

the
FREE
mag for
homeless
people

thePavement

March / April 2019

Wellbeing



Missing



Sophia Ling

Sophia went missing from London on 15 October last year. She was 37 years old at the time.

Sophia, 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/text 116 000. It's free, confidential and 24/7.



Tom Graham

Tom has been missing from Toryglen, Glasgow since 27 October 2018. He was 30 when he went missing.

Tom can call our free, confidential and 24/7 helpline for support and advice without judgement and the opportunity to send a message to loved ones. Call/text 116 000 or email 116000@missingpeople.org.uk.

If you think you may know something about Tom or Sophia, you can contact our helpline anonymously on 116 000 or 116000@missingpeople.org.uk, or you can send a letter to 'Freepost Missing People'.

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

Free, confidential, 24/7.

**missing
people**

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

A lifeline when someone disappears

Wellbeing

We all know that you can't tell by looking at someone what they are dealing with inside. But Homeless Link's research did find that 80 % of homeless people experienced mental health issues, with 45 % diagnosed with a condition. As Mat says in his column (p18), "to have any sort of stable mental health when you're homeless you'd need a bulletproof brain and a sliver of ice running through your heart." That's why this issue focuses on ways to keep your shit together – by getting help. Yes, you do deserve help because you are amazing. And if you're looking for support for your mental health or addictions, please use the list in the centre of this mag. Stay safe.

The Pavement team

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

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web@thepavement.org.uk

Editor: Nicola Baird nicola@thepavement.org.uk

Web editor: Val Stevenson val@thepavement.org.uk

Design: Marco Biagini

Writers/Researchers: Mat Amp, Marco Biagini, Declan Cairns, Anne Cooper, Jake Cudsi, Janine Doughty, Yusif Farah, Ruth Freeman, Karin Goodwin and the Glasgow News Group, Ian Kalman, Ruby
Cartoons: McGinlay, Ken Pyne

London Co-ordinator: Mat Amp

london@thepavement.org.uk, tel: 07595 602 324

Scotland Co-ordinator Marco Biagini

scotland@thepavement.org.uk, tel: 07701 093 643

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Cover: Monster by Glasgow-based artist Heather Stewart who helps rough sleepers by distributing unsold Pret a Manger food via the OLIO app.

© **Heather Stewart**

Instagram:

@forgottenpackedlunch

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The Pavement is written for your entertainment and information. Whilst every effort is made to ensure the accuracy of the publication, *the Pavement* cannot be held responsible for the use of the information it publishes. The contents should not be relied upon as a substitute for medical, legal or professional advice. *The Pavement* is a forum for discussion, and opinions expressed in the paper are not necessarily those of *the Pavement*.



Spotted: Copies of *the Pavement* at Crisis' shop to end homelessness in Finsbury Park. This was the really popular takeover issue (118) focusing on working while homeless by writers From The Ground Up, a project run jointly by *the Pavement* and homeless health charity Groundswell, www.groundswell.org.uk. Please let us know if you think there's somewhere you should be able to find the mag in London, Edinburgh or Glasgow. Contributions are also always welcome: news, poetry, art, whatever you like. © *the Pavement*

International Women's Day

On Thursday 7 March, just in time for International Women's Day *the Pavement* and Groundswell's From the Ground Up peer journalists will be hosting an action day.

Stakeholders in the homeless sector will share and discuss ideas based around our research, poetry, art and music, with the aim of creating positive change at Roots & Shoots, Walnut Tree Walk, London, SE11 6DN.

- Please book via office@groundswell.org.uk or call 0207 725 2821

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

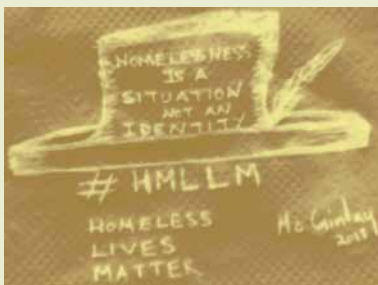
We're a small charity, founded in London in 2005. Now we produce 8,500 FREE bimonthly magazines for homeless and insecurely housed readers in London and Scotland. You can find *the Pavement* at hostels, day centres, homeless surgeries, soup-runs and libraries.

We use volunteer journalists and photographers to create exclusive content that's written with our readers in mind.

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.

You can fundraise or donate, see how at:

- www.thepavement.org.uk
- nicola@thepavement.org.uk



Homelessness is a situation not an identity © McGinlay

Written by Jake Cudsi

Official figures

SCOTLAND: The end of January saw the publication of the bi-annual homelessness statistics from the Scottish Government. These show that in the six months between 1 April and 30 September 2018, local authorities received 18,486 homelessness applications, an increase of 284 (2%) over the same period in the previous year. During the whole year (Sep 2017 – Sep 2018), there were 35,838 applications.

“These figures are bad news for anyone facing homelessness in Scotland and if alarm bells weren’t already ringing in Holyrood, they should be now,” said Director of Shelter Scotland, Graeme Brown.

- www2.gov.scot/Resource/0054/00545550.pdf

ENGLAND: The Ministry of Housing, Communities and Local Government counted 4,677 rough sleepers on a single night in England in autumn 2018. Compared to last year’s figure (4,751), this figure represents a 2% decrease. Although this is the first decrease in nine years, it is also a 165% increase on 2010, and comes amid growing public concern about the number of people sleeping rough. For the first time, Housing Justice also counted the numbers of people bedding down in church- and



Fighting back: In the short film *Sleeping Rough*, shown at February’s Homeless Film Festival in Elephant & Castle, Catherine (Ellé Payne) becomes homeless after moving from care into an abusive relationship. She escapes on to the streets, though this isn’t safe. Director Owain Astles says the stories were inspired by homeless people. The cast included people who had been homeless, including talented Ellé who has also acted in *Cardboard Citizens’ LandAid* and *Cathy Come Home*.

© Pastles Productions
@sleepingroughfilm

community-run night shelters on the same night in London. This count showed that London had a rough sleeper count of 1,283, which is 13% higher than last year. “Without faith- and community-run projects, the rough sleeper count would have been 40% higher,” says Housing Justice.

Rough year

Figures published by the Office for National Statistics (ONS) show that the number of homeless people dying has increased by 24 % in the five years from 2013 to the end of 2017. The ONS estimated that 482 homeless people died in 2013, while 597 died in 2017. The figures, reported by *the BBC*, take into account identified deaths and a smaller estimation of unidentified deaths, but charities often warn that official estimates are unreliable and that the figures are too low.

Responding to the news, Homeless Link CEO Rick Henderson said: "Homelessness is a key health inequality and one of the causes of premature death. But we know that homelessness is preventable."

Football beds

Crystal Palace FC, the London-based Premier League club, opened their stadium to some of the city's rough sleepers in January. As the winter freeze intensified, the club welcomed up to 10 people sleeping rough in the event of a severe weather warning. According to *iNews* the club opened one of their lounges and fitted it with beds, also offering food, drink and washing facilities to the rough sleepers. Support workers were also available to the guests. "We are happy to do our bit" said club chief executive Phil Alexander.

TURN TO PAGES A – P
FOR THE LIST OF SERVICES



= INTERNATIONAL =

Beautiful game: Captains and players from the 40 countries taking part in Homeless World Cup 2018, in Mexico, during the opening ceremony. More than 300 games involving 450 players from all over the world took part in the week-long festival in November that celebrates the power of football to change lives and perceptions of homelessness.

© www.edkirwan.co.uk and see [instagram/twitter @edkirwan](#)

Labour pledge

Labour has promised to find an additional £100m funding in efforts to assist rough sleepers in winter. The pledge follows another year of avoidable deaths as rough sleepers battle the cold. Labour believes existing schemes such as the severe weather protocol obliging councils

to aid rough sleepers in extreme weather conditions, are failing people sleeping rough. *The Guardian* notes Labour's plan includes long-term strategies to help people off the streets permanently, including setting up rough sleepers with support workers.

Glass House opens

From February, for three months, a disused factory on Hornsey Road, Islington is being used as a new winter night shelter with agreement by the owners, Fitzpatrick Team. It is now a solidarity centre thanks to volunteers and a £25,000 grant from the Mayor of London. Food and services are being provided by Streets Kitchen and Pilion Trust. There is space for 16 people, but when temperatures drop, up to 50 can be accommodated.

Dying homeless

The Bureau of Investigative Journalism's #makethemcount campaign stops at the end of March. In October 2017 the team began to log the number of homeless people who had died. To date they have collected the life stories for 581 people. Although some died inside, a shocking number were found dead on the streets, in cars or tents.

- www.thebureauinvestigates.com/stories/2018-04-23/dying-homeless

Good faith

The Ahmadiyya Muslim Youth Association (AMYA) – the youth wing of the Ahmadiyya Muslim Association – made headlines over December, with a string of charitable initiatives attracting national attention.

The charity ran a free taxi service for elderly people on Christmas day and provided many meals for homeless people, including around Charing Cross, between Xmas and New Year. *The Independent* reports that during 2018, AMYA also provided meals to homeless people in cities across the UK, averaging a delivery of 150 meals a week in the UK – around 7,000 meals.

- www.khuddam.org.uk

Hub sweet hub

The government has announced plans to open sleeping hubs across England for people who would otherwise be sleeping rough. About £4.2m is being spent on 11 Somewhere Safe To Stay rough sleeping hubs, set to open this spring. An additional four centres will open in 2020, according to *The Big Issue*. The initial 11 hubs are opening in Brighton, Bristol, Cheshire West & Chester, Derby, Gloucestershire, Lincoln, Liverpool, west London, Medway, Nottingham and Preston. The centres will provide specialist support as well as shelter.



Good idea to share: A Give One Take One rail offering coats, gloves and vouchers from local shops for free coffees, sandwiches and haircuts. This was operating in Exmouth Market, London. It reached 35,000 people on Facebook. © *the Pavement*

Karma for Kelloway

A Tory councillor in Cardiff was suspended from the party after calling on the council to tear down homeless people's tents. Kathryn Kelloway, a councillor for Cyncoed in Cardiff, ignorantly complained that the tents should be torn down for the city to have "a better image". The Cardiff Conservative Group duly suspended her from the party, reports *Inside Housing*.

Homeless atlas

The newly launched *London Homeless Atlas* is an interactive website which helps identify what

services supporting single homeless people are available in London. You can use it to locate services and find data on a borough-by-borough and London basis. It's been created by London Housing Foundation and Homeless Link.

- Try it at www.lhfatlas.org.uk

Friends reunited

A local charity in **Leeds** has reunited a homeless man with his best friend – his dog, Crystal. Helping Hands, a charity comprised of people who had previously experienced homelessness or addiction, put up posters across the city. *Metro* reports the search lasted three days. A heart-warming



Helping talent: Accumulate, the charity that works with six hostels for young homeless people running creative workshops, celebrated its fifth birthday in January. Pic is of Depaul resident Lisalouise MacGregor, 21, with her mum, after securing a funded place at Ravensbourne University thanks to an Accumulate photo course.

© Accumulate

- **Find opportunities and check out their fab zine at www.accumulate.org.uk**

video of the reunion can be viewed on the news site, as well as Helping Hands' Facebook @homelessinleeds

Tory confession

James Brokenshire, the Government's aptly named housing secretary, has suggested that Tory policies may have contributed to the rising number of people being made homeless. Brokenshire told the website *Politico* that "changes to policy" were necessary, and that the Government "need to ask ourselves some very hard questions."

The quotes are a reversal from previous comments by the Housing Secretary, who had previously maintained that other factors, including "family breakdown" and rising "drug use" were to blame for the increase in homelessness. Since 2010, the number of rough sleepers has doubled, according to the Government's own figures.

Despairing statistics

The **Office for National Statistics** (ONS) has released data outlining the vulnerability of homeless people to "diseases of despair". These are deaths, addictions and/or negative symptoms arising from alcohol and/or drug use, as well as self-harm and/or suicide. Of the 597 homeless people to have died in 2017, more than half (55 %) were due to diseases of despair. In comparison, only 3 % of deaths among the general population were attributed to diseases of despair.

- **Feel better, see p10**

Down on luck?

How building resilience can help you feel better. Intro from Groundswell's Mental Health Project Manager, Oliver Hall

Poor mental health is everywhere at the moment: on the news, in mags – even the Royals are taking an interest. Sadly, for many it's not a flavour-of-the-moment media opportunity, it's a harsh and unforgiving illness that's controlling people's lives.

I was given a leaflet the other day. "Have you tried cognitive behavioural therapy (CBT)?" it asked in shouty lettering. That's when it really hit home just how much of an issue mental health is becoming in this country; even the Government claims that £1.4 billion pounds has been invested over the past three years. In this age of austerity, where everyone is under so much pressure to work and provide, we seem to have overlooked the fact that we aren't designed to exist under such stress. It's not good for our wellbeing and could explain why we are seeing so many people becoming unwell with anxiety, depression and complex mental health conditions.

So, what are we going to do? In 2008 the Government's Foresight project on Mental Capital and Wellbeing commissioned the New Economics Foundation (NEF) to develop a set of evidence-based

In a nutshell

- **2014:** 19.7 % of people in the UK aged 16 and over showed symptoms of anxiety and depression; a 1.5 % increase from 2013. (Source: Mental Health Foundation)
- In England 1 million people contacted adult mental health services in Dec 2017.
- **Five ways to wellbeing:**
 - 1. Connect:** with the people around you, family, friends, and colleagues.
 - 2. Be active:** go for a walk, a run, or discover a physical activity that suits your level of mobility and fitness.
 - 3. Take notice:** be curious, catch sight of the beautiful and remark on the unusual.
 - 4. Keep learning:** try something new, rediscover an old interest or sign up for that course.
 - 5. Give:** do something nice for a friend, or volunteer your time. (New Economics Foundation)
- Groundswell's **Building Resilience Project** will encourage and identify ways that people who are homeless can be healthy, physically and mentally well, gain useful life skills and knowledge, build our confidence and cope with life's challenges. See box p12. www.groundswell.org.uk



Against the odds: David Fussell wrote, produced, directed and starred in his action-horror-spy movie, *Mystic Demon Killer*, while sleeping outside Heal's on Tottenham Court Road. Recently VICE hosted the film's premiere at Screen on the Green, Islington and on 22 March releases a documentary about David. Watch his film on line (Vimeo).
© VICE UK

actions to improve personal wellbeing in the UK for the benefits of society and the individual.

NEF boffins came up with *5 ways to wellbeing*: connect, be active, take notice, keep learning and give (see box p10). These seem sensible suggestions, but how useful are they to someone sleeping rough or temporarily housed and having to navigate the benefits system? And are they really things that can help us to look after our mental health and wellbeing?

At Groundswell, where we are



Build resilience: Focus on the good things about yourself © Pavement

piloting the Building Resilience Project, guided by the Mental Health Foundation's *10 ways to wellbeing*, we think the answer is probably yes, but only if a slightly different approach is taken when using them to make the information more accessible.

For starters there is an inequality of advice and guidance when it comes to wellbeing. The advice seems to be pitched at a group assumed to be housed, financially stable and with a baseline of healthy-living knowledge.

Groundswell has been visiting day centres and hostels, and delivering sessions on sleep, diet and exercise, whilst keeping in mind the core ideas of the ways to wellbeing developed by NEF and the Mental Health Foundation. That's when we noticed that for many people who are insecurely housed, mental health is seen as something that we associate with illness and bad luck, when in reality it's a part of us that needs

looking after in the same way that we brush our teeth or get our eyes tested. If we don't pay it attention, our mental health begins to deteriorate and we become unwell.

As the Building Resilience Project has continued, we have begun to notice people seeing the connection between their actions and choices and how this affects their overall health and wellbeing. Most importantly, we are seeing how relationships, communication and a feeling of being part of something bigger, benefits our mental wellbeing in ways we don't always acknowledge.



Helpful: Resilient project © Groundswell

Basic changes to help you feel better

Sleep: Pay attention to how well you sleep, develop a routine and identify what is interrupting your sleep patterns; is there anything you can do to improve it? Don't use alcohol to help you sleep.

Diet: Reduce your sugar and caffeine intake, try to vary your diet if you can, think moderation and variety.

Keep active: Develop a routine, go for a walk, and use the stairs if able. Find an activity that will get you moving.

Make changes: Think about what's stressing you out, what can you do about it? Small changes lead to big changes. This is especially true when thinking about sleep, diet and keeping active.

Ask for help: If you are really struggling with your mental health don't suffer in silence. Book an appointment to see the GP, take a friend if you need support. You may also need medication or input from a counsellor.

Let someone believe in you

“When I was homeless, *the Pavement* booklet was my Bible! It helped to keep me, and many others who were in my position and worse, informed about places to find food and a bed,” says bus driver Patrick Lawson, 50.

“People tell me that my mess has inspired them,” says Patrick, who in his younger years was an addict, in prison, out of work and without a home. He also sold *Big Issue* for five years around Covent Garden.

As well as *the Pavement*, Connections at St Martin’s-in-the-Fields was key in Patrick’s journey off the streets, as was his support worker at Single Homeless Project.

“Amanda believed in me before I believed in myself. She saw that spark. As a homeless person, you need to believe in a person’s belief in you – that will be your first step to getting out.”

Now he has a place to live and a job he loves, driving the 26 bus. Even better, in 2018 Patrick won TfL’s Hello London Award for Outstanding Customer Service for his skilful operation of a double-decker, so now he’s officially London’s happiest bus driver.

- www.connection-at-stmartins.org.uk
- www.shp.org.uk



Happy bus driver: Patrick driving the number 26 bus © Kimi Gill

This too will pass

Survival gifts by Anne Cooper

Recently I was accosted by a woman on Brixton High Street. She was wired, rambling and persistent, with a convoluted story about her sister's birthday, had to "get a cake", "get to Croydon". I figured it was a line. Though visibly vulnerable – frail and emaciated with teeth like the city skyline – I was irritated by her repetitive, borderline aggressive demands. I shook her off, walked away and stood at the bus stop in the fine drizzle filled with shame and remorse. I could see myself in her 25 years ago, desperately mad and homeless.

Though I never had to beg, it was a small act of kindness that gave me the will to carry on when I'd all but given up. That midwinter I was in a squat facing eviction and sat outside the Ritzy. I'd been looking for a room, any room. I took off my DM boots to ground myself, sinking my feet in the frosty grass, when a Ritzy worker came over with a coffee and cake.

Prior to that I'd coasted through hypermania into full-blown delusional mania then plunged headlong into what's called a mixed state: manic and depressed. My delusions were no longer light-filled but dark and brooding, bordering on paranoia. Not a good look for house hunting.

During the hypermanic stage, I'd moved to the squat to avoid a former partner who had become self-destructive, prone to violence and stalkerish. I left my job teaching creative writing in a centre for people with mental health issues. I was yet to be diagnosed bipolar, but I'd read R D Laing, and now recognized myself in the service users. I was turned away from the Maudsley emergency clinic as I had insight, so not crazy enough for a bed.

Mental health problems are both the cause and consequence of homelessness and, not surprisingly, are exacerbated by the stress. There is a higher rate of mental health problems amongst the growing homeless population than the average.

I reflected on my past at the bus stop. Urgency seized me. I had to go back and find this woman, it was so obvious she was unwell. It didn't take long.

"Do you still want to get a cake?" She did. Together we went into Iceland, choose one and waited at the till. She calmed down a bit, told me she was on a pass from a psychiatric unit. I asked if she had anywhere to go when she was discharged. She changed the subject. I took that as a no, and then we were at the bus stop. I just hoped her family would show some love and understanding.

“Insanity – a perfectly rational adjustment to an insane world.”
- R D Laing

The streets are a scary place if you are unwell, no place for someone experiencing anxiety and depression or, worse, paranoia and delusions. Mental health problems are considered an invisible illness, yet just as I can see someone with a mental health problem from the other side of the street, so can people that might take advantage. I was lucky my former employer referred me to Lambeth council. Eventually I was offered supported housing and eventually saw a psychiatrist who listened.

I don't know what happened to that woman, but I know I would not have got through the bureaucracy and physical tasks of moving without

the help of my parents, friends and services. It took me a long time to ask for help.

If you know someone whose behaviour has become erratic, chances are that they are unwell. If you find yourself in a similar situation, here are a few tips: walk tall, develop a routine, don't trust everybody but do reach out and keep reaching out until you get the help you need. Perseverance pays off. The best advice I've had when in crisis is to know that however bad it gets, this situation is temporary. Even if you are suicidal, as I was at times, it is temporary, and this too will pass.

Take it from me.



Call for help

- **If you have suicidal thoughts** talk to someone at Saneline (4:30–10:30pm) **0300 304 7000** or the Samaritans **116 123**. **CALLS ARE FREE.**
- **If you're unwell and homeless or about to lose your home** go to your local council. You are classed as “in priority need” because of your mental illness.
- **If you need to find emergency accommodation**, call Shelter for advice on how to deal with your local authority **0808 800 4444**. **CALLS ARE FREE.**
- **If you are already a mental health service user**, tell your care co-ordinator, psychiatrist or GP about your housing situation.
- **For mental health advice** contact MIND **0300 123 3393** or Rethink (9:30am–4pm) **0300 5000 927**. **CALLS ARE FREE.**



"IT'S THE PLACE WITH THE MOST MENTAL
HEALTH ISSUES"

Q: How to reset that low mood feeling?

Answers from The Pavement Magazine Facebook page

- ◆ **Johnny:** Art is great...
- ◆ **Jill:** Avoid isolating yourself too much, or for too long. Go and have a free lunch at a soup kitchen or if you are in Scotland, Social Bite. Also avoid anything which has a negative impact on your mood, including some people or bad media news, etc.
- ◆ **Zaya:** Use the *5 ways to wellbeing* created by New Economics Foundation: connect, be active, take notice, keep learning, give. See p10.
- ◆ **Andrea:** Practising self-care is one of the hardest things in the world to do, but it is vital to one's survival. Try to:
 - Take a little exercise each day
 - Take care of your personal hygiene as this can bring us down and make us feel low
 - Eat well
 - Avoid/manage alcohol intakes as this is a depressant.

Solve this reader problem...

We know addiction doesn't make you a bad person. Tell us ways to be kind to yourself.

Send us your advice (or any other questions you have) to:
nicola@thepavement.org.uk

Feedback from issue 118



"Best one for a long time, if ever."

"Fantastic, I love it. The Working Homeless stories and artworks are interesting, engaging and important."



Pop into a library for warmth, toilets and mood-busting books
© Pavement

Nuts

Painful reminders by Mat Amp

Sometimes I watch the world go by and think, "*FUCK ME, AND YOU LOT HAVE THE AUDACITY TO CALL ME MENTAL?*". There is something seriously wrong with the way we live these days, so in ourselves and wanting what everyone else has got. If you look around a packed tube, you could easily get the feeling that the one-in-four people experiencing a mental health problem right now is a statistic or two short of a fact.

Anyway, the stats for homeless people are proper jaw-dropping: 80 % of homeless people in England reported that they had mental health issues, with 45 % diagnosed with a mental health condition. To have any sort of stable mental health when you're homeless you'd need a bulletproof brain and a sliver of ice running through your heart.

And while mental health issues have no simple answers, there are a few things that apply to all of us, no matter how ill we are, or how desperate our lives have become. The most important thing is that we're all human beings and we share a right to exist.

What we think of ourselves should come from within us, not from a product, the size of a home or an idea or what anyone thinks of us. What we think of ourselves is our

identity and that shouldn't be down to other people to decide.

When you have mental health issues, this sense of self can dissolve, and it can be difficult sometimes to know who you are. You may end up searching for validation in the opinion and approval of people you don't even respect, and that can really fuck you up.

Honestly, I think homelessness is like your own personal maze that you gotta find your way out of, and within it the issues of addiction and mental health are like a tangle of wires that add to the confusion and feeling of hopelessness.

But it isn't hopeless, believe me. Several years ago, I was an addict on the brink of suicide. My spirit was broken and I had lost the will to go on. Then I found a copy of *the Pavement*, a purpose and a door. So, when I say I owe this magazine my life, I'm not being figurative in any way. Like I said: it's never been easy for me, but right now the struggle is worth it.

That purpose has given me back the identity that washed away in the sea of chaos that engulfed me after the tsunami of addiction had obliterated everything that had a foundation in my life. A sense of self is everything, but it really helps if it's a sense of yourself that doesn't make you wince with guilt and shame at the fucked up shit you've



On the edge: A Dublin landlord decides to sell, making his tenant, Rosie (Sarah Greene), her partner and their four kids, homeless. *Rosie*, the film, covers just a few days but makes it all too clear how mentally tough it is for everyone in the family to cope when you've lost your home. On release from 8 March. © Element Pictures

pulled recently.

But there is help out there. For me it was CBT, volunteering, running to get fit and reconnecting with some of the people I had shut out or pissed off with my uselessness.

My life is far from perfect and I'm still recovering from it all but I'm so much better than I was a few years ago and right now that's enough for me. ■

When despair hits

Specialist services provide counselling and talking treatments. These are usually co-ordinated by a community mental health team (CMHT).

Also get support from:

- Your GP.
- Keep CMHT number in your phone in case of crisis.
- Use Citizens Advice for help with benefits, debt, legal issues and local services.
- Crisis and home treatment teams can come out to you in case of a crisis.
- Remember A&E if you are desperate.

Mass panic

The roll-out of Universal Credit (UC) is creating panic and leaving people struggling to survive, reports our Glasgow News Group

We spoke to support staff, rights advisers and food bank workers, as well as people now on the UK-wide Universal Credit (UC) benefit, to find out what was happening. Workers claimed they knew of people being left for up to nine weeks without any benefits. Some people were unable to feed their families and despite using food banks, went hungry. Others said people had become street homeless due to rent arrears accrued.

Our news group, which meets fortnightly at Lodging House Mission (LHM) day centre, investigated as UC completed its roll-out for new claims only – in the city. Angela Vance, the LHM's advice worker, said: "It's like mass hysteria just now. People are worried about becoming homeless, about ending up on the streets if the money doesn't get paid for their rent. People are panicking." Last month she had to call an ambulance for a man who collapsed due to stress over his benefits.

Angela is extremely worried about people's ability to use the online system for both applying for Universal Credit and for doing online journals and to-do lists.

In a nutshell

- People moved on to Universal Credit (UC) in Glasgow are suffering.
- Our writers told us about being sanctioned for:
 1. Missing appointments due to **personal tragedies** or **minor** infringements.
 2. Losing benefits they are entitled to due to **no computer** or email.
 3. Feeling they were **under surveillance** rather than supported, with personal details discussed in public spaces.
 4. Being threatened with **court action** due to rent arrears caused by delays in benefit payments.
 5. **Suffering** severe mental and physical illness as a result of the stress.

**TURN TO PAGE 31 FOR
HELP SETTING UP AN
EMAIL ADDRESS**

"I'm actually scared for people being able to remember passwords and user names," she added.

Dennis Curran, who runs the Loaves and Fishes food bank and outreach service in East Kilbride, told numerous stories about people using the food bank who'd been



sanctioned for missing buses and failing to return a phone call. He said: "We had a man came to us – and I can't get my head round this one – his wife took a miscarriage and he got sanctioned because he didn't turn up, and that wasn't a good enough reason. What is a good enough reason – a pine box?"

Several people in our group experienced getting the wrong advice – discovering later that they should have the right to claim by telephone in exceptional circumstances, have their rent paid direct, and get paid every two weeks.

Welfare rights officer at Govan Law Centre, Jennifer Brennan, said: "UC is a new system for everyone, this includes the DWP. We are finding that some claimants are being given inconsistent or incorrect advice. This makes an already stressful situation worse. We also have concerns regarding the role of the job coach who has a great deal of discretion with regard to setting work-related requirements. This may result in unfair decisions being made."

A spokesman for the DWP insisted the roll-out was working well.

- **Get support and food from the Lodging House Mission, 35 East Campbell Street, Glasgow G1 5DT, tel: 0141 552 0285.**
- **Legal advice from Govan Law Centre, tel: 0141 440 2503 to arrange an appointment.**

Drew's story

Due to illness, I had to sign on and was told that I would have to apply for Universal Credit. I applied online and received an interview date. At that interview there was total confusion within the Jobcentre – no one seemed to know what was happening. I was sent over to a desk and the worker informed me, nearly tearful, that she had no training in UC and I was the first person she had seen.

Fast forward two months and I am getting threatening letters regarding Council Tax. I eventually got a letter from debt collectors Scott & Co regarding £600+ of unpaid Council Tax with a 10 % surcharge added and demanding immediate payment. I personally went and spoke to them and furnished them with all relevant paperwork in support of my appeal. They stopped all court action and advised me to go to the council offices.

At the council offices they laughed and said that "UC" do not have a clue what they are doing. Eventually my bill was rightfully reduced more than £400. My credit rating has been badly affected, and all because workers are not being trained to properly implement UC procedure.

I won my case, but how many others have lost or given up without trying?

Robert's story



"I gave up working to care for my mum. After she died, I signed on and got Jobseekers' Allowance. It was round about the beginning of March 2018, when I noticed by letter that my benefits would cease in April.

It turns out this should never have happened – Universal Credit is only for new claims at the moment. But I didn't know that, and the Jobcentre has never admitted that.

In April, I went to the Jobcentre and told that woman at the desk that I would like to apply for Universal Credit. She explained I'd have to apply online. I asked her if I could do it over the phone and she said "no". I was gutted and did not know what to do.

I went to the Lodging House Mission day centre and asked for Angela, the advice worker. She calmed me down and said not to worry. She went out of her way, and used her email address and mobile to get me signed up for an appointment.

At the appointment a woman interviewed me and said she would be my worker. She informed me that I had to make several commitments and if I did not fulfil them or go for the job interviews they sent me to, I would be sanctioned. She took all my details and passed them to a colleague who set me up with an email address, as I had explained I was using someone else's.

I was told I would not receive any money for about six to eight weeks. But I could apply for an advance, which they would deduct from my benefit over several months. During the period that I was waiting for my first payment, I received letters threatening to take me to court as my rent had not been paid and I was in arrears. I'd asked them to pay my rent direct, and was told they couldn't.

The day I received my first payment it was only £550. I went into total panic. I had to pay my rent, which was £380, arrears for the last seven weeks, plus next month's gas and electric and feed myself. I could not sleep with worry.

A lovely lady at the housing association told me a lot more than my Jobcentre worker. She explained that I could apply for a discretionary payment to cover the rent shortfall. That had never been explained to me. She also advised me that after that first payment I could apply to get my rent paid direct, another thing I hadn't been told. I felt more at ease.

Two weeks later I had to go back to the Jobcentre for an interview to discuss what I had been doing to find work. I was then told I had to go to the council's computer hub on a Monday and the library on a Wednesday and a Friday. If I did not attend I would be sanctioned. I was

to spend 35 hours a week seeking employment or I could lose my benefit. I thought the worker was there to help me. But all she did was threaten me.

Now I am no longer living a life. I am surviving, and the only reason for

that is charities where I can go and get myself a meal. I go to chapels, to the Salvation Army and to other food banks that provide me help. Otherwise I would have to steal or rob from shops just so I could eat. I am living the dream. ■

Coping with Universal Credit

All job coaches are different – not everyone's experience is the same:

1. On losing your job, or being moved over from traditional benefits to UC, make an immediate claim as this becomes your **"claim date"**. Act fast.
2. This claim is made online, so you need an **email account** and a **mobile phone number**. Ask for help at a day centre or library. See p31.
3. You will get a **reference number** on your application form – keep hold of this! Speak to an advice worker about **keeping documents safe**. Some day centres can provide storage space.
4. Do not assume that the person who is interviewing you understands the system. If **unsure**, get independent advice from Citizens Advice or welfare rights' advisers.
5. During your **interview**, you will be told you have to job search and keep a record of up to 35 hours per week. If you have no direct access to IT or a smart phone this will be almost impossible, so raise your concerns and explain why. This should be recorded in your journal.
6. Make your **job coach** aware of anything that may hamper your ability to job search, e.g. illness, disability, caring responsibilities and travel.
7. Check your **online journal daily**, as you will often get two days' notice of a telephone interview with your job coach. If you miss this – without adequate excuse – you will be sanctioned for up to three weeks.
8. You can **challenge a sanction** if you have a good reason. Contact an advice agency for help.








Ken Pyne

"HIM? HE'S THE JOB COACH "


Stay calm

Tips from the Margins Project's Housing & Benefits Adviser Nick Reed on how to get the benefits you are entitled to:

-  **Take someone with you** to appointments, ideally a calm friend who won't agitate and fight.
-  **It's bureaucratic, but there are procedures to follow.** Follow them and you will eventually get the reward of the benefit. For example, if you are claiming a health benefit, you will still have to attend a health assessment, even if you have cancer or walking sticks.
-  **Try not to be overwhelmed.**
-  **Turned down?** It's 100 per cent OK to appeal. There's a really high success rate, so don't think "I can't be bothered" or give up. More than two-thirds of people who appeal are winning.
-  If you are in London, go to Margins at the Union Chapel for advice with your benefits, plus lunch and showers. Open Monday and Wednesday, 11am–2pm.
www.unionchapel.org.uk/about-us/the-margins-project/

Our demands

The Glasgow News Group found the same problems came up time and time again. We think these could be easily solved. We want the DWP to:

-  **Train staff** better so they can offer more help
-  **Make the first appointment available without an email.** Benefits staff could help set an email up.
-  **Do more publicity:** social media alerts, posters, TV adverts explaining the **ins and outs** of Universal Credit.
-  **Come clean** on the targets.
-  **Do away with** benefit caps on rent that are leading to rent arrears and making people homeless.
-  **Give people who are homeless** the right to proper independent representation. They need support.
-  **We want charities and welfare rights organisations** to have regular information sessions, and be proactive in day centre and drop-ins. Make sure people know their rights.

Fix your teeth

Mouth health hacks from the dental experts

Not only can problems with your teeth lead to sleepless nights and dental pain, but they can also affect your self-esteem and your mood. Poor dental health and appearance can have implications for your mental health too.

Visiting a dentist can be the first step to improving your smile and can also be a key point on the road to recovery, say *Janine Doughty, Pathway Homelessness and Inclusion Oral Health Fellow; Declan Cairns, a General Dental Practitioner in Glasgow and Ruth Freeman from University of Dundee.*

Dental services for everyone

- Even if you have no fixed address, you can get access to dental services in England and Scotland. Just ask.
- If you are living in England and have a dental emergency, call NHS on 111 and they will provide advice about getting urgent dental treatment.
- If you don't have a dentist or can't get an emergency appointment, look at:
 - www.nhs.uk/pages/home.aspx
 - www.nhs.uk/conditions/toothache
- Certain benefits entitle you to free



Friendly experts: Homelessness dental team © JD

- dental care – make sure to bring proof of your benefits with you to any dental appointment.
- Specific services have provisions for people going through homelessness, but everyone has the right to dental examination in UK.

Oral hygiene

- You don't need to wet your brush before you brush your teeth.
- After brushing your teeth, spit,

“Until I was 40 I didn’t have a filling. By the time I was 48 I’d lost nine teeth. Once I woke up after dreaming that I had swallowed a tooth and that is exactly what had happened! There was just a bloody hole where the tooth was. As a junkie your teeth just rot: it’s the most painful thing in the world.”

- Pavement reader

don’t rinse with water.

- Dentists recommend brushing morning and night with a toothpaste containing fluoride. Brushing at night is the most important.
- Take out your denture before you go to sleep – brush it with toothpaste and cold water.

Dental decay and gum disease

- **Dental decay** is caused by sugary foods and bacteria in plaque. It can be prevented by cutting down on sugar and using a toothpaste containing fluoride.
- **Gum disease** is most commonly caused by plaque and smoking. It can lead to wobbly teeth and tooth loss.

Sensitive teeth

- If you have sensitive teeth you may have dental decay, so contact a dentist for a check-up.
- If your teeth are sensitive to the cold, sometimes rubbing Sensodyne toothpaste on the area can improve the sensation.

Mouth cancer

- Alcohol and smoking can lead to oral cancer.
- If you smoke and drink, you must get a regular check-up.
- Red and white patches or ulcers that last more than three weeks should always be checked by a dentist.
- See a dentist or doctor if you feel lumps in your neck or jaw area, or persistent hoarseness of your voice. There is probably nothing seriously wrong, but an early diagnosis could save your life.

Diet and medications

- The more times you have sugar in a day, the more likely you are to get dental decay. Limit sugary snacks to after meals and a maximum of three times daily.
- Natural sugars such as those in honey or dried fruit also cause dental decay.
- Try to reduce the amount of sugar you have in your tea, or use a sweetener.



Nervous about dentists?

- Dental anxiety is very common – usually due to previous bad experiences. A couple of positive experiences can help.
- There are various options for treatment available to people with dental phobia – such as sedation.

Methadone and your mouth

- Sugar-free prescriptions of Methadone are available from your pharmacy – just ask.
- After Methadone, rinse your

mouth with fluoride mouthwash or chew sugar-free gum.

Dental pain and swelling

- If you have dental pain for more than two days that doesn't improve with painkillers or if you have a temperature, swollen red gums and a bad taste in your mouth, you should see a dentist.
- If you have a dental problem which is causing swelling around your eye or your neck, especially if it is making it difficult to breathe, swallow or speak, go to A&E. ■

Record making: Crisis at Christmas 2018 dental team (including the writers of these mouth health hacks) provided 459 dental check-ups, 199 scale and polishes, 149 fillings and removed 118 teeth. They also teamed up with same-day denture charity Den-Tech to provide dentures for people who are missing teeth – 31 people got their smiles back by being given false teeth to fill in the gaps. © JD

Where do I find a dentist?

Free dental care services for everyone

LONDON

Community Dental Service for people experiencing homelessness

020 7437 9360 / 020 7439 2389

Great Chapel Street Health Centre, 13 Great Chapel Street, Tottenham Court Road W1F 8FL

Wed & Fri: 10am–1pm and 2–3.30pm: drop in dental service for homeless people.

King's College Hospital Community Dental Services mobile dental service for people experiencing homelessness

Monday: Deptford Reach, 64 Speedwell Street, Deptford SE8 4AT

Wednesday: Ace, 8a Clapham Park Road, Clapham SW4 7AR

Thursday: Spires, 8 Tooting Bec Gardens, St Leonard's Church Hall, Streatham SW16 1RB

Emergency Dental Services at Guy's Hospital

020 7188 0124

23rd Floor, Thomas Street, London Bridge SE1 9RT

Mon – Fri: Free walk-in service. First come first served. Arrive as early as possible. Patients queue from 7am. Registration opens at 8.30am.

Emergency Dental Services at King's Dental Institute

020 3299 3052

Bessemer Road, Denmark Hill SE5 9RS

Mon – Fri: Free walk-in service. First come, first served. Arrive as early as possible. Patients queue from 7am. Spaces allocated at 8am.

EDINBURGH

Spittal Street Centre (22-24 Spittal Street)

Tuesday 9am–3.30pm

Friday 1–3pm

Drop-in clinic for people experiencing homelessness. Accessed through side door of the building.

GLASGOW

Self-referral to Hunter Street Homeless Centre, 55 Hunter Street.

Tel: 0141 554 2801

Dental Health Support Worker, Joanna Sigmund can:

- Organise a full dental assessment at a nearby practice
- Provide toothpaste & toothbrush
- Can even attend some appointments with you to make sure you feel comfortable.

TURN TO
PAGES A–P
FOR THE LIST
OF SERVICES

Bitter sweet banter

Happy to be alive? Ruby's tales of near misses

- 🍊 I once jumped into a fourth floor window from the window of the building next door to see a band, coz I couldn't afford a ticket. The band were shite.
- 🍊 Fell asleep against the electric heater in a loading bay and my sports top melted into my arm. It's still badly scarred now, but they said it could've burned through to the bone.
- 🍊 Ketamine – I hadn't taken it before and didn't realise the folk I was with had built up a huge tolerance, so took the same. I don't know what happened the next 12 hours and I don't want to know.
- 🍊 My mate had been squatting in an abandoned house for ages and I'd just moved in. I went upstairs to look round and as I came out, the floor fell in. My mate still blames me.
- 🍊 Years ago I took a job offer over 100 miles from where I grew up. Recently I heard that a couple of mates had died from drug- and alcohol-related issues. That would've been me if I'd stayed.
- 🍊 Working a cash-in-hand job on a dodgy building site, I fell into a deep, unlit trench on to a load of live cables. Site manager shouted down that I wasn't getting any money for that day and walked off.
- 🍊 I woke up on the floor steamboats* to find I'd puked in my mouth and down my front. If I see anyone lying on their backs now, I shove them on their sides into the recovery position.

**For non Scots, steamboats = drunk*

Housing in England: Your Rights

Your local council does not always have to help you find emergency accommodation if you are homeless.

If you need help right now, please try these numbers below.

Ask them to help you make an emergency housing application.

For free help with your emergency housing application:

1. Streetlink

- Phone: **0300 500 0914**

2. Shelter

- Web: **www.shelter.org.uk**
- Phone: **0808 800 4444**
(8am–8pm Monday to Friday, 8am–5pm weekends)

3. Citizens Advice Bureau

- Web: **www.citizensadvice.org.uk**
- Phone: **03444 111 444**

If your application is rejected:

- You should appeal the rejection if you think it is wrong. You have 21 days to do so.
- Shelter and Citizens Advice Bureau can help you with your appeal.

Visit **www.thepavement.org.uk** for a more detailed version of your housing rights in England and Scotland.



Get yourself on email

Hints for safer computing from Ian Kalman

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

1. Choose a simple email address. Use your own name, but don't be surprised if someone has the same name. If this happens add a number. It's OK to make a note of your email.
2. Make the password something you will remember, favourite sports team or movie star. Maybe use an actor as your memorable password, adding a number/s and upper case letters, like "*johNNydepp2*". It's not a good idea to note down your password, try and learn it. For example if you do use *johNNydepp2*, think of a movie he made, and make a note of that.
3. The internet is a vast place. If you do a search be as accurate as you can in using a search engine. Typing a question into Google can be a good way to get an answer. Where is the nearest food bank?
4. Do a computer course. Check at your local library or day centre.

KEY TO ALL SERVICES

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

Changes: val@thepavement.org.uk
Updated: Feb 2019

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

MENTAL HEALTH

In a crisis...

- Phone your council and ask for their **Emergency Social Work Service**, which generally operates 6pm to 8am.
- **NHS 24** – call 111 if you cannot wait until your GP surgery re-opens.
- Go to your local **A & E department** if you're in a crisis and ask for a psychiatric assessment.

999 CLUB (DEPTFORD CENTRE)

21 Deptford Broadway, SE8 4PA
<http://999club.org/our-services>; 020 8694 5797

Winter shelter: 24 Sep to 31 Mar,
Mon–Sun: 6.30pm–8.30am; Mon–Fri:
9am–midday (till 10.30am for rough
sleepers); Tue: 9am–midday (mental
health); Wed: 9am–midday (GP &
signposting); Thu: 9am–midday (nurse
practitioner)

Housing & benefits advice. Learning &
activities, specialist healthcare.

*MH, AS, AD, A, AC, B, BA, BS, CA, ET, FC, IT, L,
MS, TS, LA*

AL-HASANIYA MOROCCAN WOMEN'S CENTRE

Bays 4 & 5 Trellick Tower, Golborne Rd,
W10 5PL

al-hasaniya.org.uk; 0208 969 2292

Mon–Fri: 9.30am–5pm; Fri: 10am–
midday (drop-in); Sun: midday–4pm
1st Sun of month – drop-in for isolated
Arabic-speaking men aged 55+)

For mental health support in Arabic,
please book in advance.

MH, AS, AD, BA, CA, ET, MS

ALONE IN LONDON (DEPAUL)

Unit 6, 48 Provost St, N1 7SU
uk.depaulcharity.org/alone-london;
 0207 939 1220
 Mon–Fri: 9am–5pm
 Supports people (16–25). Housing
 advice, family mediation, counselling.
 Call in office hours.
MH, AS, AD, CA, C, ET

ANXIETY ALLIANCE

www.anxietyalliance.org.uk; 020 987
 351; harris835@btinternet.com
 Mon–Fri: 10am–10pm (calls at nat'l
 rate)
 For people who suffer from anxiety,
 phobias, panic attacks or obsessive
 compulsive disorder, or wish to withdraw
 from tranks and anti-depressants. Email
 or phone.
MH, C,

ASHFORD PL ASSESSMENT CENTRE

60 Ashford Rd, Cricklewood, NW2 6TU
www.ashfordplace.org.uk; 020 8208
 8590
 Mon–Thu: 9.30am–5pm; Fri: 10.30am–
 5pm; Wed: 2–4pm (drop-in)
 Outreach, floating support, health and
 wellbeing, alcohol and drugs treatment
 and more. You are welcome to visit to
 make an appointment. Night shelter
 open 365 days a year: for referral, phone
 020 8208 8595.
*MH, AS, A, AC, BA, BS, CA, CL, C, DA, D, ET, F, IT, L,
 LF, MS, MD, OW, TS*

BRANDON CENTRE

26 Prince of Wales Rd, NW5 3LG
brandon-centre.org.uk
 Mon–Thu: 9.30am–7pm; Fri: 9.30am–
 5pm; Sat: 10am–3pm (please ring
 before you come)
 Counselling, therapy, contraceptive
 advice and info for people aged 12–21.
 For sexual health advice, phone 020
 7267 4792, and for counselling &
 psychotherapy, 020 7267 1321. Drop in
 or phone to make an appointment.
SH, MS, C, MH, AD

BRENT MIND (BELIEVE IN US GROUP)

1b Dyne Rd, NW6 7XG
www.brentmind.org.uk; horizon@
brentmind.org.uk; 020 7604 5190/020
 7604 5164
 Mon: 2–4pm
 If you have experience of paranoid
 or unusual beliefs and are interested
 in joining this group, you can self
 refer or get your support worker, care
 coordinator or GP to refer you.
MH

CAMDEN HEALTH IMPROVEMENT PRACTICE (HAMPSTEAD RD)

108 Hampstead Rd, NW1 2LS
<https://www.nhs.uk/Services/GP/MapsAndDirections/DefaultView.aspx?id=100630>; 020 3182 4200
 Mon, Wed, Thu: 9.30am–12.30pm
 (doctor, nurse); Tue–Thu: 2–4.30pm
 (doctor, nurse); Fri: 1.30–4pm (doctor,
 nurse); Tue: 10.30am–12.30pm
 General health care; chronic disease

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

management; hepatitis and HIV screening; vaccination; condoms; referral (counselling, alcohol worker, mental health services, drug worker); info on dentistry and podiatry; alcohol and drug advice and treatment; cervical screening; blood tests; benefits and housing advice; assistance to homeless patients in UCH; on call services at nights and weekends.

MH, BA, BS, CL, D, FC, MS, NE

CARITAS ANCHOR HOUSE

81 Barking Rd, Canning Town, E16 4HB
www.caritasanchorhouse.org.uk; 020 7476 6062; info@caritasanchorhouse.org.uk

For people affected by homelessness, drug & alcohol misuse, mental health, domestic abuse & offending. Accommodation and varied services.

MH, AS, A, AC, BA, CA, C, DA, D, ET, IT, MD, SF

CHILDLINE

www.childline.org.uk; 0800 1111
 Free, confidential helpline for young people.

MH, AD, C

CLAPTON COMMUNITY DROP-IN

Round Chapel, Old School Rooms, Powerscroft Rd, E5 0PU
www.web.theroundchapel.org.uk/community/clapton-community-drop-in; 020 8533 9676

Sun: 2.30–4pm; Wed: 12.30pm–3.30pm (Job Club)

Help to access services in the borough, as well as health- and family-related

issues. For info about mental health support, phone, visit or check website.

MH, BA, CA, FF, OL, LA

CLEAN BREAK

2 Patshull Rd, NW5 2LB
www.cleanbreak.org.uk; 020 7482 8600

Mon: 11am–1pm (health & wellbeing)
 Theatre company working with women whose lives have been affected by the criminal justice system. The Women's Space will be for women offenders and women at risk of offending due to drug or alcohol use or mental health needs.

MH, A, D, ET, MD, C

COMBAT STRESS

Tyrwhitt Hse, Oaklawn Rd, Leatherhead KT22 0BX

www.combatstress.org.uk; 0800 138 1619; combat.stress@rethink.org

Mon–Sun: 9am–9am (via helpline, text 07537 404 719 or email)

Help with PTSD. Residential treatment and community outreach. Helpline (0800 138 1619) is open 24/7.

MH, AD, C, OL

CRISIS SKYLIGHT (LONDON)

66 Commercial St. E1 6LT
www.crisis.org.uk; 0300 636 1967
 Mon–Thu: 9am–8pm; Sat–Sun: 11am–5pm; Fri: 9am–6pm; Mon–Fri: 4–5pm (mental health drop-in)

Support available regarding employment, housing, mental health and wellbeing.

MH, ET, SF

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

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

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

FULL LIST
 AVAILABLE ON
 OUR WEBSITE



DEPTFORD REACH

Speedwell St, Deptford, SE8 4AT
deptfordreach.org.uk; 020 8692 6548
 Tue–Thu: 9am–2pm; Wed: 9am–midday
 (health/mental nurse)
 Drop-in centre for adults 16+ who are
 vulnerable through homelessness,
 mental ill-health, loneliness, social
 exclusion or severe poverty.
*MH, AS, AD, A, AC, B, BA, BS, BE, CA, CL, C, DA, D,
 ET, FF, F, LF, MS, MD, OL, TS, SF*

DUAL DIAGNOSIS ANONYMOUS

www.ddauk.org/programs; 07702
 510110; info@ddauk.org
 Mon: 7–8pm Oasis Centre, W12 8PB;
 Tue: 7–8pm S Ken & Chelsea MH Centre,
 SW10 9NG; Wed: 7.30–8.30pm EACH,
 W7 3UG; Fri: 7–8pm Oasis Centre; Sat:
 1–2pm Ealing Hosp, UB1 3EU
 Self-help organisation supports people
 who are struggling with addiction and
 mental health conditions through a '12
 Step + 5' recovery programme. Phone,
 check website or email to learn more.
MH, C

EQUALITIES NATIONAL COUNCIL

Unit 1, The Hub, 123 Star La, E16 4PZ
www.equalitiesnationalcouncil.org.uk;
 0207 474 9812
 Mon–Fri: 10am–4pm
 Supports people with mental health
 difficulties to access fair and equal
 services, across health, social care,
 employment, further education,
 mentoring, advocacy, welfare benefits,
 housing and immigration.
MH, AD, BA, ET, MS

FOCUS HOMELESS OUTREACH TEAM

4 Greenland Rd, Camden NW1 0AS
www.candi.nhs.uk
 Mon–Fri: 9am–5pm
 Community mental health team
 for single homeless people. Referral
 generally by agency/hostel/GP, but self-
 referral possible.
MH, OW

FRIENDSHIP PEER SUPPORT GROUP

Richmond Library Annex, Quadrant Rd,
 Little Green, Richmond TW9 1DH
 0208 898 6727; wmicklewright@yahoo.co.uk
 Thu: 11am–1pm (last Thurs of month)
 Info, support & understanding to people
 who hear voices.
MH

GREAT CHAPEL ST MED CENTRE

13 Great Chapel St, W1F 8FL
<http://www.greatchapelst.org.uk>; 020
 7437 9360
 Mon, Tue, Thu: 10am–12.30pm
 (doctor); Mon–Fri: 2–4.30pm (doctor);
 Mon & Fri: 10am–12.30pm (alcohol
 & mental health nurse); Mon, Tue,
 Thu, Fri: 2–4.30pm (drugs, alcohol &
 mental health nurse); Mon: 10am–
 midday (counselling); Tue: 2–4.30pm
 (counselling); Fri: 9am–12.30pm
 (podiatry); Tue & Thu: 10am–5pm
 (dental service)
 Primary healthcare Psychiatrist by
 appointment.
MH, AS, AD, A, C, D, FC, MS

GROUNDSWELL HOMELESS HEALTH PEER ADVOCACY

St Matthew's Ch, Brixton Hill, SW2 1JF
<http://groundswell.org.uk>; 020 7725 2851

Mon–Fri: 9am–5pm (appointments)
 Peer advocates support homeless people to access healthcare, inc with health/mental health appointments and with getting support from community mental health teams, social services, therapy-based services etc. Also support clients with a dual diagnosis of mental health and drug & alcohol issues.

MH, AD, ET, OW

HEALTH E1

9–11 Brick Lane, E1 6PU
www.healththe1practice.nhs.uk/home;
 020 7247 0090

Mon–Fri: 9am–midday (drop-in); Mon, Thu, Fri: 2–3.30pm (drop-in mental health clinic); Mon–Fri: 2–3.30pm (substance misuse drop-in)
 Medical centre for homeless and vulnerably-housed people. Wide range of services – contact for info.

MH, BA, D, MS, NE, SH

HEARING VOICES NETWORK

86–90 Paul St, London EC2A 4NE
www.hearing-voices.org; 0114 271 8210; info@hearing-voices.org

For people who hear voices and see visions. If you want information about hearing voices groups, call or email.

MH, C

HOLY TRINITY BROMPTON

Queen's Gate (St Augustin's), SW7 5LP
www.htb.org; 020 7052 0200

Wed & Fri: 8am–2.30pm (day shelter; office 8am–4pm)

Food, advice, friendship and practical support. Hot breakfast, coffee bar and activities. Counselling, debt and welfare advice, and alcohol and drug support through partner organisations.

MH, AS, AD, A, BA, BS, CA, C, DA, FF, F, IT, OL, OW

MAYTREE RESPITE CENTRE

72 Moray Rd, N4 3LG
<http://maytree.org.uk>; 020 7263 7070; maytree@maytree.org.uk

Mon–Sun: 9am–9am

Maytree provides a one-off four-night stay for people who are in a suicidal crisis, with opportunity to talk, reflect and rest, subject to an assessment, in confidence and without judgement. Please call or email.

MH, C

MIND

www.mind.org.uk; 0300 123 3393

Mon–Fri: 9am–6pm

Support for anyone experiencing a mental health problem. Infoline: 0300 123 3393; info@mind.org.uk; text: 86463. Legal line: 0300 466 6463; legal@mind.org.uk.

MH, AD, LA

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

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

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



MISSIONARIES OF CHARITY (GIFT OF LOVE – FOR MEN)

112–16 St George's Rd, SE1 6EU

020 7620 1504

Fri–Wed: 9–11am

Ring first. For single, homeless men (particularly rough sleepers) 25+ with low support needs, including those with no recourse to public funds. Health clinic alternate Tues. AA meetings (one for Polish residents only). Nurse, mental health team and optician.

MH, AS, A, FF

MOSAIC CLUBHOUSE

65 Effra Rd SW2 1BZ

www.mosaic-clubhouse.org; 020 7924 9657 (mental health info, 9–5)

Mon–Thu: 9am–5pm (work day/info service); Mon: 5–8pm (social); Thu & Fri: 5–6pm (keep fit, yoga); Thu–Fri: 5–8pm (peer-led groups); Wed–Fri: 6pm–2am (sanctuary)

Supports people who are living with a mental health condition in Lambeth.

MH, BA, CA, ET

MUSLIM YOUTH HELPLINE (MYH)

www.myh.org.uk; 0808 808 2008

Mon–Sun: 4pm–8pm (incl Bank holidays and Eid)

Free, confidential and non-judgmental services via phone, email (info@myh.org.uk) or letter. The number will not appear on your phone bill. Run by young Muslims trained to be sensitive towards different cultural backgrounds.

MH, AD, C

NATIONAL PROBLEM GAMBLING CLINIC

69 Warwick Rd, London SW5 9BH

www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic; gambling.cnwl@nhs.net; 800 0234 650 (urgent advice line)

Mon–Fri: 9am–5pm

For gamblers in England and Wales 16+.

Team inc. psychiatrists, psychologists, family therapist, debt management specialist. Find nearest clinic online.

MH, AD, C, DA

NATIONAL SELF-HARM NETWORK

www.nshn.co.uk/

For people who self-injure. The Forum is supportive and understanding.

MH, C

NEW HORIZON YOUTH CENTRE

68 Chalton St NW1 1JR

nhyouthcentre.org.uk; 020 7388 5560

Mon: 2–4pm (alcohol); Mon–Sun:

10.30am–4pm (showers, laundry, meals; 10.30am–1pm advice)

For young (16–24) homeless people.

Free lunch. Women-only groups.

Mental health, life skills & advice, and employment/resettlement support. Sex worker project. Street outreach. Refugee worker. 7-day drop-in. First-time visitors should arrive at 10.00am to make an appointment. Centre closes only 1–4 January.

MH, AS, AD, A, BA, BS, CA, CL, D, ET, FF, IT, LF, MS, OL, OW

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

NO PANIC

www.nopanic.org.uk; info@nopanic.org.uk

Mon–Fri: 10am–10pm

For those suffering from panic attacks, phobias, OCD, general anxiety disorder, tranquilliser withdrawal. Info, advice, counselling, listening, befriending and referrals. Helpline: 0844 967 4848; youth helpline: 0330 606 1174.

MH, AD, C, D, OL

ONE IN FOUR

www.oneinfour.org.uk/; 020 8697 2112; admin@oneinfour.org.uk

Mon–Thu: 9am–9pm; Fri: 9am–6pm;

Sat: 10am–5pm

For people who have experienced sexual abuse and/or sexual violence. Useful info about flashbacks and panic attacks. Phone or email.

MH, C, MS

POSITIVE EAST

159 Mile End Rd, Stepney, E1 4AQ

www.positiveeast.org.uk; 020 7791 2855

Mon–Fri: 9.30am–5.30pm; Sat: 11am–3pm (HIV testing only)

Support and advice for people living with or affected by HIV in E London. Free and confidential HIV tests across London. Counselling and psychotherapy service.

MH, AD, BA, CA, C, FF, F, IT, MS, OW, SH

PROVIDENCE ROW

Dellow Centre, 82 Wentworth St, E1 7SA
www.providencerow.org.uk; 020 7375 0020

Mon–Fri: 9am–3.30pm (needle exchange – not 12.30–1.30pm); Mon: 10–11.30am (men); Mon: 2–3pm (yoga); Tue: 9.30am–12.30pm (homeopathy); Tue: 11.30am–12.30pm (relaxation); Tue: 2–3.30pm (women); Wed: 11.30am–1pm (peer support, addictions); Thu: 11am–1pm (art & wellbeing); Fri: 10–11.30am (computer assisted therapy); Fri: 10–11.30am (self-harming support); Mon: 1.30–3.30pm (mental health drop-in)

They address not only users' immediate needs, but also the underlying issues and causes of their homelessness and exclusion. Download the timetable for their learning and wellbeing programme. Most of their facilities are step-free.

MH, AC, BA, BS, CA, C, D, ET, FF, F, IT, NE

RESPOND

www.respond.org.uk; 0207 383 0700; wwhelpline@respond.org.uk

Thu: 10am–4pm (helpline)

Free service for young people, adults and elders with learning difficulties who have experienced trauma, loss or abuse. Therapy for people in London and SE England. Phone or email.

MH, AD, C, MS

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

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

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

FULL LIST
AVAILABLE ON
OUR WEBSITE



RETHINK

www.rethink.org; 0300 5000 927 (advice); advice@rethink.org
Mon–Fri: 9.30am–4pm (helpline)
Employment, supported housing, day services, helplines etc for people affected by severe mental illness, inc. special BME services. Phone or email.
MH, AS, AD, C, ET

RICHMOND FELLOWSHIP (HEARING VOICES GROUP – REDBRIDGE)

19 Mansfield Rd, Ilford, IG1 3BA
020 8514 5586; Thu: 2.30–4pm
Open to people no matter where they live. Just contact the facilitators, who will meet you to exchange information about the group and themselves.
MH

SILOAM COMMUNITY SERVICES

TSA London, 217a Gordon Rd, SE15 3RT
<http://siloomcs.co.uk/>; 020 8695 8873
Tue & Thu: 10am–2pm (café and drop-in); Tue: 7–8pm (cooked meal)
Free meals and drop-in service.
Signposting to other agencies for clients with support needs.
MH, AS, BA, CL, FF, F, TS, SF, OL

SOUTHWARK DAY CENTRE FOR ASYLUM SEEKERS

The Copleston Centre, Copleston Rd, SE15 4AN
www.sdcas.org.uk; 020 7732 0505
Tue: 12.30–5pm (drop-in – lunch, advice, creche, ESOL, gardening, wellbeing)
Drop-in centre for asylum seekers and refugees. Advice on housing, health, education, training and employment. Gardening club. Group therapy.
MH, AS, CL, ET, FF, LF, MS

SPECTRA CIC

St Charles Centre, Exmoor St, W10 6DZ
spectra-london.org.uk; 0800 587 8302 / 020 3322 6920
Mon–Sun: 11am–4pm (drop-in)
Health and wellbeing services. Works across London and provides outreach, groups – social and therapeutic, 1-2-1 support, health screening, counselling. Open every day for health check, HIV test, info. Daily outreach across London; check website for details.
MH, C, ET, OL, OW, SH

ST MUNGO'S (WAS BROADWAY DAY CENTRE)

13 Market Lane, W12 8EZ
www.mungos.org; 020 8735 5833
Mon: 10–midday (nurse & podiatry);
Wed & Fri: 10.30–midday (rough sleepers);
Wed: 10–midday (optician & monthly Hep C clinic);
Thu: 10–midday (nurse);
Fri: 10–midday (acupuncture)
Health services and access to the local outreach team are available on a drop-in basis. The recovery college courses include music, art, IT, chi gung, and Hearing Voices. Please ring for info on the prospectus.
MH, AC, CL, ET, FC, MS, MD, OW

STOLL

446 Fulham Rd, SW6 1DT
www.stoll.org.uk; 020 7385 2110
Mon–Fri: 9am–5pm (closed 12.30–1.30);
Wed: 4–7pm (drop-in alt weeks)
Employment, advice, addiction & health, wellbeing activities.
MH, AS, AD, A, BA, CA, C, DA, D, ET, MD, OW, TS

A man wearing a red vest with 'THE BIG ISSUE' logo is smiling and handing a magazine to an elderly woman. The woman is also smiling and holding out her hand. The background shows a busy city street with other pedestrians and buildings.

Become a vendor

THE BIG ISSUE

Looking for a flexible way to earn extra cash and develop new skills?

Selling The Big Issue allows you to work when you want, and you can earn a decent living.

Selling the magazine also improves your people skills and sales skills, and places you at the heart of a loyal community of customers and supporters.

You'll get **5 free magazines** so you can start earning straight away, and you'll receive ongoing support from our team.

Go to www.bigissue.com/become-a-vendor to find out more or call **020 7526 3445**

THAMES REACH (SPECTRUM CENTRE)

6–8 Greenland St, NW1 0ND

thamesreach.org.uk/

Mon–Fri: 9.30am–7pm

For single homeless people with a connection to Camden.

MH, AS, A, BS, D, FC, L, SF

THAMES REACH (EMPLOYMENT ACADEMY)

29 Peckham Rd, SE5 8UA

<https://thamesreach.org.uk/what-we-do/employment-academy/>

Mon–Fri: 9am–4pm

Services, activities and accommodation projects.

MH, AS, CA, ET, IT, OL, OW, TS

THE BIG ISSUE SERVICE BROKER TEAM (LONDON)

1–5 Wandsworth Rd, SW8 2LN

<https://www.bigissue.org.uk/about-us/our-service-brokers>

Mon: 7am–4.30pm; Tue–Fri: 8.30am–4.30pm; Sat: 9am–2pm

Info on accommodation, resettlement and welfare. Drug, alcohol & mental health support.

MH, AS, A, BA, DA, D, TS

THE CONNECTION AT ST MARTIN IN THE FIELDS

12 Adelaide St, WC2N 4HW

www.connection-at-stmartins.org.uk;
020 7766 5544

Mon, Tue, Thu, Fri: 9am–1pm; Wed:
9am–12.30pm; Sat & Sun: 9am–1pm
(invite only)

Day and night centre, outreach, skills training and career advice, activity programmes and specialist support for complex needs. For people 16+. See website for their wide range of services.

MH, AS, A, AC, BA, BS, CA, CL, D, ET, F, FC, IT, MS, MD, OW, SF

THE DOCTOR HICKEY SURGERY

Cardinal Hume Centre, 3 Arneway St, Horseferry Rd, SW1P 2BG

020 7222 8593

Mon–Fri: 10am–12.30pm; Mon, Tue, Thu, Fri: 2–4pm

Medical and mental health services for people who are roofless, in hotels and hostels, squats and refuges, as well as shelters. In a serious emergency out of hours, phone 999.

MH, A, C, D, FC, MS, SH

THE GREENHOUSE

19 Tudor Rd, E9 7SN

www.thegreenhousegp.co.uk; 020 8510 4490

Mon, Wed, Fri: 10am–12.30pm (drop-in); Thu: 10am–1pm (drop-in for homeless E Europeans in Hackney)

Health services for men and women who are sleeping rough, have a drug or alcohol problem, poor mental health, or who are simply struggling to keep a roof over their head in Hackney.

MH, AS, A, BA, DA, D, NE, OL, LA, SF

KEY

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

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

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

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

THE LISTENING PLACE

3 Meade Mews, SW1P 4EG

listeningplace.org.uk; 020 3906 7676

Sat–Thu: 9.15am–7.45pm

Support for those who feel life is no longer worth living. No 'drop-in' service.

MH, C

THE MANNA CENTRE

12 Melior St, SE1 3QP

www.mannasociety.org.uk; 020 7357 9363

Tue: 10am–1pm (chiropractist 1st & 3rd wks); Tue: 9.30am–midday (mental health); Wed: 10am–1pm (osteopath); Thu: 9.30am–1pm (DWP); Sun: 10.30am–11.30am (clothing, 2nd, 3rd & last of month, Oct–May); Thu: 9.30am–1pm (health advice for refugees); Mon–Fri: 10.30am–1pm (computers); Mon & Fri: 9.30am–1pm (nurse); Mon & Wed: 10am–11am (clothing, by ticket only); Mon: 9am–1pm (nurse)

Open daily. Meals, showers, housing & welfare advice. All services are free.

MH, AS, BA, BS, CL, ET, FF, FC, MS, TS, SF

THE PASSAGE

St Vincent's Centre, Carlisle Pl, SW1P 1NL

passage.org.uk; 020 7592 1850

Mon–Fri: 8am–midday (for rough sleepers); Mon–Fri: midday–2pm (lunch); Mon–Fri: 2–6pm (appointments); Mon–Fri: 4.30–6pm (verified rough sleepers); Sat & Sun: 9am–midday

For people aged 25+.

MH, AS, A, BA, CA, CL, D, ET, F, FC, IT, MS, TS

THE PILION TRUST

60 Lough Rd, 39–41 North Rd, N7 8FE
www.facebook.com/piliontrust; 020 7700 2498

Mon–Fri: 10am–5pm; Sun: 2–5pm (outreach at Margins, Union Chapel)
Works with people who have been affected by drugs, alcohol and mental health.

MH, AD, A, C, D, OL, OW

TREASURES FOUNDATION

treasuresfoundation.org.uk;
07950585947

Helps female ex-offenders and former addicts with a home & support. Referral only – contact your key worker. "We provide housing each day, every day".

MH, AS, F

TURNING POINT SOUTH WESTMINSTER DRUG AND ALCOHOL SERVICE

32a Wardour St Soho W1D 6QR

www.turning-point.co.uk

Mon–Fri: 10am–5.30pm; Sat & Sun: 11am–4.30pm

For people experiencing problems with drug use. Complimentary therapies.

MH, C, D, NE, OL

VETERANS AID

40 Buckingham Palace Rd, SW1W 0RE

veterans-aid.net; 0800 012 68 67 (helpline)/ 020 7828 2468

Mon–Thu: 8.30am–3.30pm (helpline); Fri: 8.30am–1.30pm

MH, AS, AD, A, BA, CA, CL, C, D, ET, MS, OL, OW, LA

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

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

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



WANDSWORTH COMMUNITY DRUG AND ALCOHOL SERVICE

St John's Therapy Centre, 162 St John's Hill, SW11 1SW

www.wandsworth.gov.uk/; 020 8812 4120

Mon, Tue, Thu, Fri: 9am–4.30pm; Wed: 1–7pm

Specialist treatment adults affected by drug and/or alcohol issues.

MH, A, D, ET, MS, NE, OL, OW, SH, SF

WEBBER ST (LONDON CITY MISSION)

6–8 Webber St, SE1 8QA

<http://webberstreet.org>; 020 7928 1677

Mon–Thu: 9am–midday (not 1st Wed of each month); Sat: 9am–midday

MH, BS, CL, F, LF, MS, OL

WESTMINSTER ST MUNGO'S BROADWAY (UNUSUAL BELIEFS GROUP)

020 7266 0161 / 07786 855 372;

rachel.yates@mungos.org

Wed: 11am–midday

Safe, confidential space for people who experience paranoid or suspicious ideas, unusual beliefs, hearing voices or seeing visions to talk and support each other.

MH

YOUTH ACCESS

www.youthaccess.org.uk/; 020 8772

9900; admin@youthaccess.org.uk

Local contacts for mental health counselling, advice and information.

MH, AD, C, OL

FOOD/SOUP RUNS

For the full list, please visit our website

AGAPE

Wed: 7.45–9.15pm (Embankment)

ALL SAINTS FULHAM

Pryors Bank Pavilion, Putney Bridge Approach, SW6 3LA

Thu: 12.30pm–1.45pm

AMERICAN INT'L CHURCH SOUP KITCHEN

79a Tottenham Ct Rd (entrance Whitfield St), W1T 4TD

Mon & Tue & Fri & Sat: 10am–midday;

Thu–Sat: 10am–midday

AMURT

Thu: 6.30–8pm (Lincoln's Inn Fields)

Vegetarian.

ANCILLA SOUP KITCHEN

The Most Precious Blood & St Edmund, 115 Hertford Rd, N9 7EN

Fri: 11am–2pm

ASLAN

Sat: 5.30–7.45am (tea run: 5.30–6.15

Tavistock St; 6.15–6.45 Savoy Pl; 6.45–

7.30 King William IV St; All Souls Ch

7.40–7.45); Sat: 9am–midday (Webber

St.); Sat: 6.30–8.30pm (invites only)

BE ENRICHED

Mon: 12.30pm–2.30pm Crossways Ch,

18 Hampton St, SE1 6SN, Tue: 7–9pm 1

Ethelburga St, SW11 4AG, Fri: 12.30pm–

KEY

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

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

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

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

2.30pm URC, Rookstone Rd, SW17 9NQ
Free or pay-as-you-can meals.

BLOOMSBURY CENTRAL BAPTIST CHURCH

235 Shaftesbury Ave, WC2H 8EP
Sun: 12.30pm–1.30pm (£2); Mon–Thu:
10am–4pm (tea, coffee, biscuits)

BRIDGES

Memorial Comm Ch, 389–395 Barking
Rd, E13 8AL
Sat: 8–11.30am; Mon: 10am–2pm

CARPENTERS CAFE

Carpenters Estate Com Hall, 17 Doran
Walk, Stratford E15 2JL
Tue: 10am–midday

CHRIST APOSTOLIC CHURCH (BETHEL) UK

217–23 Kingsland Rd, Hackney E2 8AN
Sun: 8–9am; Sat: 2–3.30pm (hot meal,
last Sat of month)

CHRISTIAN KITCHEN

Mon–Sun: 7.30–8.30pm (Mission Grove
car park, Walthamstow)

COMMUNITY OF SANT'EGIDIO

Sat: 4–4.30pm (Carmelite Priory, Pitt
St W8 4JH); Sat: 4–6pm (last Sat of the
month – 3-course meal in the Carmelite
Priory, details: <https://www.santegidio.org.uk/our-cup-of-tea>)

COMMUNITY TABLE

Southcroft Church (Ichthus), 276
Mitcham La, Streatham SW16 6NU
Thu: 11am–3pm

COPTIC CITY MISSION

Tue: 9–9.45pm (Spenser St, SW1E 6AA,
then Strand)

EALING SOUP KITCHEN

Sat & Sun: 3.30–5pm (St John's Ch Hall,
Mattock La W13 9LA); Fri: 11am–4pm
(St John's); Mon: 7–9pm (Salv Army, 6
Leeland Rd, W13 9HH)

EMMANUEL CH (STRATFORD)

Romford Rd/Upton La, E7 8BD
Thu: 8–10am

EMMANUEL PENTECOSTAL CH

374 Lee High Rd, SE12 8RS
Tue: 6–7.30pm (Life Bread)

FARM STREET CHURCH

Mon: 8–10.30pm
Oxford St route: Davies St, Bourdon St,
S Molton St, Oxford St (S Moulton St
to Oxford Circus), top of Regent St to
Hanover St, Hanover Sq, New Bond St
Berkeley Sq route: Berkeley Sq; Berkeley
St; Green Pk; Piccadilly. Hyde Pk Corner
route: Mount St; Park La underpasses
(Park La and Hyde Pk Corner); Shepherds
Mkt; Curzon St.

FAST58

Fri: 8.45–11pm (Strand, near Ryman's);
Fri: 9.15–10.30pm (Waterloo, near
IMAX)

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

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

OL Outreach worker links
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SH Sexual health
TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE
↓

FINSBURY PARK MOSQUE

7–11 St Thoms's Rd, N4 2QH

Thu: 6–8pm (soup run)

FLOWING RIVERS FOUNDATION

Tue: 7–10pm (Castle Green, Dagenham); Sun: 6.30–9.30pm (2nd & 3rd week of month – Lincoln's Inn Fields)

GOOD SAMARIA NETWORK

Sun: 6–7pm (Lincoln's Inn Fields)

GREENWICH MIGRANT HUB

Woolwich Common Community Centre, Leslie Smith Square, SE18 4DW
Tue: 10.30am–1.30pm
A hot meal for migrants in Greenwich and neighbouring boroughs.

HARE KRISHNA FOOD FOR ALL

Mon–Sat: midday–3pm (12.00: Islip St, Kentish Tn; 13.00: Arlington Rd/Inverness St, Camden; 14.25: (York Way, King's X); Mon–Fri: 12.15pm–2.30pm (LSE & SOAS); Mon–Thu: 7.30–8.30pm (Lincoln's Inn Fields)
Vegetarian.

HARVEST OF GRACE TRINITY CENTRE

John Morris House Comm Centre, 164 St John's Hill, Battersea SW11 1SW
Sat: 10am–4pm (breakfast and lunch)

HAVERING ISLAMIC CENTRE

91 Waterloo Rd, Romford, RM7 0AA
Wed: 6.30–7.30pm (hot meals and drinks)

HOLY NATION CHURCH

Fri: 9–11pm (Waterloo station)

KING'S CROSS BAPTIST CHURCH

Vernon Square, King's Cross Rd, WC1X 9EW
Tue: 11am–1pm

LOVE STREATHAM

Streatham URC, 388 Streatham High Rd, SW16 6HX
Mon: 7–9pm

LOVE TO THE NATIONS MINISTRY

Wed: 7–7.30pm; Sun: 4–4.30pm (alt weeks, Charing X)

MINISTRY OF PRAISE

Tue: 8–8.30pm (Lincoln's Inn Fields)

MISSIONARIES OF CHARITY SOUP KITCHENS

Mon, Tue, Wed, Fri: 4.30–5pm & Sun: 3–3.30pm (Pius X Church Hall, 79 St Charles Square, W10 6EB); Mon, Tue, Wed, Fri: 10–10.30am (112–116 St George's Rd)

MUSWELL HILL CHURCHES SOUP KITCHEN

Muswell Hill Baptist Ch, 2 Dukes Ave, N10 2PT
Mon–Thu: 7.45–8.45pm; Sun: 5–6pm

NIGHTWATCH

Mon–Sun: 9.30–10pm (Queen's Gardens, Croydon)

NOTRE DAME CHURCH

5 Leicester Pl, WC2H 7BX
Sat: 12.30pm–2.30pm; Mon & Thu: 11am–4pm (refugees)
Sandwiches from 16 Leicester Sq.

OPEN DOOR MEAL

St James the Less Parish Centre,
Thorndike St, SW1V 2PT
Fri: 7–9pm (2nd & 4th weeks of month.)

ORDER OF MALTA SOUP KITCHEN

Thu: 7.45–9pm; Wed: 6.15–7.45am (24
Golden Sq, W1F 9JR); Thu: 7.30–9pm
(St James', 22 George St, W1U 3QY)

OUR LADY OF HAL

165 Arlington Rd, NW1 7EX
Tue, Wed, Fri, Sat: 12.45pm–2pm

REMAR ASSOCIATION UK

Wed: 7.30–8.30pm (William IV St,
Strand)

ROYAL CONNECTIONS

Hub Studios, 90 Monier Rd, E3 2ND
Sun: 4pm–6pm (4th Sun of the month)

SADHU VASWANI CENTRE

Wed: 8–8.30pm (Lincoln's Inn Fields)
Indian food.

SALLY'S KITCHEN

Salv Army Hall, Southwell Gr, E11 4PP
Tue: midday–1.30pm

SEVENTH DAY ADVENTIST CHURCH (STOKE NEWINGTON)

Yoakley Rd, N16 0BD
Wed: 12.15pm–1.30pm (drop-in); Sun:
7–7.30pm (Lincoln's Inn Fields)

SIMON COMMUNITY

129 Malden Rd, NW5 4HS
Mon, Wed, Fri: 7.15–8pm (tea run: Arundel
St; Burleigh St; Covent Gdn); Thu: 8.30pm–
1.30am (soup run: Duke's Rd/Euston;
Temple; under W'loo Br); Sat & Sun: 1.30–
3.30pm (St Giles, nr Centrepont)

ST ANDREW'S CHURCH

Star Centre, Greyhound Rd, W14 9SX
Sat: 8am–12.30pm

ST ANNE'S DROP-IN KITCHEN

St Anne's Ch Hall, Hemsworth St, N1
6TS
Sat: 5–7pm

ST IGNATIUS'S CHURCH

Sat: 7.30–8.15pm (Lincoln's Inn Fields)

ST JAMES CONFERENCE OF SVP

Tue & Fri: 7.45–8.15pm (Lincoln's Inn
Fields)

ST JOHN THE EVANGELIST

39 Duncan Terrace, Islington N1 8AL
Tue–Sat: 12.30pm–1.30pm

ST JOHN VIANNEY CATHOLIC CHURCH

Sat: 5.30–6pm (Temple)

ST JOHN'S SOUP KITCHEN

St John's, Brownswood Pk, Gloucester
Drive, N4 2LW
Tue: 7.30–9.15pm
Vegetarian.

ST MONICA'S CHURCH

Tue: 8.15–8.45pm (Temple)

ST PATRICK'S OPEN HOUSE

21a Soho Square, W1D 4NR
Tue & Thu: 7–9pm (registration at
6.30); Sun: 6–8pm (film club, 1st Sun of
month)

ST THOMAS OF CANTERBURY CHURCH

Wed: 9–9.30pm (2nd and last of the month, Lincoln's Inn Fields)

STREET SOULS

Fri: 8–9pm (1st & 3rd week, St Stephen's Ch, Rochester Row)

STREETLYTES

Mon: 6–9pm (St Stephen's Ch, 1 Coverdale Rd, W12 8JJ)

SUFRA NW LONDON

160 Pitfield Way, Stonebridge, NW10 0PW

Fri: 6–8.30pm (vegetarian meal)

TEEN CHALLENGE LONDON

Mon: 9–11pm (Whitechapel);
Tue: 9–11.30pm (Hackney); Wed:
9–11.30pm (Brixton); Thu: 9–10.30pm
(Ealing); Fri: 9–11.30pm (Waterloo); Sat:
9–11.30pm Stratford Central Baptist Ch

THE CABIN

St Gabriel's Community Centre, 21
Hatchard Rd, N19 4NG
Mon–Sun: 8.30–9.30am; Thu: midday–
1pm

THE MANNA PROJECT

St Stephen's, 17 Canonbury Rd, N1 2DF
Tue: 7–9pm; Fri: 9–11am; Wed: 1–3pm

THE PENGUIN RUN

Sat: 8–8.30pm (2nd week of month,
Tothill St); Sat: 10.15–10.45pm (2nd
week of month, Lincoln's Inn fields)

THE SWISS CHURCH

79 Endell St, WC2H 9DY
Tue: 8–10am (breakfast on the steps)

THE VISION ORGANISATION UK

St Silas Comm Hall, Penton St, N1 9UL
Wed: 7–8pm (Lincoln's Inn Fields); Thu:
7–9pm (3-course meal, clothes, books)

TREM (PLACE OF OUR SANCTUARY)

84 Lillie Rd, Fulham SW6 1TL
Sat: 2–4.30pm (1st Sat of month)

TRIUMPHANT CHURCH INTERNATIONAL

136 West Green Rd, N15 5AD
Wed: 7–8pm (hot meal); Sun: 9–10am

UCHARITY

Mon: 9–11pm (9–10pm, Waterloo
nr Imax; 10.15–11.15pm, Strand nr
Charing X station)

URBAN TABLE

The Round Chapel (Clapton Park URC),
Powerscroft Rd E5 0PU
Sun: 2.30–4pm

VICTORY INTERNATIONAL CHURCH

77 Coburg Rd, Wood Green, N22 6UB
020 8617 1715; vicintchurch.org.uk/
Wed: midday–1pm

FF

WALTHAM FOREST FEET ON THE STREETS

07448633694; <https://www.facebook.com/groups/651185971671776/>
To find out when their next soup run is,
ring or email feetonthestreets@hotmail.com.

FF

WYCOMBE & MARLOW GROUP

Tue: 8.15–8.45pm (Lincoln's Inn Fields)

FF, CL