



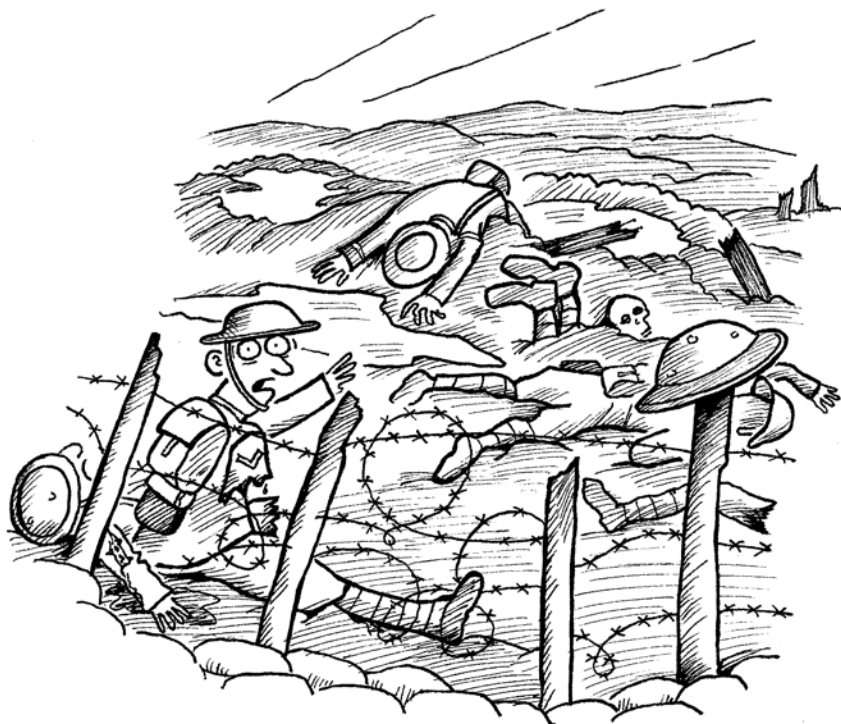
the Pavement

The paper for the homeless · London edition

Issue 12 - free

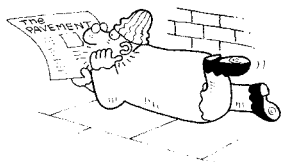
Inside: Special armed forces issue, commemorating the 90th anniversary of the Battle of the Somme, with features on ex-service homeless, and all the news and views from the street. Plus, a new column on the law – Legal Lounge

July 2006



"You win Somme, you lose Somme..."

The Editor



The Pavement Team

News - *The Pavement* news team comprises a number of professional writers across London covering stories on the street or in hostels. Most stories featured in this and previous issues have been told to the journalists by readers sleeping rough, so if you have a story get in touch with us at:

The Pavement
PO Box 43675
London SE22 8YL

Health - Any health questions of an urgent nature should be taken to your GP, and if you don't have one, see The List (page 30). However, *Nurse Flo* welcomes queries at the above address or on her e-mail: flo@thepavement.org.uk

Photography - *The Pavement* has a strict policy of asking for release of images of readers taken by its photographers, but often prints photographs provided by outside agencies who do not detail the subjects rights. Similarly, we try credit all images, but some are only given the name of the providing organisation. Any photography not credited is © Rufus Exton.

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Why an ex-service issue?

It's in the nature of magazines to produce special issues, and trying to avoid cashing in on the football or Big Brother, we were looking for news that would be of interest to our readers and lead in to a number of interesting features.

Many readers (to find out how many, see news-in-brief – page 5) will have spent time in one of the three services – the Royal Navy, Army or Royal Air Force. And that sometimes provides two things: difficulty adapting to civilian life; and the tenacity to survive on the street. And with the 90th Anniversary of the beginning of the Battle of the Somme on 1st July, what better time to look at life on the streets after serving your country?

So, with the support of the Aegis Foundation, dedicated to helping ex-servicemen and women, who have funded this issue, we've gathered a number of features on ex-service life that all readers should find interesting: We spoke to Hugh Milroy at the Ex-Service Fellowship Centre about what they do and their history; talked to Simon Bywater, who has written about the effects of Post Traumatic Stress Disorder; looked at how the Sir Oswald Stoll Foundation has begun an interesting enterprise for match days; visited the Alcohol Recovery Project and heard about their service for old soldiers; and we report on the launch of Poppy Support by the British Legion. All that and a couple of ex-service news stories in the next few pages.

Besides the features on ex-servicemen, we also have a host of articles in news-in-brief, most of which can be found replicated on our news-posters that you'll see across London. We've also two new sections, Legal Lounge (page 22), and a guide by *Insider* to the language of the 'homeless industry' (back cover).

Thank you all those readers who've written in to test the Sleeping (Less) Rough bed. We've kept all letters, and the designer is currently building more beds to put to test, so we may be calling on you soon.

Polskie Strony is also away, but will return for issue 13. Also coming up soon are the long planned, often promised, comic strip and the return of puzzles (crossword or sudoku).

Lastly, we're a number of letters we'll be printing in the next issue: TD, we're looking at your suggestions for couples in hostels; and if NK of Islington is reading this, we're still chasing your letter up and we will try to get answers for next issue. Keep them coming in.

'Editor'
editor@thepavement.org.uk

AEGIS
FOUNDATION www.aegis-foundation.org

News-in-brief

All the news and views from across London and the UK

Alcohol ban in Camden

A borough-wide Controlled Drinking Zone (CDZ) came into force in Camden on 8th June, following the move in neighbouring councils. Since then it has been an offence to drink alcohol in any public place within Camden if the police ask you to stop, and anti-social drinkers can be fined up to £500.

The order, which was apparently driven by a local consultation and complaints by residents, allows police to confiscate alcohol held in open containers from those in the zone who are believed to behave in an anti-social way.

A spokesman for St Mungo's homelessness agency said to *The Pavement* that "the police can play an important role in getting street drinkers to engage in services where they receive real help. We will work together with the police to make sure we reach and help street drinkers."

Camden's Street Services Team will also collaborate with the police to ensure that people with alcohol problems get the right kind of support, whether it's access to 'wet services' (where street drinkers can consume alcohol in a safe environment and receive help and support with their addiction) or other help, such as rehabilitation services, alcohol advice or health care.

But, despite the good work of some of the agencies involved, concerns have been raised about the policy itself: is it a move to reduce alcohol-related crime, or persecution of rough sleepers who drink?

For example, not everybody drinking alcohol on the streets will have their own drink confiscated, but who will distinguish between those enjoying a can before bedding down and real heavy drinkers causing a disturbance?

Also, the order is aimed at trouble makers, but will not affect the people drinking in licensed premises who are responsible for the vast majority of alcohol-related violence.

So, if you're not to get caught in Camden, know that the ruling will not cover Regent's Park, which is a royal park, nor Hampstead Heath, which is run by the Corporation of London.

'Clara'

Car blog

Nobody knew her real name, let alone what she looked like, but Wandering Scribe has a network of friends all over the globe and a lucrative book deal in the pipeline.

Her journey to celebrity is an epic one: now, on the right side of a psychological breakdown, she signs the lease to a one-bedroom flat and her first book deal all in the same week. Yet in mid-May she was still living alone in a car at the edge of the woods, jobless and homeless.

Last summer she was fired from her job, struggled to pay rent and a previous relationship ended all in quick succession. Her car became her home, her protection from the cold and a bed. Using her benefits to pay for petrol she would drive into London, and between sneaking around hospitals to wash and iron

her clothes she would treat herself to an hour in an internet café.

Unnoticed, the Wandering Scribe added to the cyber-pages of her blog (online journal). Here, safe in her anonymity, she would tell the vulnerable (and frequently morose) tale of her journey back from rock bottom. In unveiling her innermost thoughts she captured the hearts of her readers, curious journalists and perhaps more importantly, an empathetic book publisher.

One year on, this 'nobody' turned world famous 'blogger' has had nearly two million visitors to her website (wanderingscribe.blogspot.com), and several interviews with media giants (*BBC*, *New York Times* and *Le Monde*.) She witnessed frenzied bidding between publishers, eventually won by Harper Collins. But perhaps the biggest revelation: an identity. Anya Peters finally told the world her name.

Recent blog entres are lighter and sweeter in tone, with a sprinkling of disbelief and, as always, are thoughtfully put together. She last posted (at time of going to press) on 26 June: "My room here is a good size and bright and airy..."

'Bez'

Changing Live Award

The deadline to apply for the Changing Lives Award is fast approaching, and all applications must be made by 14th July.

The Crisis-run programme will provide grants of up to £2,000 to individuals, to help "move towards a work-based, vocational goal." It

is thought the money could be used to pay for a training course, to buy tools or materials, or for other investments needed to start a business.

Among other criteria, you must have been homeless at some point over the last five years, and for the last six months have been seeing a support worker, and living in secure accommodation such as a hostel or supported housing. You must also have been clean from drugs and drink for at least six months.

For more information, or to download an application form, go to www.crisis.org.uk

'Cat'

Surf's up!

"Sofa surfing" is a modern social definition to describe those who live by bedding down on friend's floors or furniture, but now Couch Surfing has taken this to a new level and become a movement.

Couch Surfing pretty much does what it says on the tin. You rock up to a front door and ask a complete stranger if you can bunk down on their sofa.

Couch Surfing, at its simplest, is an online system that enables you to make connections with people and their accommodation the world over. There is no predetermined agreement between traveller and host: When you surf a couch, you are a guest at someone's house. They will provide you with some sort of accommodation, be it a three-piece suite or a patch of grass to pitch your tent on. Stays can be as short as a cup of coffee and a shower to a month-long slumber.

It began with its founder, Casey Fenton, getting a cheap ticket to Iceland for a long weekend, but not having enough spare cash to



cover accommodation. Rather than spend a cold night under the stars he decided to email over 1,500 Icelandic students in Reykjavik to ask if he could crash on one of their couches: Couch Surfing was born. There are 89,570 known couch cruisers in the world today.

The scenario could make a transition, and anyone could get onto the sofa circuit – this could be a story about a one-way bus ticket to Croydon or backpacking your way around Europe.

'Bez'

- Go to www.couchsurfing.com

Counting soldiers on the street

One of the oft-used figures when people talk about ex-servicemen on the streets is that 25% of the homeless fall into this category. But just because it is quoted so often and widely doesn't make the figure correct, and the reason for the error is the age of the research rather than its methodology.

The figure of 25% seems to come from research done by Anderson, Kemp, and Quilgars in 1993, which was based on a huge survey in 1990 to 1991 carried out around London. At the time the survey was done, there was a large population of older ex-servicemen, largely because of National Service. This population is growing smaller now that declining numbers of people are serving in the armed forces.

So what's the figure now? A more recent figure comes from St Mungo's (The Big Survey 50:50), which found that 3% of readers are ex-servicemen; but for those over 50 years old, this rises to 9% (in line with circumstances for the older generation).

But *The Pavement* can confirm that the Ex-Service Action Group on homelessness (ESAG) has commissioned a new research project to update a previous report carried out in 1997, which also suggested the figure of 25%.

Conducted by the Centre for Housing Policy at York University, the interim

report is subject to change and therefore under embargo.

Along with the decline in those serving, it is anticipated that improved resettlement packages on leaving the service and support for ex-service readers will show a reduction in the numbers of ex-service rough sleepers.

The committee hopes to produce a summary in the next few weeks and will then officially launch the report.

'Alex' & 'AKP'

Pavement fight

A fight outside a West End hostel in early June highlighted a common problem on the street and in hostels: the dangers of accusations, which often prove false.

Readers will know that violence on the street is not uncommon – it is one of the difficulties of street life. Unfortunately, violent outbursts between those on the street also occur, often stemming from rumours.

We spoke to Jeremy Nicholas, area manager at St Mungo's, about the outcome of this particular attack. He told us: "An incident where a false accusation was made against one resident by another led to the police being called and the accuser being evicted. If anyone has a concern regarding the behaviour of a fellow resident in their hostel, they should discuss it either with their key worker, or with the project manager. Malicious accusations can put people at risk, and we all have a duty to discourage rumours and misinformation."

The Pavement came across the scene soon afterwards, but the blood on concrete still clearly showed the result of "malicious accusations."

'Cobbett'

Job fair

The UK's first ever jobs fair for homeless clients took place in May at the Salvation Army's Rochester Row, alongside Job Centre Plus.

Around 200 people registered at the event and 44 found jobs that day, which ranged from working in agriculture to working with royalty.

Farm work, with accommodation, was one of the jobs on offer, as was the role of supervisor for the Princess Diana Memorial later this year.

The organisers were unsure of the response they would get, but everyone was satisfied that it was a great triumph. "This was just a pilot but obviously, from the response, this is something which is desperately needed," said Major Paul Kingscott of the Salvation Army.

"It was very successful," added outreach advisor Margo Baxter. "We didn't know how it would turn out, but there was so much interest we are thinking of doing a bigger one in October – although nothing is concrete yet."

Baxter regularly works at the Salvation Army, and at St Martin's, where she provides advice on writing CVs, interview techniques, and how to make that all-important first phone call.

Currently she is recruiting people for a 12-week training courses in carpentry, or painting and decorating. The CSCS (Construction Skills Certificate Scheme) is a legal requirement for work in the trade, and is being provided for free – including travel expenses – to people without permanent residence.

Baxter works for Job Centre Plus, with the support of the Salvation Army, and is confident that they can help anyone. "As many people as call me, I can help," she said.

A translator was at the fair to help non-English speakers, and David Hurren, from Employ EU, helped job seekers from the new Accession 8 countries. He said there had been some notable successes during the day: "A chef with French/Italian cuisine experience is almost certain to find work, and there were several people for whom we know we can find suitable employment in the construction industry."

'Cat'

- If you are interested in the CSCS, or any other job queries, call Margo Baxter on 07801 818 990.

Say cheese!

The judging of a photography competition the theme of London in Spring, took place at King George's Hostel on Friday 5th May. The big name who awarded prizes for the competition, was Mark Field (*pictured opposite on the day, second from right*) MP for the cities of London and Westminster. The participants were the residents and users of the facilities of King George's Hostel, which is run by housing association English Churches Housing Group (ECHG).

Former rough sleeper Vincent McHughes won the competition with a picture of blooming flowers. When he shook hands with Field, the Conservative MP said that he enjoyed the competition because he could recognise the places where the pictures had been taken. "Some of them are around St. James', where I walk to work each day."

The winner was given photographic equipment provided by Jessops, who sponsored the event.

What was much appreciated about the MP's presence was the fact that he had come in after being up during the night with the local elections. "I haven't had much sleep at all. I stayed up all night to follow the

votes count," he told *The Pavement*.

David Jones, ECHG's project manager, said about the event: "They have been so positive about this project that we're now planning to expand it to include other photographic challenges, like doing a 'day in your life'."

'Carlo'

Where's Nobby?

This could be the last time we report on the adventures of 'Nobby the Tramp,' mainly because Nobby's not homeless any more.

The celebrated rough sleeper closed the patio door of his faithful bus shelter in Peterborough, Cambs, and turned the key in the door of his new, fully-furnished flat earlier this year.

After over 10 years of living in his quirky residence in Oundle Road, Peterborough, the Scotsman (real name Michael Ross) rose to celebrity status in the town. During the time he spent at his draughty dwelling, Nobby had become the muse for a local artist and the subject of makeovers by high street stylists. A Peterborough weekly newspaper even sponsored him to enter the North West Irish Open golf

tournament. However, towards the end of 2005, things turned sinister.

This colourful character had been receiving treatment for thrombosis at a local hospital, unaware that his makeshift home was being turned over by local vandals.

In early February, it all got a bit too much for Nobby. He expressed his desire to move into a property that he could call home, this despite a local glazing firm fitting double-glazed patio door to his shelter to add warmth and security.

The move went smoothly and Nobby's friends now plead for his personal space: "We would be grateful if everyone accords him the same level of privacy that any other individual would expect."

So there's a full double-glazed bus shelter going begging in Peterborough. But you didn't hear it from this paper.

'Bez'

Third Soup Run Forum

The Soup Run Forum held their third meeting on Wednesday 7th June, to continue the discussion about soup runs. Some authorities in London don't hide their attempts to get

rid of them. The last meeting, in November saw a big turnout of professionals and volunteers who were keen to discuss how to improve their help in giving food, hot drinks and provision to the needy.

This time the forum, organised by Alastair Murray of Unleash, had a smaller turn out, although some, like Ciaran Quinn, who organises the 8pm run at Temple, had come all the way from Hayes to attend the meeting.

Apart from the ludicrous 'Killing with Kindness' campaign, and various councils' efforts to restrict their work, the emphasis of forum was on three main themes: the A8 nationals issue; how to coordinate work to avoid over supply in single areas; and the recent meeting that Alastair Murray and Chris Peacock, of ASLAN, had with Westminster. They met Victoria van der Knaap, of the Council's Rough Sleeping and Street Activity Team.

Murray told us about the talks between the two parties, saying: "There is a big gap between Westminster's ideal world and what I believe the Soup Run Forum members would find acceptable. Westminster would like there to be one or two runs targetting those



Photography by Rufus Epton © 2006

rough sleepers who are “hard to reach” by going out very early or very late, and for there to be no queues of people for soup runs in the evenings.”

The idea that is being worked on is a ‘good practice guide’ for soup runs, which would entitle them to work with an informal approval of the Council. As Murray said, “Most of the more well established soup runs would agree that there is some overlap and over-provision... The idea that the Forum would agree what good practice guidelines should be, is to counter some of the criticism of soup runs, not just by Westminster, but by others in our conservative press.”

The Soup Run Forum aim to meet next in the late Autumn, with new ideas and experiences to share. While the campaigning against soup runs will continue, the people who attended the meeting confirmed they will continue their work, hoping to coordinate and establish contacts with the others in London.

‘Carlo’

Pod life

The St Patrick’s Church Trust in Hove, Sussex, is working on an innovative design to develop individual sleeping pods (*pictured below*) which provide much needed security and warmth from cold coastal nights.

The pods, which will incorporate a single bed, personal heating controls, easy-clean interior, storage space, alarm system and space for a dog, are hoped to be a big improvement on over-crowded dorms.

They even have celebrity backing, with musician Sam Preston, of the Ordinary Boys, donating the £50,000 he made from appearing on Celebrity Big Brother earlier this year.

Intended for inside use only, the pods are designed to provide more privacy and security for people using temporary accommodation.

Father Alan Sharpe, who runs the St Patrick’s Church shelter, hopes to introduce them over a period of two years.

The idea came about when their funding was stopped because of the lack of security residents had in their shelter, and that women could not stay as a result. So, St Patrick’s was forced to act.

“We thought about using the Japanese sleeping pod units, to develop a self-contained sleeping area,” said Stephen Sharpe, of St Patrick’s Trust, “We worked with a few designs, asked some of our residents what they thought, and the response was mostly very positive.”

The initial idea – a simple horizontal pod, which provided little room to move or stand up in – was felt to be too claustrophobic, and so the design evolved through several other creations before the final style was chosen.

They estimate that after the prototype has been built, each pod will eventually cost “in the hundreds,” and be easy to assemble.

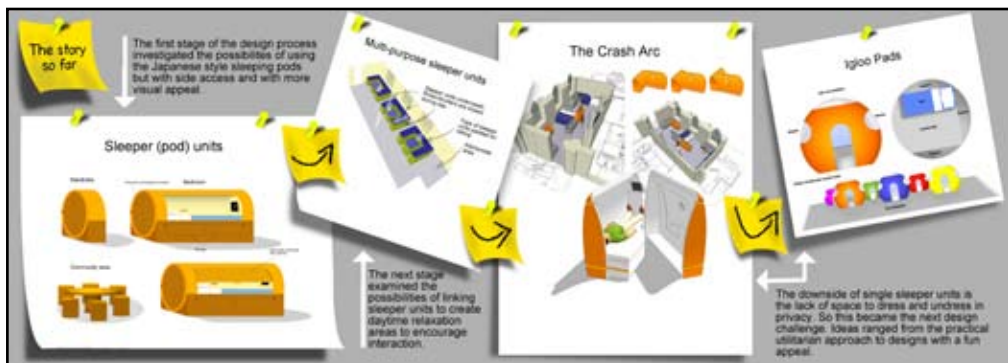
Sharpe is confident that the idea can be transported to other cities in the country. “We’re hoping to work with organisations in London,” he added.

While they are realistic that this is not an alternative to housing, Sharpe believes that this will make the move from temporary accommodation to a more permanent home an easier one.

The scheme has met with scepticism from other organisations. A spokes-person from Crisis said “Temporary shelter is not a solution to homelessness. It is about more than just providing a roof over people’s heads.”

“I was a bit surprised at their response,” said Sharpe. “Our experience tells us there is a real need for something like this.”

The concept must first complete a consultation period with residents,



Brighton and Hove Council and designers before work can finally be started on production.

'Cat'

- In next issue we begin a series of features on alternative shelters with a look at 'paraSITES.'

Two Steps to bridging the gap

Two Steps is an innovative housing programme set up by Hope, a charity that works with socially excluded people in the UK and overseas. The Two Step project aims to tackle the barriers that face people returning to long-term accommodation by offering a 'stopover' option to those referred to the programme.

The object of the scheme is to get people back into long-term accommodation (step 2), which can take days or even weeks. During this time, Hope's volunteer-hosts take clients into their home (step 1) while the client's longer term accommodation needs are being worked out.

Clients are referred onto the Two Step scheme by their local government departments, other charitable organisations or sometimes through word of mouth. Once a person is put in touch with the programme, a Two Step advisor will assess whether they qualify for the scheme. Since Two Step believes in helping people to help themselves, it is sometimes the case that clients are asked to search for a property themselves. If they are successful, Hope will then find the money for the initial deposit.

Two Step volunteers are often families who have agreed at short notice to allow people to stay with them. Offering a stopover option hoists clients onto the first step of a path into a more stable housing situation. While Hope accepts that allowing any stranger to enter your

home is a risk, they do everything they can to minimize any danger.

'Bez'

Royalty shocked

Project Compass, a charity dedicated to helping ex-forces homeless people find jobs, is a unique partnership between the Ministry of Defence (MoD), accountancy firm KPMG, Business in the Community and the Royal British Legion. Together they have helped nearly 200 ex-servicemen back into employment and independent living.

His Royal Highness The Prince of Wales has pledged his support homeless ex-servicemen after a recent tour of hostels in London. His Royal Highness was reported as saying that he was "truly shocked" when he heard the available statistics (25%?) on the number of ex-servicemen who end up on the streets after fighting for their country.

It's not uncommon to find many ex-forces on the streets as a result of long-term combat-related psychological injuries. According to the Government's Rough Sleepers' Unit, ex-servicemen have always been a key contributor to the city's rough sleeper population, though they cannot put an exact number on it.

During the two years that Project Compass has been running, it has enabled many people like Sam Boampong, back into work. Sam is an ex-army sergeant who found himself living rough for five months until he was put in touch with Project Compass: "My work placement was in a city law firm. I found reconnecting with work, with people and with the world a vital and valuable gift."

'Bez'

UNLEASH conference

Over 100 people attended the official merger of Housing Justice and UNLEASH at a conference held on 23rd May.

The conference was opened by Housing Justice chief executive Robina Rafferty, who that day also announced her retirement.

In her opening speech, Rafferty said: "Our merger is a very welcome step forward for homeless and badly housed Londoners, whom we hope will benefit from both better services in church-based projects and a stronger campaigning voice."

Other speeches were given by Centrepont co-founder and former Chair of UNLEASH, Reverend Ken Leech; Reverend Nick Holtam, of St Martin's-in-the-Fields; and Maff Potts, of the Department for Communities and Local Government (formerly in the Office of the Deputy Prime Minister).

Reverend Leech spoke broadly about improving the role of the church in fighting homelessness, saying: "The gulf between rich and poor has grown under New Labour. The fact that the church's values are in fundamental conflict with those of governments must be recovered, recognised and reaffirmed."

The day also saw a series of speed seminars, 20-minute slots in which various organisations spoke to small audiences about their work.

Organisations included Emmaus House, The Simon Community, and CHAS Central London, as well as the Empty Homes Agency, Green Pastures and Streetwise Opera.

'Cat'

If you think you have a story for *The Pavement* get in touch with us at the address on page 3.

True fellowship

What started the EFC is still there today

Tucked in next to a busy hairdressers on Buckingham Palace Road, Victoria, it would be easy to miss the Ex-Servicemen Fellowship Centre (EFC), whose humble surroundings belies the pedigree and breadth of their work.

Founded in 1932 as the Embankment Fellowship Centre, it was a canteen and recreation room for ex-servicemen. But the organisation soon acquired accommodation, so opened a hostel and a night shelter in partnership with other societies. It wasn't until 1969 that they took the name they have now.

Today they have around 1000 requests for help every year, and have space for 57 people in their Stepney hostel - New Belvedere House.

"There's no other focal point for this," the EFC chief executive, Hugh Milroy, told us. "We are the key provider for ex-servicemen. Having said that, we don't see ourselves as stand alone."

They are supported by several other organisations, including the Royal British Legion, who partly staff the EFC's hostel and have over time funded several larger outlays, including recently fitting out each room with an individual fridge.

The Legion have also helped when residents have moved into permanent accommodation. "There was no song and dance about it," said Milroy. "They sorted out the papers and the things got delivered. It was pretty slick – and certainly wasn't that easy when I got my house."

The EFC also works closely with SSAFA (Soldiers, Sailors, Airmen and Families Association), particularly when working with relatives of ex-servicemen, and with Combat Stress, the ex-services mental welfare society. But says Milroy, the latter are not their most regular partner, as Post-Traumatic Stress Disorder is relatively rare.

"It's not something we get everyday," he said. "Of course, some of our clients have problems with substance dependency, or other general psychological problems, but it is quite uncommon for it to be about stress."

"The reality is that military service was quite a positive experience for the men, and you can see that many years after service." It is this which Milroy believes makes them so unique – that sense of camaraderie which people in the forces have for each other. "You wouldn't find it in any other job," he said.

They rely on other charities and organisations to help inform ex-servicemen of their existence, and what they can do for people. "We link in with lots of other centres, so when they get someone that we can help, they act as a funnel towards us."

The EFC is headed by two former officers – Wing Commander Hugh Milroy and Colonel Tim Walker, who now has the role of administrator. Between them they head the operation, which has New Belvedere House in Stepney, with 57 single rooms. They are assisted by seven other members of staff at the hostel, and a volunteer who is a former client – The redoubtable Mr

Evans (more of later). One of their staff has also been awarded an MBE, and many have been involved in the services at some point.

Wing Commander Milroy is also Dr Milroy, having gained a PhD in homelessness amongst veterans, and brings a wealth of knowledge to his role, while he heartily admits he is still constantly learning. Even when he was in the armed forces, he was a specialist in military welfare. He told us: "No one had done research into it before, so I guess I was a round peg in a round hole."

Milroy and Walker deal with all the paperwork. "It never ceases to amaze me how much there is," said Milroy. "But we always try to make sure that the person gets dealt with first, and the bureaucracy afterwards. That's how things are in the military."

Despite this, they do have a rigorous system to check that the requests are coming from genuine ex-forces. "Our only prerequisite is that you have to have been in the British armed forces at some point. We do get a surprising number of people pretending to be ex-servicemen. But everything is easily checked."

Another one of their supporting organisations is the Ministry of Defence, within whose organisation records can be checked, to back the claims of everyone who goes to the centre.

But, as long as the request comes from an ex-serviceman, they will do everything they can to help, and they believe they can provide practical help immediately. The EFC tries to offer anything, from a shower



“We always try to make sure that the person gets dealt with first, and the bureaucracy afterwards. That’s how things are in the military”

(assisted by their neighbours at The Passage) and a change of clothes, to advice and a room of ones' own. The clothing is all brand new, with comfortable tracksuit bottoms, smart suits for job interviews and even pyjamas for the night.

"We had a guy in once whose bed had broken, and he just didn't know what to do, so we sent him to SSAFA, and he was immediately taken care of," Milroy said.

Funding is, as ever, the hardest task, and Walker calculates that since he joined in 1999 their funding has been reduced, regardless of inflation and other costs, by £3.61 per week per resident. Despite this, they believe that their operation is good value for money, and yields positive results.

They see between 10 and 20 new people every month, and although many of them are easily dealt with, some of the requests are for more long term help, such as accommodation. Ideally, the men (and occasionally women) who they house will eventually move into permanent accommodation and employment. In the last six months alone, they have helped to re-house 27 people.

They work with a broad range of generations – their current residents are aged between 21 and 78 years old – and with people who have slept rough for many years, as well as those who find themselves newly on the streets.

"There are some people who it is very difficult to work with, but we always try to give people a second chance," said Milroy. "We don't need to mollycoddle them, but we don't want to see people struggle. We're not just warehousing people; we want them to regain their lives."

The hostel is run by a relatively strict guidelines – almost militaristic,

Milroy admitted. The residents pay a nominal amount of rent, which it is their responsibility to organise, and the rooms are regularly inspected to make sure that they reach a level of cleanliness. Yet, despite the hostel having privacy in single rooms, usually the doors are left open and the residents find good friends there.

"If somebody gets a new flat, the others go and take furniture round and redecorate it together. There is a community of gentlemen living close to the hostel, and they sometimes help us. This generates a feeling of well-being, and dignity, and a sense of self-worth, and that is the uniqueness of what happens here."

Coming up for their 75th anniversary next year, Milroy is pleased that they are working well, but is aware of the constant need to adjust to new demands. "There is so much thinking that goes on behind what we do, we are constantly looking to improve what we do."

"We are so flexible because we are small, but without the amount of support we get from our partner organisations, we couldn't do it," he said. "Thanks to it, though, I think we could put anyone back on their feet."

'Cat'

Mr Evans' story in his own words

As mentioned above, the EFC has few staff, and one of the key members at Buckingham Palace Road is stalwart Mr Evans.

Much can be said about the EFC and it's visionary work (they were the first to see the advantage of advertising with this paper), and much more could be made of it's history. However, key to understanding them is the reason Mr Evans works at the EFC. He told us:

"I joined the forces in 1964, but left just before the end of my basic training. I came to London and worked in hotels around the city. Sometimes when I left one job I ended up on the streets until I got another, because they mostly came with accommodation. Finally in 1986, I was made redundant from a club and became homeless again.

"I'll be honest: if I've got money, I'll spend it. I'm not an alcoholic, but I like a drink. Although Ivor House helped me to find a flat, I didn't pay rent for a while and was eventually evicted.

"I had heard about the Ex-Servicemen Fellowship Centre around Kings Cross, and went to them to see if they could help. At that time Colonel O'Dea was running it, and after asking a couple of questions about my military history, he sent me to the Stepney hostel, where I stayed for three years. After that, they helped me to get a flat in Bethnal Green, where I am now.

"They helped me to get myself back on my feet. When you get soldiers together there is a real comradeship. Before, I was alone. London is a very lonely place, but it was the best place to find work. Living at the hostel meant that there were people to talk to, and that is important.

"They then asked me to start doing the job I do now – nothing too gruelling, just some cleaning and helping out if someone comes to see the officers who run it. They are two perfect gentlemen – they trust me and I trust them. I've worked here now nearly four years, because it is such good fun; we're always having a laugh together. I'm 60 now, and as long as I've got my health, I'll stay working here."

- To find out more about the work of the EFC you can visit their website – www.exsfc.org.uk

Internal scars

Post Traumatic Stress Disorder – often spoken of and little understood

"I can recall an unconscious man who arrived with part of a frontal lobe protruding through a hole in his skull. The protruding portion of his brain was moving with maggots. Maggot invasion was always accompanied by a foul smell. I saw more human tissue than one would have thought possible.... The carnage of the Somme was enormous."

Memoirs of Captain L Gameson.

"...the next thump hit Steve in the elbow, spinning him around... CRACK, another round tore into the side of his neck, ripping open a flap of skin and tissue to expose his windpipe. It all seemed to be happening in slow motion and Matt could only watch as Steve's eyes rolled backwards and his mouth fell open to gasp his last breath."

Honourable Retribution, by Simon Bywater

These accounts of war span almost 90 years, one fought in Europe in 1916 and one in the Middle East in 1991. The way in which wars are fought today differ vastly, but what is apparent from these extracts is that the horrors of war have changed little, nor has humans' capacity to process and cope with the trauma. Of course, people react differently to different situations and many do cope. However, for some members of the armed forces, the experiences of operational combat can haunt them for years with devastating effects.

And as we mark the anniversary of the Battle of the Somme, where 20,000 men were killed in one day of carnage, we look at how far-reaching the psychological impact of war can be, and ask how far we

have come in supporting those ex-service personnel who are suffering from it.

Shell shock, battle fatigue, war neurosis and hysteria were just some of the labels given to the thousands returning from the Western Front in 1918. Today, the condition is widely known as combat-related Post Traumatic Stress Disorder (PTSD).

During World War I, shell shock was a forbidden term. Captain Gameson, a medical officer in the 45th Field Ambulance, detailed his appearances at courts martial to defend those suffering from this controversial illness. One account recalls his evidence at the trial of a soldier who had been accused of desertion in the face of enemy fire. Gameson wrote: "I was also prepared to question why the boy's instability had not been detected and reported. My evidence was taken down and received in silence without comment. I was told later that cowardice had been established and a verdict of guilty found." The soldier was later shot.

The lucky ones were placed in lunatic asylums as the debate about the authenticity of shell-shock raged on. In 1919 the Ex-Services Mental Welfare Society was formed to support returning veterans in a society where there was little or no sympathy with the psychological scars of war. The Society was visionary and a pioneer of rehabilitative aftercare and treatment for those suffering after the Great War. Since it was founded, Combat Stress, as it is now known, has assisted over 85,000 veterans coping with PTSD and currently supports 7,000 sufferers.

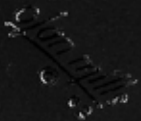
According to Combat Stress, the definition of PTSD is "a pervasive illness that can affect every aspect of a person's life. Suicide, homelessness and relationship breakdowns can all result from PTSD."

Symptoms include insomnia, recurring nightmares, flashbacks, severe mood swings, hyper alertness and violent and aggressive outbursts. In addition to this, the sufferer may seek peace with alcohol and drugs,





“Being exposed to such traumas can have a detrimental effect in later life if they are ignored. That certainly happened to me.”



further masking the real source of the problem. The average length of time between leaving service and seeking help is 14 years, so those who have PTSD live a life of silent pain for a long time.

And there are no figures on the number of rough sleepers with PTSD, nor of the affect it had on them. This is largely because of the lack of detailed research on whether there is a link. The current Ex-Service Action Group (ESAG) report states that 'ex-service people are also more likely than those without a services background to have support needs related to alcohol problems and mental health needs,' though this is not defined as PTSD. Another frightening statistic is that more returned veterans have committed suicide since the Falklands Conflict than actually died in the fighting.

Clive Walch is a regional welfare officer for Combat Stress and covers the London area. He told us: "From my experience as a welfare officer for London, Herts, Beds and Bucks, there is a direct link between clients who suffer from PTSD ending up as homeless or rough sleepers." And if the leading organisation on PTSD admit outcomes that can all potentially lead to a life on the streets, then surely more focused research is needed. According to Clive Walch this is an area being looked at. "Combat Stress have a research project on progress and are currently awaiting statistics," he said.

Simon Bywater (*pictured left*) was one of the lucky ones; he readily admits that without the continued support from his family, he doesn't know where would have ended up.

Bywater fulfilled his lifelong ambition of joining the Royal Marines and was attached to 40 Commando. He recalled: "I served all over the world with them on training exercises. It was very exciting." He

soon found, however, that exercise and operational theatres were poles apart. "An exciting lifestyle and facing the realities of death are two very different things, and being exposed to such traumas can have a detrimental effect in later life if they are ignored. That certainly happened to me."

His first book *Forced Out* relives his experiences and was a cathartic process. He told *The Pavement*: "It was my way of exorcising my own feelings of guilt and responsibility. For years I never talked about what I had seen and done."

Bywater believes that post-discharge care was lacking. He returned from the Gulf in 1991, having been discharged without any support. He remembered returning home: "I stepped off the plane with no welcome. I had to call my wife to say I was home. Two weeks later, I was on the dole in Manchester. No-one ever asked if I was okay."

He then worked for 10 years in the police force. He encountered many ex-service personnel who were living on the streets, having found it difficult to adjust to civvy street for a number of reasons. This inspired him to write his second novel, *Honourable Retribution*. Drawing on his and others' experiences, *Honourable Retribution* tells the story of Matt, whose PTSD is so severe he takes to a life on the streets to redress what he sees as society's injustices. The book's resolution is bloody. Bywater explained: "The conclusion of *Honourable Retribution* questions society's ignorance of homeless people that we pass every day on the streets. It's a warning. Could a traumatised serviceman react like this if he is left untreated?"

Ex-service rough sleepers suffering from PTSD slip through the net easily. Sufferers in this position might find it difficult to access the same support, as Combat Stress

requires a permanent address and a GP before they can assess a client.

Richard Partridge, a SSAFA Forces Help caseworker based at St Martin's-in-the-Field, recognises this as a problematic area when someone presents with PTSD. He told us: "There is a requirement for medical intervention," and accessing day centres that offer medical advice services is key. "Skilled medical staff will refer clients as out-patients, leading to treatment through the NHS," he said. The network of ex-service hostel accommodation also provides a vital service. Trained staff are able to identify PTSD, and once clients are referred, the centres can provide the necessary support.

Today Combat Stress is still the only organisation to offer PTSD support for ex-service personnel. As a result they are under resourced and overworked. Their users have, between them, served in every campaign since World War II, and it is anticipated that the number of cases will increase as a result of the ongoing conflicts in Iraq and Afghanistan. The good news is the MOD now officially recognises PTSD as a service injury and will award a war pension. The bad news is they usually assess the injury below the threshold required for them to pay for treatment.

Post-service support for PTSD is improving, but it is clear that much work still needs to be done. Stiff upper lips are long gone and this is a time where, for those who are suffering, silence is not golden.

'AKP'

- More information on Combat Stress is at www.combatstress.org.uk. *Forced Out* and *Honourable Retribution* by Simon Bywater, published by The Book Guild Ltd. The memoirs of Captain L Gameson appear courtesy of the Imperial War Museum.

Posh nosh at SOSF

Sir Oswald Stoll Foundation has a new project which provides employment and pies

Not so long ago they were homeless ex-servicemen who had fallen on hard times after leaving the military. They had lost everything and had nowhere to turn. But now, three men who fought for their country have turned their lives around by capitalising on the phenomenal success of Chelsea Football Club.

Bob Barrett, Emmett Burke and Tim Wilson (*pictured right*) are now doing a roaring trade selling gourmet baps at home games. The industrious trio are all residents of the Sir Oswald Stoll Foundation (SOSF - www.oswaldstoll.org.uk), which provides accommodation for vulnerable ex-service men and women next to Chelsea's Fulham Road ground. Capitalising on their close proximity to the premiership team, the boys decided to set up a beef bar on the edge of the estate to sell good quality grub to fans.

Barrett, who masterminded the venture despite being diagnosed with cancer last year, explained: "Football fans are usually ripped off outside the ground, having to settle for greasy hamburgers and chips. We wanted to do something different. At The Beef Kitchen we sell the real deal – roast four rib of beef, roast loin of pork, salt beef, honeyroast ham, smoked salmon and cream cheese – all in freshly baked baps. All our produce is from Britain or Ireland and is delivered fresh the day before a game. We get up on the morning of a match at 5.30am to get everything ready. Now we're selling 400 baps an hour."

While Barrett is the brains

behind the business, Tim Wilson – with 16 years' experience as an army chef – is at the stove, while Burke Emmett put up the capital. All three work in the kitchen on match days, with the help of willing volunteers. What makes the venture all the more unique is that when the men first came SOSF around two years ago, they had nothing.

The Foundation's statistics speak volumes about their work. When Remembrance Day comes around, many buy poppies commemorating the dead, but most of the work and money is needed for the living. One in two ex-servicemen on the street is alcohol dependant; one in three has attempted suicide; and one in five has serious mental illness.

Few with a homeless background have ever gone back to living on the streets after being with SOSF.

Barrett, who was in the Lifeguards, said: "I ended up here through a mixture of bad investments, business ideas going wrong, the loss of a 20-year marriage and home, and a drinking problem. When I came to SOSF, it gave me an opportunity to deal with my problems in a positive way. It gave me my confidence back and it's the same for the others. When you are out there on the streets, you don't realise that the service life could have done this to you. You lose that security and discipline and you don't know what to do with yourself.

"Since we started the beef kitchen I have looked at Tim and Emmett and seen a straightening of

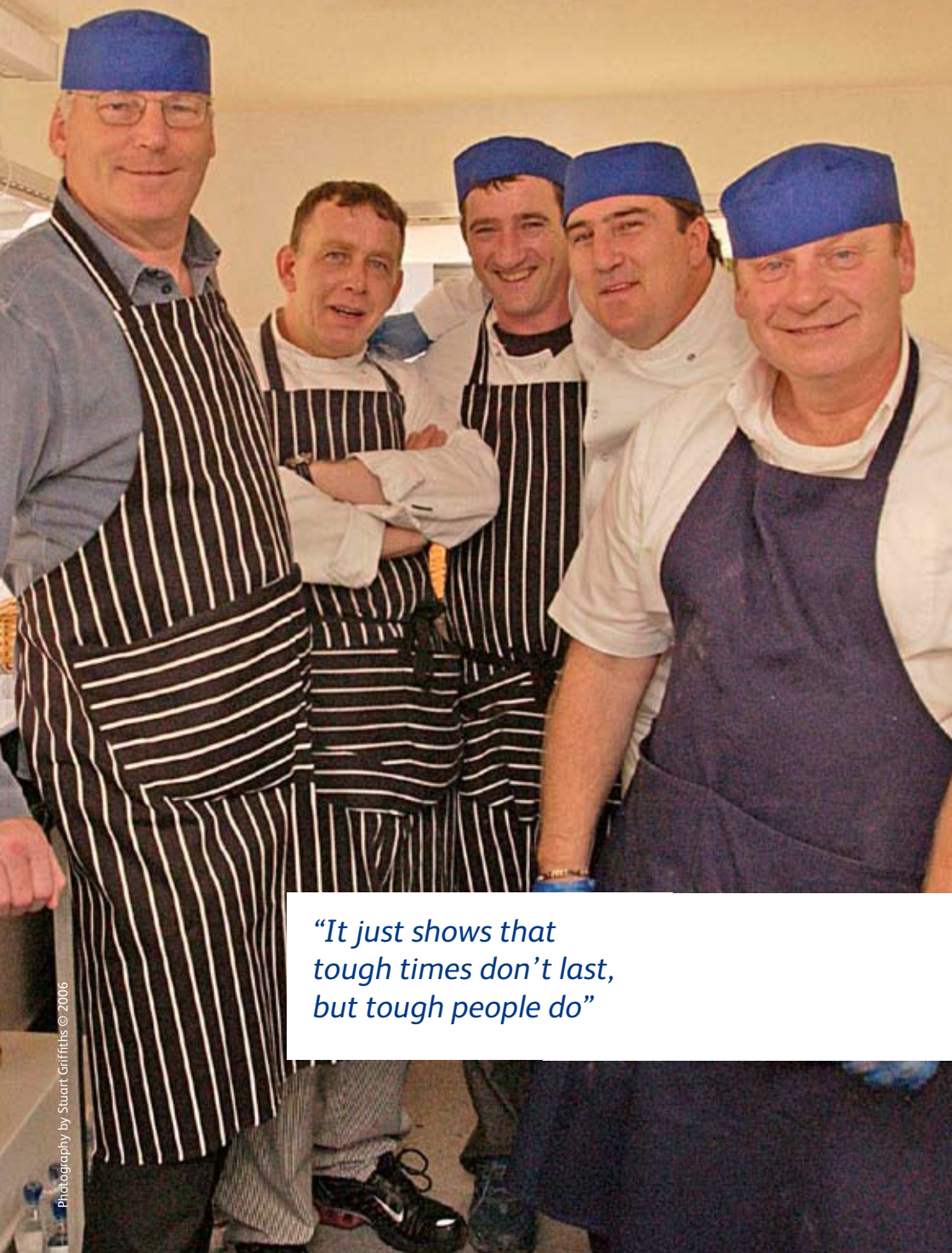
the backbone. It just shows that tough times don't last, but tough people do."

As it is only in its infancy, the men are not yet making any money from The Beef Kitchen, but it is only a matter of time. Most of the profits will be ploughed back into the SOSF to create opportunities for future residents, including the building of Westway Beacons, the charity's latest project to provide much-needed accommodation. Burke, a former Royal Marine, who scrimped and saved for a year to invest most of the capital and buy the trailer, said: "We are out there for love at the moment, but this is for the long-term benefit of the Foundation. Usually, you would have to wait five years for a pitch outside Chelsea, but because we are on Foundation land, we can always be here.

"A few years ago I would never have thought this was possible. I was on the streets and I'd been through the mill, but now I'm coming through on the other side. It's early days, but a number of other football clubs have expressed an interest in The Beef Kitchen. Barrett added: "We'll have to wait and see what happens. But it just goes to show that SOSF is a sanctuary and a launching pad. The Beef Kitchen belongs to the Foundation and always will - and if we can push the venture forward for the benefit of everyone, then we'll do it."

Camilla Tominey (Sunday Express)

- If you're ex-service homeless, and want to tell your story, Stuart Griffiths may be interested - find him at www.stuartgriffiths.net



*“It just shows that
tough times don’t last,
but tough people do”*



“Yes, we do think alcohol dependency is more prevalent in ex-service clients”

Rum and khaki

The Alcohol Recovery Project provide a special service for ex-service drinkers

It is often said that there is a fine line between heavy drinking and alcohol dependency. A set of circumstances or twist of fate can be all that is needed for some to cross that line and the struggle begins. Few would deny that a drinking culture in the armed forces is prevalent, but how surprised, shocked or just downright envious would you be to know that in some messes a pint during half 'happy hour' is a mere 40 pence?

Rumour has it that the Ministry of Defence (MOD) are currently paper-pushing an initiative to introduce a more responsible attitude to drinking in the services and more support when a problem has been identified. But this doesn't seem to extend to ex-service personnel who have been discharged with little or no resettlement support, some of whom find themselves on the streets and in the grip of a drink dependency. The Ex-Service Action Group's (ESAG) report in 1997 suggested that of London based ex-service rough sleepers, a staggering 50% suffered alcohol problems, and a St Mungo's survey carried out in 2004 found that 69% of rough sleepers over the age of 50 who were ex-forces had an alcohol problem.

Special help is at hand though, through The Alcohol Recovery Project (ARP) in London. Set up in the 1960s to support people with drink problems in securing accommodation, they continue to provide floating support in the London area, particularly with sustaining tenancies for their clients. A spokesperson for ARP described to us the type of support the organisation offers: "ARP offer clients support in accessing detox

and rehab programmes, dealing with mental health issues, counselling services, education and employment opportunities and in developing life skills. We also provide housing and benefits advice and liaise with other agencies to access charitable funding for our clients."

As a result of ESAG's findings, the Sir Oswald Stoll Foundation approached ARP to discuss extending their services to support ex-service personnel. Since 1999, ARP have sought to close this gap in provision by offering specialist resettlement support to the ex-service community. The Ex-Service Resettlement Team consists of three workers dedicated to supporting accommodated ex-service personnel and rough sleepers. There is also a mental health specialist, a post funded by the British Legion.

Working in partnership with hospitals, day centres, hostels and ex-service organisations, they address a complexity of needs and help ex-service personnel maintain a less chaotic lifestyle.

ARP agreed with the statistics found: "Yes, we do think alcohol dependency is more prevalent in ex-service clients. Although in the younger population there is starting to be a trend with drug dependency."

They went on to explain the referral process: "The process is the same for our clients who are rough sleepers and those who are housed. We assist them in completing a referral form and verify their service details. The only difference is that we would of course immediately try to find appropriate accommodation for

those who needed it."

Each team member has about 30 cases at any one time and although their floating support is London based, they deal with queries from all over the country. Those who contact the Ex-Service Resettlement Team will be supported, but the intervention work is designed to give the person ownership over the decision-making process, as they told us: "We carry out a needs assessment, a risk assessment and a support plan to agree the areas of support that are needed, how the client will meet these and agree realistic timescales."

ARP also recognises that some of their ex-service clients are suffering from Post Traumatic Stress Disorder as well as other mental health issues.

Leaving service life can be traumatic for many. Isolation and difficulty in adjusting can spark a chain of events that take a downward spiral. Resettlement packages that fail to meet the needs of those making this transition are often the cause and when one has been embroiled in a drinking culture for some time, we shouldn't be surprised at the statistics. But we should be concerned. A pint for less than a can of coke? I'll just have a half, thanks!

'AKP'

- ARP has branches across London, and can be contacted at: 68 Newington Causeway London SE1 6DF 020 7403 3369 or www.arp.uk.org

Poppy power

The Royal British Legion have launched a new campaign – Poppy Support

The Royal British Legion, the UK's largest charity for the serving and ex-service community, launched a new welfare brand at the beginning of June – Poppy Support. And with this new campaign, they highlighted figures that suggest only 7% of ex-service men and women and their dependants currently access the support that is available to them.

Poppy Support is the new welfare identity developed to promote the Legion's services through six areas of work: advice, funds, homes, volunteers, breaks and travel.

Poppy Support will be used to raise awareness of the Legion's services and encourage more people to come forward to claim the help that is rightfully theirs.

"We know we're making a difference to the lives of thousands of serving and ex-service people and their dependants every year, but there are hundreds of thousands more who are in need right now, many of whom don't know we can help them," said their Director General, Ian Townsend. He went on to say that if you look at the people around

you, "one in six of them is eligible for Poppy Support."

This move comes in the wake of research commissioned by the Legion suggesting as few as 7% of the 10.5 million-strong ex-service community accessed any of the support they were entitled to during the previous 12-month period. The charity believes that more qualifying serving and ex-service people and their families would apply for help if the choice of who to go to and what help is on offer was simpler.

When ex-Para Jim Sanders left the forces in 2003, he started working as an apprentice carpenter on a very low income. So when his landlord decided to move back into the property he was renting, he was left without a roof over his head. He initially approached The Royal British Legion who helped him to apply for a training grant, enabling him to qualify as a close protection officer, and find his present job working for a security company.

He said, "The help I received from the Legion gave me access to a huge support network. Without the support of the Legion, and organisations such as Home Base which it helps to fund, I hate to think where I'd be now."

'Cobbett'

- To find out more about Poppy Support and The Royal British Legion, please visit www.britishlegion.org.uk or telephone 0800 168 202. The image (right) has been used to promote the campaign, and is a photo mosaic made up of pictures of the various work the Legion carries out.



"Any spare change to lend me at a low commercial rate of interest, guv?"



“There are hundreds of thousands more who are in need right now, many of whom don’t know we can help them”

Legal Lounge

The Pavement's new legal eagles, Kellie and Jen, deal with criminal record checks

A young man came to see us last week complaining that he had been stopped and criminal record checked for the eighth time that week. "Surely this is harassment?" He asked, clearly distressed.

Kellie looked up from her coffee. "Well not really, Giles. The police have the right to check your record if they suspect you of breaking the law."

"Well that is the point," he retorted indignantly, jumping out of his seat. "I'm never doing anything when they stop me. It's discrimination. It's illegal! I want you to help me to file a complaint. I know my rights. I know I can do that if the police abuse their position."

"Calm down, Giles," I soothed. "You are getting hysterical." (Giles gets hysterical about everything). "You have a case if the police abuse their position, but you would have to prove it."

Giles looked intrigued. "How would I do that?"

"Well the police have to follow a procedural code of conduct when they stop you. What is it again Kellie?"

Kellie walked over to our old oak bookshelf, aching under the weight of thick, hard-backed law reports and legal books. She picked one up and flicked through it.

"The PACE Code of Practice A..."

she read, "says that the police must tell you the reason you are being stopped, the object of the search and their name and police station."

"That's right. They also have to give you a written record of the search and if they don't you are entitled to claim one from their police station up to 12 months after."

Giles leapt off the sofa again and began frantically pulling pieces of paper from his pockets and throwing them on to the table. I picked one up and studied it.

"Hmmm... yes Giles. These." I turned to Kellie. "Well it seems as though they are definitely covering their backs as far as stop and search procedure goes."

"They are. But I don't think that's the main problem. They must have reasonable grounds to conduct a search and I think that's where Giles has a case." Kellie walked over with the book. "Look. The police must establish they had reasonable grounds to suspect an individual of committing an offence before they can lawfully stop them."

"Reasonable grounds? Yes, I remember something about that ..." I pondered for a moment. "There must be an objective basis for the suspicion relevant to the likelihood of finding an article of a certain kind based on facts, information or intelligence."

"It says here that the police cannot use race, age, appearance or the fact that someone is known to have a previous conviction as reasons for a search!" Kellie added excitedly. "They have to have some supporting intelligence, information or specific behaviour by the person concerned."

I took the book from Kellie. "The guidance says that the reasonable suspicion cannot be based on generalisations or stereotypical images of certain groups or categories of people as more likely to be involved in criminal activity. That's really on the money, eh?"

Giles lit a cigarette. "So what are you saying, ladies? Do I have a case?"

"I'd say he does, Jen. I mean there are a few exceptions to the rules where the police have extra powers to stop and search in anticipation of violence..."

"I told you already!" Giles shouted angrily. "I wasn't doing anything when I was stopped!"

"Chill out, Giles." I warned. "Kellie, what does it say where the police officer has based reasonable suspicion on a criminal record check?"

"Well they are deterred from using this as the sole basis of suspicion. It is only sufficient to found suspicion where there was no time to make any further inquiry."

"So what are you saying, ladies?"

Giles repeated, "Do I have a case?"

"Yes, you do, Giles." I said. "But as in all cases where public law unreasonableness needs to be proved, the hurdle to cross is a high one. There are few successful cases. However, you do have the grounds to complain. I say we do it. Let's write down everything that happened and who was involved. Then you can go into any police station to record your complaint, we can do it for you or you can follow the complaints procedure on the Independent Police Complaints Commission. You think about what you want to do and get back to us."

Giles stood up. "Thanks, ladies. Well I guess I'll be back soon with another legal dilemma for you to discuss."

"You're welcome, Giles," I said, as I walked him to the door. "But not too soon, eh?"

'Jen'

Next month it's 'Kellie'

- Police misconduct is a contemporary developing area and this article only aims to scratch the surface of a very complex area of law. If you have any more queries about your rights and criminal record checks, please contact us at *The Pavement*, where we will be happy to answer your questions. Or you can contact:
Independent Police Complaints Commission
90 High Holborn
London
WC1V 6BH

0845 3 002 002

Foot care

The last in a trilogy on the foot's skin: nails

The nail is only modified skin and is there to protect the end of the small bones of fingers and feet. Toe nails are more square shaped than finger nails, but both grow along side grooves (*sulci*). Nails grow steadily at approximately 0.5mm per week and need to be cut every six weeks.

Most nails start off well enough, but due to over-attention, nail picking or simple trauma, the grooves can be damaged and shortened. Provided they are cut regularly and properly (straight across the growing edge) then they are unlikely to cause discomfort. Sometimes the nails thicken due to damage (individual nails) or illness (all the nails) and become difficult to manage.



Once a nail has become thickened, it is unlikely to return to normal, so a good idea is to visit the podiatrist. They will take the thickness away painlessly and advise on care of other problems, such as fungal infection common to the nail. Thickened nails need

attention every three months.



In-growing toe nails are painful and arise when the side of the nail plate cuts through the toe flesh leaving an open wound susceptible to infection. Ingrown nails usually occur in moist skins and are common in younger people.

Treatment involves removal of nail spurs. Provided there is no infection present, wounds heal up quickly and with no other complications. When the condition is very painful, nail sections can be removed under local anaesthetic. In older, drier skins, calluses build at the end of the nail grooves; when the nail grows against the skin, they make the toes painful. The discomfort is like an in-growing toe nail, but the flesh is not disturbed. Treatment, in all cases, is to cut the nail straight across the growing edge.

As always if problems persist, then see your podiatrist or doctor.

'ToeSlayer'
Podologist & Shoe Historian

Dear Flo

Nurse Mary has word on prostate cancer, and Flo's on her suntan lotion soap-box

The prostate

Prostate cancer is a condition that can affect up to one in seven men, with a risk that increases with age. If caught early there is a 90 % cure rate, but this does depend on men recognising problems and seeing their doctor as soon as possible.

So what is the prostate? It's a gland that produces the fluid for semen and is found at the bottom of the bladder, encircling the urethra, the tube that takes urine from the bladder to the tip of the penis. With ageing, most men's prostate will get bigger and, therefore, put some pressure on the urethra, which can result in some change to urine flow and a condition known as benign prostatic hyperplasia, which is not linked to prostate cancer.

More specifically, symptoms of prostate cancer include:

- Having to urinate frequently, and waking at night to do so.
- Difficulty with starting to urinate.
- Having a weak flow.
- Noticing blood in the urine or semen.
- Finding that it's difficult to achieve or painful to sustain an erection.

And if you have these symptoms, what will happen next? The doctor will take some blood to check if the prostate is releasing a protein; the larger the prostate, the more protein it releases. However, this is not a very specific test, so the doctor will also want to check the

size and shape of the prostate, which is best achieved by digital rectal examination (in other words, putting a finger up your bottom).

If all tests and biopsies (samples of tissue taken from the prostate) show positive and you have cancer cells, there are a variety of treatment options, ranging through surgery, radiotherapy and chemotherapy, and these are best discussed with the doctor. Side-effects for all therapies include some problems with erectile, urinary and possibly bowel function for the first few months, though most men see a substantial improvement within the first year after treatment.

So, is there any way to prevent this happening to you?

While a family history of prostate cancer means that you're much more likely to experience it yourself, lifestyle factors are believed to have a big impact on the development of the cancer, likelihood of recurrence and on disease progression. Lifestyle means eating fruit and veg, and keeping your weight down; fruit and veg help build up your immune system so that it can respond more readily to any development of cancer cells and so slow down the disease process. Obesity can mask the build-up of the protein produced by an enlarged prostate and so lead to a delayed diagnosis.

If you have any questions, have

a word with your doctor or nurse. Alternatively, there's a plethora of websites with information and advice; simply Google 'prostate'.

'Mary'

An occasional contributor

The sun

Anyone with a knowledge of Baz Luhrman's pop hits of 1999, and who's read my advice for a long time, will know what I'm going to say - use sunscreen every day. Sunscreen, or suntan lotion, is essential in weather like this and it just isn't worth ignoring my advice on this. It can be dangerous in the long-term, and in the short-term very uncomfortable. If you think you need it, put plenty on, and if you don't think you do, still put plenty on.

Cover all the high parts of the face that catch the most sun, and don't forget to reapply frequently. Any exposed skin should get a good coating, and it's better to put on too much than too little. Don't forget the back of the neck.

Aside from sunburn, this weather can also cause heatstroke, so drink plenty of water, and watch out for your mate. If he falls asleep in the sun, wake him up and move him to the shade.

Good health,

'Flo'

- If you have a health question, e-mail: flo@thepavement.org.uk

Good Soup Guide

Know where to get it, and what's good

We don't have a new review this issue, but I'll be getting out again soon. In the meanwhile if you have any tips let me know at *The Pavement*. I came across a reader recently who talked about a great run, but when I asked for details, he went silent as he "didn't want it ruined with too many people."

'Gourmand'

All Souls' Local Action Network (ASLAN)

4 slab rating

Hot food and sandwiches for early risers.

Sat 5.30-8.30am - Covent Garden, Milford Lane, Surrey Street, Strand and Waterloo.

Hare Krishna Food for Life

The Hare Krishna food run provides wholesome and tasty vegetarian meals from Monday to Saturday all year round.

Islip Road (Kentish Town) 12.30pm; Arlington Road (Camden) 1.30pm; York Way (King's Cross) 2.30pm; Lincoln's Inn Fields 7.15pm (Mon, Wed & Thurs); finish at Temple if there's food left.

House of Bread – The Vision

3 slab rating

Second and fourth Sunday in the month (6.45am onwards) - Hot food; note that an excellent full cooked breakfast is served on the fourth Sunday. On the Strand (Charing X end, outside Coutt's).

Harlow Chocolate Run

This run is from Harlow, and serves hot chocolate! They also have

sandwiches and cakes, coming out on the Second Tuesday of the month. Behind the Army and Navy in Victoria.

Imperial College

3 slab rating

Serving Sandwiches and hot beverages on Sunday evenings (8-9.30pm) at Lincoln's Inn Fields.

New Life Assembly

A run in Hendon, that comes into the West End once a month.

Westminster Quaker Tea Run

It is likely that their tea run (with sandwiches) that used to cover Victoria will be restarted on 26th March. When it does it'll be on the Fourth Sunday of the month, at around 8.30pm.

The Sacred Heart

This run from Wimbledon have several teams coming up once a month to the Piazza of Westminster Cathedral. Sandwiches and hot beverages around 9.30pm every Tuesday and Friday.

Sai Baba

Mon and Wed (possibly) 7.30pm: Lincoln's Inn Fields – a great curry! This group provide several food services, both in buildings and on the streets.

Simon Community

4 slab rating

Tea Run: Sun & Mon (6.15-9.30am): Islington – St Mary's Church 6am; Euston – St Pancras Church 6.10; Hinde Street 6.30; Marble Arch 6.50; Milford Lane 7.10; Catherine Street 7.20;

Burleigh Street 7.30; Southampton Row 7.40; Covent Garden 8am; Strand 8.10; Victoria Street 8.40; Victoria – Buckingham Gate 8.50; Victoria – Behind Sainsbury's 9am; Victoria – House of Fraser 9.05; Grosevenor Gardens 9.20; Waterloo 9.40am.

Soup Run: Wed & Thurs (8-10.30pm): Euston – St Pancras Church 8pm; Hinde Street 8.30; Maltraver's Street 8.50; Waterloo-Behind NT 9.10; Victoria Street 9.30; Victoria – Buckingham Road 9.45; Victoria – Back of Sainsburys 10pm; Victoria – House of Fraser 10.10pm

Street Café: Always in the enclosed area at St Mary-Le-Strand (Strand) – please note the Monday service is now half an hour later: Mon (5-7.30pm) & Wed (9.30am-12.00pm)

Silver Lady Fund

AKA 'The Pie Man'

4 slab rating

Piping hot pasties, pies and sausage rolls from the van (it's white with 'Silver Lady Fund' written on the side).

SW London Vineyard – The King's Table

3 slab rating

Sun 2.30-4.30pm beneath Waterloo Bridge (Embankment). Superb hot stews and potatoes, bread, fruit, and tea and coffee.

Temple

If in doubt, head on down to Temple. This location has several soup runs.



Joe saw action in the Falklands War. When he found himself homeless, the veteran had no option but to live rough. Joe endured sub-zero temperatures sleeping rough under a makeshift tent for nearly five months, using his Army skills to survive.

When we heard about his plight, we arranged for Joe to move into a flat nearby. At last, Joe's future is looking brighter. His next step is to find a job. The poppy is proud to help millions of people like Joe rebuild their lives.

One in six people in the country is eligible for Poppy Support. It could be you – or someone you know. Call 0800 168 202 or visit www.britishlegion.org.uk to find out more.



Registered Charity No. 219279

POPPY SUPPORT

For Service people past and
present and their families

*the*List

Key to the list:

Alcohol workers – A

Art classes – AC

Benefits advice – B

Barber – BA

Bathroom/showers – BS

Counselling – C

Careers advice – CA

Clothing – CL

Drugs workers – D

Dentist – DT

Education/training – ET

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Mental health – MH

Medical services – MS

Outreach workers – OB

Outreach worker links – OL

Pavement stockists – P

Sexual health advice – SH

Safe keeping – SK

SSAFA – SS

Tenancy support – TS

We strive to produce the most complete service listings in *The Pavement*, but if you see any errors or omissions get in touch with us at the contact address on page three. If you run a service and see an error, or you're planning changes let us know at thelist@thepavement.org.uk

DAY CENTRES

Age of Clubs (16+)

St Alphonsus Rd, Clapham

020 7622 3196

Sun, Mon, Tues: 2pm-6pm; Wed, Thurs: 12 noon-2pm; Fri, Sat: 12 noon-6pm

BS, DT, F, FC, H, IT, L, MS, OB

Acton Homeless Concern

Emmaus House

1 Berrymead Gardens, Acton

Call for opening times:

020 8992 5768

A, B, BA, CL, D, DT, ET, F, FC

Aldgate Advice Centre

The Dellow Centre

82 Wentworth Street, Aldgate

020 7375 0020

Mon-Fri: 9.15am-11.30am for rough sleepers; 1.30pm-3.30pm: appointments and activities; Fri: 3pm-4pm for rough sleepers

A, B, BS, CL, D, ET, F, H, L, MH, MS, P

Broadway Day Centre

Market Lane, Shepherds Bush

020 8735 5810

Mon-Fri: 9.30am-2.30pm (drop-in); 8.30am-4.30pm (breakfast for rough sleepers)

CL, ET, F, FC, H, MS, P

Cardinal Hume Centre

Arneway Street, SW1

020 72228593

Drop-In: (16 to 25) Mon-Fri: 9.30am-12; 1.30pm-4.30

Family Centre (with pre school children): Mon-Thurs 10am-3.30

A, B, C, D, DT, ET, H, IT, MH, MS, P, SH

Cardinal Hume Centre

Arneway Street, SW1

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Drop-In: (16 to 25) Mon-Fri: 9.30am-12; 1.30pm-4.30

Family Centre (with pre school children): Mon-Thurs 10am-3.30

A, B, C, D, DT, ET, H, IT, MH, MS, P, SH

Choral Hall Lifeskills Centre

310 Barking Road, Plaistow

020 7511 8377

Mon-Fri: 10am-2pm

A, B, BS, C, CL, D, F, FC, L, MS

Cricklewood Homeless Concern

020 8208 1608

Homeless drop-in: 28A Fortune-gate Road, Craven Park.

Tues & Fri: 10am-2.30pm; Weds & Thurs: 12.30-2.30pm

Mental Health drop-in: In flat above St Gabriel's Hall

77 Chichele Road, Cricklewood, NW2 3AQ

Tues - Fri: 10am - 12 noon.

AC, B, BS, H, IT, L, MS, OL

Crisis Skylight

66 Commercial Street, E1

020 7426 5661

Mon-Thurs 2pm-9.30pm

AC, ET, IT, P

• www.crisis.org.uk

Deptford Churches Centre

Speedwell Street, Deptford

020 8692 6548

Mon, Tues, Thurs and Fri: 9am - 3.30 pm

BS, ET, F, H, L

Finsbury Park

Street Drinkers Initiative

91 Tollington Way

020 7263 4140

Mon-Thurs: 8.30am-3pm

A, BS, D, F, H, L, OL

Hanbury Community Project

(S.C.T.)
22a Hanbury Street
Spitalfields, E1
020 7377 2497
Wed -Thurs 10.00am-4.00pm
AC, B, C, ET, IT, P

Holy Cross Centre

The Crypt, Holy Cross Church
Cromer Street, WC1
020 7278 8687
Mon: 2pm-5pm;
Tues: 6.30pm-9pm; Thurs: 5-8pm
(Italian speakers session); Wed:
12-2.30pm and Fri: 12-3pm (refu-
gees and asylum seekers session).
FF, H, MH, P

London City Mission

- see Waterloo Christian Centre

Manna Day Centre

6 Melior Street, SE1
020 7403 1931
Mon-Sun: 8.30am-1.30pm
B, BS, CL, DT, FF, FC, H, MH, MS, P

North Lambeth Day Centre

St John's Crypt,
• Gone, but we'll keep an eye
on what happens to the site.

North London Action for the Homeless (NLAH)

Church Hall
24-30 Bouverie Road, N16
020 8802 1600
Tue: 12pm-1.30pm (drop-in);
Thurs 7-8.30pm
B, BS, CL, FF, P

Providence Row

The Dellow Centre
82 Wentworth Street, Aldgate,
E1 7SA
020 7375 0020
Mon-Fri: 9.15am-11.30am for
rough sleepers; 1.30pm-3.30pm:
appointments and activities; Fri:
3pm-4pm for rough sleepers
A, B, BS, CL, D, ET, F, H, L, MH, MS,
P

Rochester Row Day Centre

97 Rochester Row, SW1
020 7233 9862
Mon and Fri: 5.30pm-8pm
(appointments only); Tues 2pm-
4.30pm (art workshop); Wed
and Thurs: 5.30pm-8pm (drop-in
session); Thurs 1pm-5pm (Bene-
fits); Thurs and Fri 2pm-4pm
(English classes)
AC, B, BS, CL, ET, FF, P

Shoreditch Community Project

(S.C.T.)
St Leonard's Church
Shoreditch High Street, E1
020 7613 3232
Mon, Wed, Fri: 9.30am-12.30pm;
Tues: 2.00pm-4.00pm
FF, B, OL, P

Simon Community

129 Malden Road, Kentish Town.
• So much more than a drop-in
centre, and they've many services
listed with the soup runs.

Spectrum Centre

6 Greenland Street, NW1
020 7267 4937
Mon: 10am-12pm (advice), 2pm-
4pm (drop-in); Tues: 10am-12pm
(advice), 2pm-4pm (women only);
Wed: 2pm-4pm (advice); Thurs:
10am-2pm (advice); Fri: 10am-
2pm (advice); 2pm-4pm (advice)
A, BS, C, CL, D, FC, H, L, LS, MH,
MS, TS

Spires Centre

8 Tooting Bec Gardens
020 8696 0943
Tues and Thurs: 9-10.30am
(rough sleepers only), 10.30am-
2pm (drop in); Wed: 10am-12pm
(rough sleepers), 10am-1pm
(adult learning centre); Fri: 10am-
1pm (women only); Sun: 11.30am-
3pm (drop-in)
A, B, CL, D, ET, FF, FC, H, MC, MH,
MS, P

Spitalfield's Crypt Trust

see Hanbury and Shoreditch
Community Projects

St Christopher's Fellowship

Lime Grove Resource Centre 47
Lime Grove, W12
Please call for opening times: 020
8740 9182
AC, BS, CA, ET, FC, IT, L, MS

St Cuthbert's Centre

The Philbeach Hall
51 Philbeach Gdns, Earls Court
020 7835 1389
Mon-Fri: 11.45am-3.45pm
AC, BS, C, CL, F, H, IT, L, OL, P

St Stephen's Church

The Manna
17 Canonbury Rd, N1 2DF
020 7226 5369
Tues: 7pm-9pm (drop-in); Weds:
1-3pm (drop-in: B and FC); Fri:
10am-1pm (drop-in)
BS, CL, FC, FF, L, P

Thames Reach Bondway

St John's at Hackney
Lower Clapton Road, E5
020 8985 6707
Mon-Thurs: 10am-12.30pm; 2pm-
4.30pm; Wed: 10am-12.30pm
B, BS, CL, ET, F, H, IT, MS

The Connection at St Martin's (16+)

12 Adelaide Street, WC2
020 7766 5544
Mon-Fri: 9am-1pm (12.30pm
Wed). Various afternoon sessions
from 1pm (except Wed). Week-
ends: 9am-1pm (no entry after
10.30). There are also drop-
in sessions on Tues and Thurs
4.30pm-7.30pm.
A, AC, B, BS, CA, CL, D, ET, F, H, IT,
MC, MH, MS, OB, P, SK, SS
• Don't be put off by the
building work, they're still running
from the door in Adelaide Street
- buzzer to left of door.

The Passage (25+)

St Vincent's Centre,
Carlisle Place, SW1P
020 7592 1850

Mon-Fri: 7am-10.30am for rough sleepers; 10.30am-12pm appointments; 12-1.30pm lunch (small fee); 2-5pm appointments; 5-7pm (verified rough sleepers – by invitation).

A, B, CA, CL, D, ET, F, H, IT, L, MH, MS, TS

- No Smoking policy

Upper Room, St Saviour's

Cobbold Road, W12
020 8740 5688

Mon-Thur: 5.30pm-6.45pm; Tue: 9.30am-11.45am; Sat-Sun: 12.30pm-1.30pm

A, BA, C, CA, D, ET, FC, FF, H

Waterloo Christian Centre

6 - 8 Webber Street, SE1 8QA
020 7928 1677

Mon-Fri: 9am-12noon

B, BA, BS, CL, FF, H

West London Day Centre

134-136 Seymour Place, W1H
020 7569 5900

Mon, Tues, Thurs, Fri: 8.45am - 12.30pm (8.45-10am for rough sleepers only); Wed: 8.45-10.30am (rough sleepers only); 2pm- 4pm tenancy support.

AC,BS,C,CL,F,IT,L,LS,MS,OL,SK, TS

Whitechapel Mission

212 Whitechapel Road, E1
020 7247 8280

Mon, Tues, Thurs, Fri, Sat, Sun: 6am-11am (cooked breakfast)
BS, CL, FF, MS, OL

OPEN HOSTELS**Home of Peace**

179 Bravington Road, W9 3AR
020 8969 2631

Women Only.

Open Access (Dry)

Missionaries of Charity

112-116 St Georges Road, SE1
020 7401 8378

Men Age 30+

Open Access (Dry)

NIGHT SHELTERS**Redbridge Night Shelter**

16 York Rd, Ilford,
IG1 3AD

020 8514 8958

Year 'round

18 Beds (16 male/2 female)

Open Access (Dry)

St Martin's Night Centre

Social Care Unit

St Martin's-in-the-field (now on camp beds at 12 Adelaide Street)

Year 'round: 10pm-7.30am

Space for 40

Referral only (Dry)

Turnaround (Newham)

Choral Hall

020 7511 8377

Year 'round 7.30pm to 7.30am

25 beds

Referral from Choral Hall Day Centre (Dry)

SOUP KITCHENS**American Church**

(Entrance in Whitefield Street)
79a Tottenham Court Rd, W1T
020 7580 2791

Mon, Tues, Thurs, Fri: 10am-12pm. Serving hot meals, soup and bread, and/or sandwiches

ASLAN

All Souls Church -Clubhouse
Cleveland Street

020 7580 3522

Sat: by invitation

MEDICAL SERVICES**Great Chapel Street Medical Centre**

13 Great Chapel Street, W1
020 7437 9360

Mon-Fri: 2pm-4pm; Mon, Tues,



"I support Labour, and Norman leans to the right"

Thurs: 11am-12.30pm

A, B, C, D, DT, FC, H, MH, MS, P, SH

Dr. Hickey's - Cardinal Hume Centre

Arneway Street, SW1

020 72228593

Mon, Tues, Thurs, Fri: 10am-12.30pm & 2pm-4pm.

Wed: 10am-12.30pm

A, B, C, D, DT, H, MH, MS, P, SH

King's Cross Primary Care Centre

264 Pentonville Rd, N1

020 7530 3444

B, BS, CL, DT, FC, H, MH, MS, P, SH

Project London (Medecins Du Monde)

Praxis, Pott Street, Bethnal Green, E2 0EF

Mon & Wed 1 - 5pm

07974 616 852

MS, SH

- Project London also operates at Providence Row and U-Turn.

DRUG / ALCOHOL SERVICES

Addaction (Harm Reduction Team)

228 Cambridge Heath Road, Bethnal Green, E2

Tel: 020 8880 7780

Drop-in: Mon, Fri 10am - 4pm;

Tues, Wed, Thurs 12 noon - 6pm;

Closed each day between 1:30pm-2:15pm

D, OL, MS, NE, SH

Druglink

103a Devenport Road, Shepherds Bush, W12 8PB

Tel: 020 8749 6799

Drop in: Mon and Fri 2pm - 5pm, Wed 3pm - 6pm,

Needle exchange and telephone service: Mon - Fri 10am - 5pm.

C, D, OL, NE

The Hungerford Drug Project

(Turning Point)

32a Wardour Street

W1D 6QR

Mon - Fri 2-5pm; Sat - Sun 11am-5pm

020 7437 3523

C, D, MH, P

ADVICE SERVICES

Borderline (Scottish)

7-9 Belgrave Road

SW1V 1QB

0845 456 2344 (advice line)

Mon-Fri: 9.30 - 10.30am (drop-in advice service); 9.30am-4.30am (appointments)

Closed Wed pm

A, B, C, CL, D, H, MH, P

CHAS (Central London)

19-20 Shroton Street

London

NW1 6UG

020 7723 5928

B, DA, H

KCAH

36A Fife Road

Kingston

KT1 1SU

020 8255 2439

AS, B, BE, FF, H,

London Irish Centre

50-52 Camden Square

London

NW1 9XB

020 7916 2222

Ring for specific service times

A, B, C, CL, D, ET, H, MC

Notre Dame Refugee Centre

5 Leicester Place, WC2H 7BX

020 7434 1619

Mon and Thurs: 11am - 4pm (drop in)

Service for French speaking refugees and asylum seekers

B, C, CA, FF, H

No.10 - Care Advice Service

10 Princess St, Oxford Circus, W1C 2DJ

020 7629 5424

Wed: 6.30 - 8pm (drop in -18+)

B, C, CA, ET, H

St Giles Trust

64 Camberwell Church St, SE5

020 7703 7000

Mon-Fri: 9.30am-12.30pm

A, B, BS, D, ET, H, L, MH, MS, P, TS

ScotsCare (for Scots in London)

37 King Street

Covent Garden

London

WC2E 8JS

Call the helpline on 0800 6522 989

B, C, CA, H, B, P, TS

Women's Link

Rm 417, London Fruit & Wool

Exchange, Brushfield St, E1

020 7248 1200 (Ring first)

AS, B, H

BENEFITS AGENCY

Southwark Homeless Unit

Wedge House

36-40 Blackfriars Road

SE1 8PB, 020 7902 8600

SPECIALIST SERVICES

Quaker Mobile Library

Mon (every second): North

Lambeth Day Centre (Waterloo),

The Christian Centre in Webber

St (behind the Old Vic), and The

Manna Centre (the busiest stop).

Sat (every): am, The Passage and St Martin's.

EX-FORCES

Ex-Service Fellowship Centre

40 Buckingham Palace Road, Victoria

Offers an excellent service!

020 7828 2468.

- See a feature on the EFC on page 10.

AWOL? Call the 'reclaim your life' scheme from SSAFA on 01380 738137 (9am-10am Mon-Fri).

CREATIVE AND PERFORMING ARTS

Crisis Skylight

66 Commercial Street, E1
020 7426 5661
Mon-Thurs 2pm-9.30pm
AC, ET, IT, MC, P

- www.crisis.org.uk

Cardboard Citizens

020 7247 7747
Theatre workshops at Crisis Skylight
www.cardboardcitizens.org.uk

Streetwise Opera

020 7495 3133

Workshops at the Passage, Skylight and the Connection at St. Martin's
www.streetwiseopera.org

EASTERN EUROPEANS

Ania's Poland Recruitment Agency

31 Fallsbrook Road, Streatham
020 8769 0509 (Ring for appointment)

TELEPHONE SERVICES

Frank

Free 24hr drug helpline
0800 776 600

Get Connected

0808 808 4994
Free advice for young people (1pm-7pm, 7 days)

Message Home Helpline

0800 700 740

(every day, 24 hrs)

National Debtline

0808 808 4000

Runaway Helpline

0808 800 7070

Free line for under 18s who have left home

Shelter

Housing info and advice
0808 800 44 44
(every day, 8am-12am)

SEASONAL SHELTERS

All closed until November. See Open Hostels and Night Shelters for alternatives.

'EC'

Email any corrections or planned changes to services to:

thelist@thepavement.co.uk

TURNING POINT HUNGERFORD SOHO

turning lives around

Advice, support, information and treatment for people who are experiencing problems with drug-use. We specialise in working with rough sleeping and vulnerably-housed drug users.

Open 7 days a week. Drop-in Mon – Fri 2 – 5pm or Saturday & Sunday 11am – 5 pm or call for an appointment.

32a Wardour Street, W1D 6QR
Tel: 020 7437 3523



Caring for veteransNow!

If you are Ex-Service and need assistance, perhaps we can help

40 Buckingham Palace Road
London SW1W 0RE
0207 828 2468
www.exsfc.org.uk

Insider talk

A new guide to the language of the 'homeless industry'

"Appropriate" – Commonly used in hostels or care homes by hostel workers or other homeless professionals. You are more likely to come across its opposite, **"inappropriate"**, which is used as a replacement for the outlawed words "bad" or "annoying": eg. "James's inappropriate use of the office continued today, he came in three times to ask the staff questions."

"Begging" – Asking passers-by on the street or in a tube station for money. Begging is very bad unless you are wearing a fluorescent bib, when it becomes "fundraising." According to experts, the proceeds of begging are used to buy drugs and alcohol, the proceeds of "fundraising" are used to buy computers, snazzy personal organisers or paint for offices.

"Engagement" – Talking to someone who works in the homeless industry. As talking to you is essentially what they get paid to do, it is imperative they use a more impressive word. You may also see the usage **"engaging with services"** which means going somewhere or doing something a worker has asked you to.

"Fundraising" – See begging.

"Key worker" – Every hostel resident has their very own personal worker who you can ask for assistance whenever you feel the need. In a hostel you will hear "key worker" all the time, usually in the following context, "I'm busy, ask your key worker," followed by

"they're off sick for the next two months."

"Meaningful" – Any activity organised by a hostel worker is "meaningful", any activities organised by anyone else are almost certainly not: eg. "Martin continues to refuse to take part in any meaningful activity, preferring to spend his time in the library reading."

"Support" – Help, when said help is given by somebody paid to do so: eg. "One of Pete's friends helped him to read a letter, and I later supported him to find the remote control."

"Resettlement" – Moving, especially if a worker has played some part in arranging this. If you arrange it yourself it will probably just be moving.

"Facilitate" – See support.

"Substance use" – The new name for **"substance abuse"**, it means taking drugs. Also sometimes applied to alcohol, it can be difficult to tell when drinking becomes substance use. As a rule, a hostel worker drinking 10 pints in the pub on a Friday night is not substance use, but a resident drinking three cans of Tennant's Super on a bench in the day is.

"Issues" – A problem.

"Help" – Now facilitating, supporting or re-settling.

'Insider'



Anne Bososi

Age at disappearance: 32

Anne has been missing from Peckham, south London since 13th March 2006.

There is great concern for Anne's wellbeing as she was recently discharged from hospital and speaks no English. She is from the Democratic Republic of Congo. Her first language is Lingala and she speaks a little French. Anne's disappearance is out of character and her husband is very concerned for her well being. Anne can call the Message Home Helpline on Freephone 0800 700 740.

Anne is 5'7" and medium build, brown eyes and brown Afro-styled hair. When Anne disappeared, she is thought to have been wearing a black casual jacket, denim jeans and white trainers. She had no additional belongings on her, no ID, and no means of travel. Anne is not familiar with Peckham as she had only recently moved to the area. If you have seen Anne, please call in confidence, 0500 700 700 or e-mail sightings@missingpersons.org