than 4,790 people counted on a single autumn night. Charities estimated in 2023 that more than 271,000 people in England experience homelessness in some form. Behind every number is a person who once had a front door, a favourite mug, a normal day.

Meanwhile, our MPs somehow manage to cope with another pay rise while debating poverty from upholstered benches. One wonders how they endure the strain.

But sarcasm aside, homelessness is not a punchline. It is a national wound.

Division is expensive for society but profitable for a few. When people are pitted against each other, local vs migrant, housed vs unhoused, "deserving" vs "undeserving", the real issue slips quietly out the back door. Disunity distracts. It fuels resentment. Sometimes it morphs

into racism, suspicion, or that casual cruelty that passes for opinion online.

A lack of togetherness doesn't just fracture communities, it fractures empathy. And fractured empathy is fertile ground for those who benefit from chaos. If we blame each other, we never question broken systems. If we argue over scraps, we never ask why the table is so unevenly set.

In my volunteering across London, I've met men who worked construction for 20 years before one injury unravelled everything. I've met women fleeing domestic violence with nothing but a carrier bag. I've met young people estranged from family, navigating night buses for warmth.

Homelessness is not caused by laziness. It is driven primarily by rising rents, a shortage of social housing, mental health challenges, benefit delays, relationship breakdowns and low wages that simply do not stretch to market rents.

It is a blight on society not because of how it looks, but because of what it says: that we can walk past suffering and call it normal.

When we work together, volunteers, councils, faith groups and charities can effect change.

I've seen restaurants donate

surplus food rather than waste it. I've seen colleges involve students in outreach projects, learning compassion alongside coursework. I've seen local establishments offer job interviews to people rebuilding their lives.

Together, people can: support emergency shelters; campaign for fairer housing policies; fundraise for winter essentials; offer training and pathways into employment; challenge stigma wherever it surfaces.

When communities unite, hate loses oxygen. It cannot breathe in rooms filled with cooperation.

Division says: "They are the problem." Togetherness says: "We are the solution."

I've learned through activism that tone matters. Words matter. If we allow hate to become background noise, we normalise it. And once normalised, it spreads.

Homelessness should unite us in outrage and compassion, not split us into camps of blame.

Moving forward, we need: long-term investment in social housing; early intervention for young people at risk; mental health support that is accessible and sustained; partnerships between local authorities and grassroots volunteers; education that teaches empathy as firmly as arithmetic.

Schools and universities can embed social responsibility into

their ethos. Businesses can adopt outreach programmes. Faith centres can open safe spaces. Local residents can volunteer an hour a week.

Together is not sentimental, it is strategic. A divided society is fragile, while a united one is resilient.

Every time I hand someone a book, a warm drink, I am reminded: homelessness is not inevitable. It is a policy choice, a funding choice, a priority choice. And if choices created this crisis, choices, made together, can resolve it.

We are stronger when we refuse to turn on each other. We are stronger when we ask better questions. We are stronger when we see humanity first.

Homelessness in the UK is rising, driven by structural pressures and social inequality. Division distracts from real solutions and can fuel prejudice. Working together, communities, institutions and policymakers create sustainable change. Unity strengthens empathy, accountability and practical action. ■

## **A Rhyme for the Road**

by *Emdad Rahman*

**Together we stand where the cold winds blow.**

**Together we rise and refuse to let go.  
No soul unseen in the city's shadow.**

**Together we build and together we grow.**

# Dealing with trauma

Advice on dealing with trauma and accessing trauma informed care, by people with lived experience of homelessness and members of the Groundswell team

## What is trauma

- Trauma is distress, usually triggered by one or multiple traumatic events
- Several experiences can be described as 'trauma', but the most common are neglect, abuse, ill health and bereavement
- Trauma can also be caused by stresses such as mental health issues, poverty and homelessness.

## Do I have trauma?

There can be emotional, psychological and physical symptoms attached to trauma. These include:

- Shock, denial, disbelief, confusion, difficulty concentrating, anger, irritability or mood swings
- Suicidal thoughts, self-harm, anxiety and fear, guilt, shame or self-blame
- Paranoia or difficulty trusting people
- Insomnia or nightmares, fatigue, edginess and agitation
- Racing heartbeat, aches and pains.

## Triggers

Symptoms of trauma are often created by triggering factors. Triggers can be visual (seeing something) or more subtle, such as a smell, sound, place or taste. Here is some advice on managing trauma once it is triggered:

- Give yourself time
- Engage with people and services
- Ask for support and talk through things with people you trust
- Find ways to express your feelings, such as poetry, art, dance or exercise
- Notice how you feel and identify what your triggers might be
- Get into a routine that includes healthier food, some exercise and sleep.

## Support

Ask your GP for support if:

- You feel isolated and don't have anybody to share your feelings with
- You are overwhelmed by sadness, anxiety or nervousness
- You can't sleep
- Relationships and friendships are breaking down
- You are drinking, smoking or using drugs to cope with your feelings
- You have feelings of self-harm or suicidal ideation.

You can also find support at **Mind** ([www.mind.org.uk](http://www.mind.org.uk)), **Samaritans** (call **116 123**) and **ASSIST** ([assisttraumacare.org.uk](http://assisttraumacare.org.uk)).

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



# The Watchtower part II

The second chapter of this story about a mysteriously powerful structure affecting somebody's behaviour. Our protagonist, Elias, begins to wrestle some control from the tower. By *Joseph Hickman*

## The Surveillance of Self

He learned that silence had its own grammar. He could feel the rules bending in response to unspoken questions. Not all of them, not yet – but enough to make him wonder whether the tower was as omnipotent as it claimed, or merely patient.

Corridors sometimes branched impossibly, folding back onto themselves, yet Elias never got lost. Or perhaps he did, and the tower allowed it to see how long he would wander before he straightened. There were floors with no apparent purpose, where doors led only to walls, and yet the walls were listening. Each mistake, each hesitation, each fleeting impulse became part of an invisible ledger.

He met others occasionally, brief shadows in the stairwells. They moved like echoes, careful to maintain the lattice of alignment. None spoke of rebellion. None even whispered desire. Yet sometimes, in the tilt of a head, or a glance that lingered too long, Elias felt a tremor, an acknowledgment that he was not

## Recap

Issue 160 of *the Pavement* featured *The Watchtower part I*, which details a rigid structure influencing a person's behaviour, leaving them feeling confused and vulnerable. You can read part I on the website by scanning the QR code, or visiting: [www.thepavement.org.uk/stories?issue=236](http://www.thepavement.org.uk/stories?issue=236)



alone.

It was in the library – a vast, shifting chamber of shelves that receded into impossible height – that he first discovered a crack. Not a literal crack, but a fissure in expectation. A book lay open, its words slightly askew, as though the type itself hesitated. When he read, the sentences did not instruct. They suggested. They asked questions that the tower had never permitted: What would happen if you stopped aligning? If you let your thoughts wander freely? If you refused justification?

The hum beneath his ribs thrummed louder. The walls

contracted, not with anger, but with curiosity – or perhaps fear. For the first time, Elias realised that the tower could be uncertain. That it could fail.

He experimented. Small things at first. A thought left unfinished. A phrase allowed to drift into a forbidden conclusion. A step taken without purpose. Each act was minor, almost invisible, yet it made the air slightly heavier. The bell-tone sounded faintly, less like a warning, more like a question.

And then, for the first time, a door did not close behind him.

It was a narrow aperture, pressed into the far corner of the library. Sunlight leaked through the edges, not a harsh beam, but a warm suggestion. He hesitated, trained reflexes warning him to retreat, but something deeper nudged him forward. One step. Then another.

The corridor beyond was not orderly. It pulsed with imperfection. Corridors bent at odd angles. Shadows moved unpredictably. He stumbled, nearly losing his balance, and felt the exhilarating friction of resistance.

A whisper – his own voice, or the tower's? – drifted along the walls: Choose. Choose and bear it.

Elias felt for the first time that the tower did not contain him. He contained the tower, if only tentatively, if only by claiming a space it could not yet understand.

The further he went, the lighter he felt. Not free entirely – not yet – but aware of possibility. The world beyond the walls shimmered as if unfinished, as if awaiting the courage of someone willing to see it differently.

And then the corridor opened to a balcony. He looked out. The sky was not framed by stone or instruction, but was vast, infinite and indifferent. A wind rose. Not threatening, not corrective. Simply present. He inhaled, and for the first time, he felt the weight of his own agency pressing back at the tower's hum.

The tower behind him stirred. It did not rage. It waited.

Elias smiled – not for permission, not in alignment, but in defiance. Not loud enough to be heard, not bold enough to be noticed, yet irreducible.

Somewhere, in that waiting space, he understood: the tower could endure, but it could also falter. And so could he.

The horizon spread endlessly. It did not promise victory. It did not promise safety. It promised only that choices mattered. That movement mattered. That thought, no longer censored, could begin to reshape the architecture of living.

And in that fragile ignition, the fire began. Not to destroy blindly, but to illuminate – to insist that the tower, with all its corridors and ledgers, was not the final word. ■

# Don't let 'em get you down

The trials and tribulations of navigating unhelpful recovery systems. By *Mat Amp*

Over the past year I've been on a journey with my drug treatment centre that could, at the very minimum, be described as taxing. If I was being a little less charitable, I'd put it a bit more like this: The place where I get treated for my drug affliction [sic] is a massive pile of wank.

To give you a bit of context, here's a quick outline of what happened and the fucked up situation it has landed me in. I am in treatment for opiate addiction and for the past seven or eight years I have picked up my medication every two weeks.

For the year before that however, like every other addict, I was made to go to the chemist every day to pick up my meds and take them in front of the chemist.

The treatment industry started the idea of daily supervised pick-ups when it came to their attention that some people in treatment were occasionally selling their opiate substitute medication on the black market. Whilst I understand that it is illegal to do this, I don't understand the need to apply a punitive sanction to everyone, effectively impacting people who are committed to recovery and have done nothing other than try and get better. To tell

someone who is seeking treatment that they are not trustworthy is sending them a very negative message. Surely this is the very definition of stigmatising people.

We are offered zero trust from the outset and a system based on mistrust, that limits mobility and imposes constant doubt, is a system that is not conducive to recovery. In other words, treating everyone in a way that presupposes we are being dishonest, in a way that limits our mobility and fails to protect our confidentiality, is flawed and ineffective. Instead of treating patients in a holistic, person-centered way, rules are rigidly imposed on a foundation of cynicism so that genuine treatment becomes fueled by punishment and blame.

A quick reminder: if you get tested at a centre remember to ask them to send it to the lab. Instant urine tests are very unreliable, regularly creating false positives and hair tests are a total joke.

Anyways, about 15 months ago I got a new case worker who decided it was time to subject me to a random drug test. At that point I hadn't been tested for seven years because my old case worker had been the real deal, using the rules as guidelines to

support my treatment rather than orders to be followed at all costs.

Unfortunately for me, the test came back as positive for a strong opiate called Nitazine, which means that I won a daily visit to the chemist for what has been, as of March 2026, 15 long months. Even though I showed my case worker research proving that false positives were often created by these instant tests, she didn't want to listen. Instead, she kept acting like I had insulted her by lying to her, with an attitude that said: "Well, you've brought this on yourself."

And the really difficult thing now is that I'm kind of trapped by a rigid system that isn't allowing me to submit three clean tests. One test I did came back positive for cocaine, despite the fact I stopped taking it ages ago when I realised it turns everyone into a giant animated bellend. I worked out that I've spent something like £700 on bus fares in the last year and wasted about 500 hours travelling just to get to that fucking chemist.

Unfortunately, appeals to my new case worker fall on deaf ears because she thinks that all junkies are essentially dishonest, and would steal their mum's telly and nick their mate's kitten for a ten bag given half a chance.

I've made three appointments to

see the doctor to plead my case, but each time I've been made to wait for over an hour before being told to fuck off. Okay, they don't exactly tell me to fuck off but the receptionist just says "oh the doctor is too busy to see you today." Reminding her that it was the doctor who made the appointment is futile.

Faced with this sort of treatment, many addicts start to stigmatise themselves. It happened to me when I was homeless for several years and it wasn't until I started doing stuff with *the Pavement* and working for Groundswell that I started to learn about a trauma-informed, holistic approach to healthcare based on respect. We don't take this approach because it's kind, we take it because it's effective.

When you have good people delivering bad treatment, the failure is systemic. A lack of understanding, created by a failure to reference the foundation of personal context, a habit of measuring people against principles etched in stone and ridiculous, fabricated expectations all go into making this bitter stew of institutional dysfunction.

Meanwhile, I'm soldiering on, trying not to let the resentment sink me. Writing this has certainly helped, so thank you for listening. Don't let the bastards grind you down.



# Creative space

A collection of creative writing by writers and poets on a range of topics, including mental health, substance use and time.



© Mike Stokoe

## Ticking clock

by Ryan McGinn

He fell asleep to the ticking of the clock. He woke up and the morning was crystal clear, like he hadn't seen or experienced for several years. He potted around in his room, thinking calmly and without an idiot in the background barking out obscenities and retreating fearfully. Then he sat at his desk and stared out of the window trying to grab hold of this feeling of truth, of reality, but could find no direct way to describe it. No words to stick on it so it could be pulled up and out and over him the next time he felt disconnected. Then he realised you can't describe it, it is just a feeling, an understanding, a way of perceiving. He looked out of the window and let go. After a few minutes the ticking of the clock entered his consciousness and he listened to it for a bit and then he remembered: he didn't have a clock.

# Scapegoat

by Chris Bird

Hungry mouths spell out new colours, new phrases born of suffering and dreams. Scaffolding surrounded the old buildings at the edge of the small park. The skyscrapers and tower blocks did not sway in the chill Glasgow wind, though you might assume they would.

The girl in a blue tracksuit walked slowly across the green lawn that circled the estate.

Graffiti on the concrete walls shouted “Celtic 1 Rangers 3” (a recent match score). This was a loyalist estate for the most part, other than a few Hibs fans.

The girl glanced up at the distant moon.

There was a strand of cloud moving gradually across the skyline seemingly cutting the moon in two. A cigarette burnt in the girl’s right hand.

“Where you going?” whispered a voice in the shadows.

The girl stopped and glanced around. Out of the dark, a boy appeared in a green bomber jacket decorated with American flags on the arms.

“Wee girl do you want some gear?”

The boy’s words moved like a snake in the grass. The girl wanted to move away but something made her stop. Something made her stand there in the emerging moonlight.

“£10 a bag,” added the boy.

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## Untitled

by Stephen Farrell Wood

I am indeed bipolar.

I do go north to south, east and west, around and about, indicated by a scream or shout, or indeed, a whisper.

I am indeed bipolar.

Just having a laugh, or so would I seem, but how will I know when I’m split in between.

## Joke corner

By Ryan McGinn

Do you know why the melons had to cancel their honeymoon?

They cantaloupe...

TURN TO PAGES A – P  
FOR THE LIST OF SERVICES

# SWEP in action

Findings from an investigation into how homelessness systems adapt to extreme weather. Research by the Museum of Homelessness

In cases of extreme weather, local authorities are supposed to have measures in place to protect vulnerable people. The Severe Weather Emergency Protocol, aka SWEP, aims to provide life-saving provisions during bouts of dangerous weather to people experiencing homelessness.

In March, the Museum of Homelessness (MoH) released the second edition of its *Severe Weather Emergency*, an investigative report scrutinising how councils and services adapt to extreme weather – the first research of its kind in the UK.

Currently, SWEP is activated when the temperature drops below freezing. Emergency night shelters and provisions are issued to people sleeping rough and experiencing homelessness.

However, MoH found a common thread running through many councils and services across the UK: homeless people continue to be excluded from life-saving provision.

Among its findings, the report outlined: “90% of activations in the two years investigated were for cold weather only, highlighting a lack of provision for other forms of extreme weather. Very few councils activated

SWEP for extreme rain.”

Lord Bird, founder of the *Big Issue* and cross-bench peer, noted in response to the research that: “2023 and 2024 were both in the top 10 wettest years of the last two centuries.”

Forms of gatekeeping, which deny or complicate people’s access to vital services, was also common practice among homelessness systems during SWEP. The investigation found “42% of responding councils used some kind of verification system as a pre-condition to access SWEP. The use of mental health assessments, risk assessments and triaging procedures is normal.”

Furthermore, the abysmal use of ‘sit-up’ services, an offer of a chair for sleeping sitting up, was found to be in use by 11 councils. Councils also struggle to signpost people to services. Nearly half of all councils involved in the investigation do not even mention SWEP on their website.

On a more positive note, “nearly two thirds of all councils surveyed had created new policies and procedures in relation to extreme weather conditions.” The report noted though that these had yet to be implemented.

# Hostile environment

The trend towards hostile architecture and hostility towards homeless people generally is deeply troubling. *By Chris Sampson*

In recent years there has been an upsurge in hostile architecture: spikes and other impediments deliberately built onto likely resting places to prevent homeless folk using them. Most London bus stops now have thin, sloping seating designed to prevent any poor soul kipping on them. It's not bad enough that you're without a home, it seems that you're now expected to stay awake 24/7, too. But surely it couldn't get any worse...?

A homeless man slumps on a park bench at midnight, exhausted after a day trying to scrape enough cash together for a night in a hostel. Rest at last. Suddenly, four private park rangers emerge from nowhere and jump him, poking bayoneted rifles into his shocked face. He had heard vague whispers about new legislation for such powers, but news stories often pass you by when you're living hand to mouth. His attackers frog-march him to the park's perimeter and manhandle him outside its boundary. For good measure he is insulted and punched in the gut by the thugs.

"Serves you right for not being rich," brays their leader. "Yeah," sneers a subordinate. "Homeless scumbags should be killed off...!"

Sound a bit far-fetched? Well, in 2025 in the US, Fox News presenter Brian Kilmeade apologised after stating that mentally ill homeless people should be given an "involuntary lethal injection. Just kill 'em."

Democrat politician Gavin Newsom responded with a biblical quote: "Whoever closes his ear to the cry of the poor will himself call out and not be answered." Amen to that!

Even a Republican, Don Beyer, pointed out that more than a million homeless folk in the USA are children, and thousands are army veterans. "These Fox [News] hosts are calling for mass murder," he said. "It is sick."

Kilmeade eventually made an on-air apology for his "callous remark", but the idea was already widely disseminated by then. Who knows how many have taken up that message over there? And given how the UK often seems to mimic what goes on in the States, and with the possibility of an extreme right-wing government looming here, we must be on our guard against any further dehumanisation of homeless people, and any legislation that makes life even more difficult for our readership.





## London List

### KEY TO ALL SERVICES

- A** Alcohol workers
- AD** Advocacy
- AH** Accommodation/housing
- B** Barber
- BS** Bathroom/showers
- C** Counselling
- CA** Careers advice
- CR** Creative activities
- D** Drugs workers
- DT** Dentist
- ET** Education and training
- FA** Financial advice
- FC** Free clothing
- FF** Free food
- IT** Internet access
- L** Laundry
- LA** Legal advice
- LF** Leisure facilities
- MH** Mental health
- MS** Medical/health services
- NE** Needle exchange
- OW** Outreach workers
- S** Signpost to other services
- SF** Step-free access
- SH** Sexual health advice
- TS** Tenancy support

Updates: [web@thepavement.org.uk](mailto:web@thepavement.org.uk)  
Compiled: April 2026

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)

### DAY CENTRES

#### ALL PEOPLE ALL PLACES

Pymmes Park Visitors Centre, Edmonton, N18 2UF

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

07907 827 133 (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, FC, FF, L, 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, barber, hot showers, drop-in medical and casework support.

*B, BS, FF, MS, SF*

## 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.

From the end of October until end of March each year Greenwich Homeless Project (GHP) runs a night shelter, 7pm – 8.30am. See the website:

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

Referral by agreed partner agencies must be confirmed by GHP Caseworker. 18+, mixed, 13 places.

*AD, BS, CA, CR, 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*

## THE MANNA CENTRE

12 Melior Street, London, SE1 3QP

020 7403 1931 – option 1

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

Mon – Sun: 8:30am – 1:30pm

Mon – Fri: 10:30am – 11.30am &

12noon – 1pm (Access to the internet)

Mon – Thu: 9:30am – 1:30pm (Housing & Welfare Advice)

Mon & Wed: 10am – 10:45am (Clothing Store – by ticket only)

Mon & Thurs: 9am – 12noon (Nurse)

Tues: 10am – 11:30am (Mental Health Surgery)

Wed: 9:30am – 12pm (Welfare Advice for Migrants & Asylum Seekers)

A day centre for homeless people near London Bridge. Appointments for accommodation must be booked on a Friday morning at 10am. Breakfast, lunch & showers available all week.

*BS, FA, FF, IT, L, MH, MS, SF, TS*

### KEY

*A* Alcohol workers

*AD* Advocacy

*AH* Accommodation/housing

*B* Barber

*BS* Bathroom/showers

*C* Counselling

*CA* Careers advice

*CL* Clothing storage

*CR* Creative activities

*DT* Drugs workers

*D* Dentist

*ET* Education/training

*FA* Financial advice

*FF* Free food

*IT* Internet access

*L* Laundry

## 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](#), [BS](#), [C](#), [ET](#), [FA](#), [FF](#), [IT](#), [L](#), [MH](#), [MS](#), [SH](#), [TS](#)

## 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  
 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](#), [BS](#), [FA](#), [FF](#), [IT](#), [L](#), [MH](#), [MS](#)

[LA](#) Legal advice  
[LF](#) Leisure facilities  
[MH](#) Mental health  
[MS](#) Medical services

[NE](#) Needle exchange  
[OW](#) Outreach workers  
[S](#) Signposting to other services

[SF](#) Step-free  
[SH](#) Sexual health  
[TS](#) Tenancy support & housing advice



**FIND OUR  
 FULL LIST  
 ON OUR  
 WEBSITE**

## REFETTORIO FELIX ST CUTHBERT'S

The Philbeach Hall, 51 Philbeach Gardens, Earl's Court, SW5 9EB  
**020 7835 1389; refettoriofelix.com**  
 Mon – Fri: 12noon – 2pm (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 (internal referral only).  
**C, FF, IT, MH, MS, TS**

## RESTART LIVES

St Columba's Church, Pont Street, London, SW1X 0BD  
**www.restartlives.org**  
**email@restartlives.org**  
 Mon – Thu (individual casework by appointment – sometimes involves jobcentres & health appointments)  
 Fri: 6:30 – 8:30pm (drop-in centre – hot meal service, case work and digital inclusion support, e.g. charging phones, using Wi-Fi and resource handouts)  
 RESTART Lives, a London-based charity, supports homeless individuals through tailored casework, group programmes and meal services, helping people secure housing, find employment and improve mental and physical wellbeing.  
**AD, AH, B, FA, FF, IT**

## SPIRES

Elmfield Hs, 5 Stockwell Mews, SW9 9GX  
**020 8696 0943; www.spires.org.uk**  
**info@spires.org.uk**  
**Housing & homelessness drop-in sessions at:**  
 – St Nicholas Church, Tooting. Church Lane, SW17 9PP on:  
 Mon: 9 – 11:30am  
 – St Luke's Church, 13 Norwood High St, SE27 0DT on:  
 Tue: 9 – 11:30am; Thu: 9 – 11:30am; Fri: 9 – 11:30am  
**Refugee support service:**  
 Tue: 1 – 3pm (West Croydon Baptist Church, Whitehorse Road, CR0 2JH)  
 Spires' homeless 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 our key workers will be on hand to offer advice + support and assess individual's needs and housing requirements.  
**AD, C, FF**

## WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ  
**0300 011 1400**  
**whitechapel.org.uk/help/timetable**  
 Mon – Fri: 6 – 11am (Drop-in)  
 Mon – Fri: 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, FA, FF**

<b>KEY</b>	<b>A</b> Alcohol workers	<b>BS</b> Bathroom/showers	<b>CR</b> Creative activities	<b>FA</b> Financial advice
	<b>AD</b> Advocacy	<b>C</b> Counselling	<b>D</b> Drugs workers	<b>FF</b> Free food
	<b>AH</b> Accommodation/housing	<b>CA</b> Careers advice	<b>DT</b> Dentist	<b>IT</b> Internet access
	<b>B</b> Barber	<b>CL</b> Clothing storage	<b>ET</b> Education/training	<b>L</b> Laundry

**HEALTHY MIND & BODY****B3**

97 Cobbold Road, London NW10 9SU

0300 303 4611 (option 3)

info@b-3.org.uk

Mon – Fri: 9am – 5pm

A community of people with lived experience of addiction offering peer support, advocacy, training and education, buddying and more.

A, AD, D, ET

**BSAFE**

97 Cobbold Road NW10 9SU

Sat: 12noon – 5pm; Sun: 1 – 4pm

Peer run weekend drop-in. Open to anyone who uses or used to use alcohol and drugs. Offering food, computer access, art group (Sunday's only), games and a warm friendly atmosphere.

CR, FF, IT, S

**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;

&amp; Mortimer Market Centre, Capper St, off Tottenham Court Rd, WC1E 6JB

020 3317 2855

cnwl.clashandshoc@nhs.net

www.sexualhealth.cnwl.nhs.uk

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

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

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

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

MS, SH

**GREENHOUSE**

19 Tudor Road, Hackney, E9 7SN

020 8510 4490

www.greenhousegppractice.nhs.uk

Mon – Fri:

8am – 6:30pm (appointment only)

9am – 4:30pm (housing advice)

Medical care for men & women who are sleeping rough. Provides consultation rooms for partner organisations to provide housing and legal advice, social justice, education and debt counselling.

A, D, FA, LA, NE, S, SF, TS

LA Legal advice  
LF Leisure facilities  
MH Mental health  
MS Medical services

NE Needle exchange  
OW Outreach workers  
S Signposting to other services

SF Step-free  
SH Sexual health  
TS Tenancy support & housing advice

↓ FIND OUR  
↓ FULL LIST  
↓ ON OUR  
↓ WEBSITE

## 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, S*

## 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; [phoenix-futures.org.uk](http://phoenix-futures.org.uk)

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

The RhEST team at Phoenix Futures

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

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

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

*A, S, MS, OW*

## RESET TREATMENT SERVICE (RTS)

71A Johnson Street, London, E1 0AQ

020 388 99510

Mon, Tue, Thu, Fri: 10am – 4pm

Wed: 12:30 – 4pm

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

*A, D, MS*

## RESET RECOVERY SUPPORT SERVICE (RRSS)

41 Spelman St, London, E1 5LQ

020 388 99510

Mon & Thu: 10am – 4pm

Tue: 10am – 7:30pm; Wed: 12 – 7pm

Fri: 10am – 8pm; Sat, Sun: 11am – 4pm

Group therapy service for people affected by substance misuse.

*A, D, MS*

### KEY

*A* Alcohol workers

*AD* Advocacy

*AH* Accommodation/housing

*B* Barber

*BS* Bathroom/showers

*C* Counselling

*CA* Careers advice

*CL* Clothing storage

*CR* Creative activities

*DT* Drugs workers

*D* Dentist

*ET* Education/training

*FA* Financial advice

*FF* Free food

*IT* Internet access

*L* Laundry

**SWERVE**

CVS, The Adiaha Antigha Centre,  
24 – 30 Dalston Lane, E8 3AZ  
Mon – Fri: 12noon – 4pm  
SWERVE welcomes anyone struggling  
with substance use to drop in – no  
appointment needed. Come for a  
coffee, a chat and any brief support or  
intervention you may need. NSP services  
on offer, as well as other harm reduction  
equipment and practical advice. Many  
of the SWERVE team has faced similar  
challenges themselves. This is a friendly,  
caring and non-judgmental space where  
you will always be met with warmth and  
understanding.

*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.

*C, CA, ET, MH, TS*

**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, S*

**SAMARITANS**

**116 123 (open 24/7)**

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

*C*

**FOOD****ACE OF CLUBS**

St Alphonsus Rd, London, SW4 7AS

**020 7720 2811: [aceofclubs.org.uk](http://aceofclubs.org.uk)**

Mon – Fri: 12noon – 2:15pm (Lunch – £1  
contribution encouraged)

Mon – Thur: 12noon – 2:30pm

(Caseworkers: first come first served)

Mon, Wed, Fri: 9:20am – 11:40am

(Showers: appointment only)

Mon – Fri: 12noon – 2:30pm (IT suite)

Mon & Thurs: 11:30am – 2:30pm

(NHS Nurse: first come first served)

Weds: 11am – 2:30pm

(NHS Dentist: appointment only)

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.

*B, BS, ET, F, FC, FA, MS, S, TS*

*LA* Legal advice  
*LF* Leisure facilities  
*MH* Mental health  
*MS* Medical services

*NE* Needle exchange  
*OW* Outreach workers  
*S* Signposting  
to other services

*SF* Step-free  
*SH* Sexual health  
*TS* Tenancy support &  
housing advice

↓  
↓  
↓  
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## AMURT UK

0208 806 4250

[amurt.org.uk/projects/feeding-program](http://amurt.org.uk/projects/feeding-program)

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)

Thursday: 6:30 – 7:30pm (Lincoln's Inn Fields: Hot Meals, Tea & Coffee and Healthy Energy Snacks)

*FF, 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*

## 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*

## MI & MORE

177 Torridon Road, Catford, SE6 1RG

020 4619 1021

Mon: 12noon – 3pm

Free hot food and drinks for anyone in need — including people who are homeless, low-income families, single-parent families, or anyone facing hardship.

*FF*

KEY	<i>A</i> Alcohol workers	<i>BS</i> Bathroom/showers	<i>CR</i> Creative activities	<i>FA</i> Financial advice
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	<i>AH</i> Accommodation/housing	<i>CA</i> Careers advice	<i>DT</i> Dentist	<i>IT</i> Internet access
	<i>B</i> Barber	<i>CL</i> Clothing storage	<i>ET</i> Education/training	<i>L</i> Laundry

**OUR FORGOTTEN NEIGHBOURS**

07496 530 878

[www.ourforgottenneighbours.co.uk](http://www.ourforgottenneighbours.co.uk)  
[info@ourforgottenneighbours.net](mailto:info@ourforgottenneighbours.net)Mon: 2 – 5pm @ Chiswick High Road,  
across from the Health Centre, W4  
Thu: 5pm @ Toynbee Hall, Commercial  
Street, E1Fri: 2pm @ Lidl Seven Sisters Road,  
Finsbury Park, N4Soup kitchen with food and toiletries  
services for refugees.

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

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

Daily food in various London locations.

**Monday:****Tooting**

6:45 – 7:15pm outside Tooting Market.

25-27 Tooting High St, Tooting, London  
SW17 0SN**Tuesday:****Camden**7 – 9am mobile outreach across Camden,  
Kings Cross, Euston**Clapham Common**7:30pm on the grass next to Joe's Pizza/  
opposite Waitrose. 8-1, The Pavement,  
London, SW4 0HY**Wednesday:****Stockwell**7:30 – 8:30pm located on the pavement  
adjacent to Sainsbury's – opposite the  
tube entrance. SW4 6TA**Camden**7:30pm near Camden Town tube  
station, NW1 8QL**Thursday:****Hackney**8pm outside Hackney Central Library,  
25-27 Hackney Grove, London. E8 3NR**Friday:****Camden**

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

**Kilburn**7:30pm near Kilburn High Road tube  
station, NW6 6JE**Archway**

7:30pm outside Archway tube station

**Hackney & Dalston**8pm Ridley Road Market, opposite  
Dalston Kingsland train station, E8 2NP

**LA** Legal advice  
**LF** Leisure facilities  
**MH** Mental health  
**MS** Medical services

**NE** Needle exchange  
**OW** Outreach workers  
**S** Signposting  
to other services

**SF** Step-free  
**SH** Sexual health  
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housing advice

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↓ WEBSITE

*Saturday:*

## **Camden**

7 – 9am mobile outreach across  
Camden, Kings Cross, Euston

## **Hackney**

8pm first Saturday of the month evening  
outreach. St Johns Churchway opposite  
M&S

*Sunday:*

## **Haringey**

5 – 6pm outside Seven Sisters Station  
(High Road exit), by the WE STAND  
TOGETHER bandstand

## **Camden**

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

## **Archway**

7:30pm outside Archway tube station

*FF*

## **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*

## **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, D*

### **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.

*AD, C, ET, FA, TS*

## **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.

*AD, C, MH, S*

## **KEY**

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*DT* Dentist

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*FA* Financial advice

*FF* Free food

*IT* Internet access

*L* Laundry

**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*

**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*

**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.

*AD, C, LA, MS, S, TS*

**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, FA*

**SWITCHBOARD LGBT+**

0800 0119 100; [switchboard.lgbt](http://switchboard.lgbt)

[hello@switchboard.lgbt](mailto: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.

*AD, LA, MH*

*LA* Legal advice  
*LF* Leisure facilities  
*MH* Mental health  
*MS* Medical services

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## PETS

### HOPE PROJECT

020 7833 7611

[www.dogstrusthopeproject.org.uk/help-with-vet-care/register-your-dog](http://www.dogstrusthopeproject.org.uk/help-with-vet-care/register-your-dog)

Mon – Fri: 9:30am – 4pm

Call ahead or visit website to register your dog and find a vet practice near you. Email: [tth@dogstrust.org.uk](mailto:tth@dogstrust.org.uk)

### STREETVET

[www.streetvet.co.uk/a-pet-needs-help](http://www.streetvet.co.uk/a-pet-needs-help)

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

### STREETVET @ THE SOLIDARITY HUB

48 Seven Sisters Road, N7 6AA

[www.streetvet.co.uk](http://www.streetvet.co.uk)

Every second Saturday: 11am – 1pm

StreetVet will be running a clinic at the StreetsKitchen Solidarity Hub.

## 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.

*A, C, CR, D, ET, MH, 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.

*C, S*

### SOLACE

0808 802 5565

[solacewomensaid.org/solace-accommodation](http://solacewomensaid.org/solace-accommodation)

Mon – Fri: 10am – 4pm; Tue: 6 – 8pm

Solace provides safe refuge and move-on accommodation to hundreds of women and children made homeless through domestic or sexual abuse.

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

*AH, C, CA, FA, LA, MS, TS*

### 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, FF, L, SH*

## KEY

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*FF* Free food

*IT* Internet access

*L* Laundry

## 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.

FA

## CRISIS SKYLIGHT BRENT

1-2 Bank Buildings, High Street,  
Harlesden, NW10 4LT0208 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.

BS, CA, FF, MS, S, TS

## 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

LA Legal advice  
LF Leisure facilities  
MH Mental health  
MS Medical services

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## 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.

*FA, 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 [onerof@olddiorama.com](mailto:onerof@olddiorama.com) or call the ODAC reception on **0207 383 0727**.

*CR, ET*

### KEY

*A* Alcohol workers

*AD* Advocacy

*AH* Accommodation/housing

*B* Barber

*BS* Bathroom/showers

*C* Counselling

*CA* Careers advice

*CL* Clothing storage

*CR* Creative activities

*DT* Drugs workers

*DT* Dentist

*ET* Education/training

*FA* Financial advice

*FF* Free food

*IT* Internet access

*L* Laundry

**SHOWER BOX**

showerbox.org

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

Saturday: 9am – 2pm (St Giles-in-the-Fields Church, 60 St Giles High St, London, WC2H 8LG)

Free shower, food and other supplies.

*BS, FF*

**SK LEGAL**

legalteam@streetskitchen.org

Providing support in collaboration with solicitors and other organisations to ensure that people can receive adequate legal representation.

If you have been given a Public Spaces Protection Order, a Community Protection Notice, or a Dispersal Order, hold on to the paperwork and email [legalteam@streetskitchen.org](mailto:legalteam@streetskitchen.org)

*LA*

**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*

**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.

*FA, 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.

*FA, LA, TS*

*LA* Legal advice  
*LF* Leisure facilities  
*MH* Mental health  
*MS* Medical services

*NE* Needle exchange  
*OW* Outreach workers  
*S* Signposting to other services

*SF* Step-free  
*SH* Sexual health  
*TS* Tenancy support & housing advice



**FIND OUR  
FULL LIST  
ON OUR  
WEBSITE**

## HOBBIES

### 240 PROJECT

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

07741790169; 240project.org.uk

info@240project.org.uk

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

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

Thu: 11am – 3:30pm (Art, writing)

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

CR

### BE THE CHANGE THEATRE

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

info@islingtonpeoplestheatre.co.uk

07984 626 024

Thu: 6:30 – 8:30pm

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

CR

### STREETWISE OPERA

Southbank Centre, Belvedere Road, London, SE1 8XX

streetwiseopera.org; 020 3987 7535

Wednesdays: 4 – 6pm

If you are homeless, vulnerably housed or affected by homelessness, Streetwise

invites you to discover, or re-connect with, the joy of singing.

CR

### THE CHOIR WITH NO NAME

St Pauls West Hackney, 184 Stoke Newington Road, N16 7UY

0746 492 8122; choirwithnoname.org

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

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

CR

### TURN A CORNER LIBRARY

07824 038 807

turnacorner@qsa.org.uk

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

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

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

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

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

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

CR