

# thePavement

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The *FREE* monthly for London's homeless

Issue 36, November

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## THE EX-FORCES ISSUE



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# The Editor

## *Calling all sailors, soldiers and airmen*

Marking the month of Remembrance Sunday, this is our ex-service issue. Around 10% of our readers have served in the armed forces, and with conflict still in the headlines, from Iraq to Afghanistan, it's worth reflecting on what service to your country means today and how it can affect your life.

We look at Veterans Aid, an organisation that's grown from strength to strength over the last three years and has now forged links in Scotland. We have ex-service queries throughout the magazine in letters, our agony aunt and foot care.

Elsewhere in this issue, we've the results of Westminster's street count, a report on Arlington House, as well as a deluge of interesting homeless stories in news-in-brief.

Street Shield runs into a problem that some readers may identify with. If you have something or someone you'd want to see the homeless hero tackle, drop us a line.

## *Richard Burdett*

Editor

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Whitefoord House, Edinburgh, one of the UK's specialist, ex-service hostels.

*Photography by Scottish Veterans Residences ©2008*

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# Your letters & emails

*Readers' letters and comments – address on page 3*

## Feeling the crunch

Dear Sir,  
I'm writing to confess: I'm enjoying the credit crunch, and not because I'm being uncharitable, vindictive or have a feeling of *schadenfreude*. It's just that I find myself in a position where without savings or prospects, I'm immune to the financial meltdown that's shaking the country to its boots.

I've recently come back onto the streets from a hostel (which I was asked to leave), and find something refreshing in the fact that economic Armageddon will not affect me, as I've no savings and very little in the bank. I've not yet sorted out my benefits.

However, I'm not blind to the possible ripple effects that it might have on those of us living on the streets.

First, I can see the number of Eastern Europeans increasing suddenly, as many working on short-term construction contracts will find themselves out of work with the strangulation of investment in that industry. I'd expect to see these numbers rise very soon and very high.

Secondly, I can also see our numbers increase as across the country as homes are repossessed, businesses fail and the economic downturn generally exposes gaps in lives that would remain hidden in times of plenty.

Now, I'm sure we'll see these effects come soon, if they aren't already occurring, but I'd like to know what those who think they'll have eradicated the homeless by 2012 are planning to do now.

Is this target based on continued economic growth and the

proportionate money coming from government to make it possible, or is it recession-proof? In the current climate, it's hard to believe that they still think this date realistic.

*Peter*  
By email

Dear Peter,  
You've raised an interesting question about the plans to end rough sleeping by 2012, and if we're entering a recession, then certainly, the target is even harder to achieve.

We'll ask those coordinating this campaign, and hope to have an answer in the December issue.

*Editor*

## No names, no pack-drill

Dear Sir,  
I don't usually write to magazines, but having had my ear bent by a lot of guys on the street, I felt I should set the record straight.

So many of my friends on the streets bemoan the fact that to get help you need a 'problem': you need to be on drugs or drink to get into a hostel, and immigrants get specialist services trying to house them. They're concerned that as white middle-aged males, they're pushed down the priority scale. I know it's not as they make out and the fact is that most of them, like me, choose to be on the street.

However, I recently started looking to move off the street, and the moment I mentioned my short service in the Royal Navy, I was amazed at what was available.

Of course I knew about the Royal British Legion and had heard of a few of the others, but there are so many. The only one I don't see now is Toc H.

I don't think I'll be taking up any of their offers soon, but it's nice to know they're there.

*Bob*

Full name withheld by request  
By email

Dear Bob,  
Thank you for your letter, and you're quite correct: the services for ex-service men and women are good and getting better. A group of the best for our readers are included under 'Ex-Forces' in *The List*.

*Editor*

## ***"Caring for Homeless Veterans...Now"***



### ***We provided last year:***

- Response to over 1,500 calls
- *20,000 nights of accommodation*
- Warm clothing, shoes, & bedding
- *Food vouchers*
- Travel warrants
- *Access to Training*
- Access to Employment
- *Access to Housing*

So, if you know a vulnerable or homeless veteran please point him or her towards us at:

**VETERANS AID**  
*40 Buckingham Palace Road*  
*London*  
*SW1W 0RE*

Tel: **020 7828 2468**  
Email: **info@veterans-aid.net**  
Website: **www.veterans-aid.net**

***"We make things happen immediately;  
not next month, not next week, but right now..."***

# What's the count?

## *More accusations of fixing the homeless figures*

A leading homeless charity has accused Westminster Council of “temporarily forcing” rough sleepers off the streets in time for a head count on 24th September.

Christian charity Housing Justice claims the council moved 137 people in time for September’s count, which found an all-time low of 69 rough sleepers across the borough.

Charity volunteers carried out their own count – using the same system as the council – just two weeks before and found 206 people.

Housing Justice London co-ordinator Sally Leigh said: “We’ve spoken to dozens of homeless people who say they were either shunted into temporary hostels by council outreach teams or hassled by the police night after night in the run-up to the count, so they moved out of the area for a few days.

“Unfortunately, some people are unwilling to take up any offers of beds in hostels.

“Others are not eligible to access a hostel place because they have no benefits entitlements, or can’t prove a sufficient local connection. Others don’t wish to move out or be moved out of Westminster to a different location. And some don’t wish to be found by official services of any kind.

“For these people, Housing Justice believes that the main outcome of stronger enforcement is simply to displace them to areas where homelessness services are less developed and where they are more visible, and therefore vulnerable, to local hostility.

“Such strong-arm tactics only temporarily drive down the numbers of rough sleepers on the streets of Westminster for the purposes of the count.”

Despite this, Westminster Council insists homelessness is not being undercounted and highlights how it has helped 750 homeless people off the streets and into accommodation in the past year.

But last year the authority came under fire for cracking down on soup kitchens for “encouraging people to sleep rough” and for implementing the aggressive policy of “hot washing”, which is similar to Operation Poncho in the City.

Operation Poncho – a programme run by the Met Police, the Corporation of London and homeless charity Broadway in the City of London – tries to remove people bedded down for the night by waking them up in the early hours and then pouring water over their piece of pavement, to prevent them going to sleep again.

Westminster Council denies the practice of hot washing, but a study published last year by the Joseph Rowntree Foundation found that it was employed as a measure to deal with problematic street culture.

Report co-author Sarah Johnsen added: “All hot washing did was disperse rough sleepers, and this can distance vulnerable people from services.”

Both hot washing and Operation Poncho (in the City) have been criticised as being ruthless and inappropriate ways of dealing with rough sleepers, and shortly after being introduced in April, Operation Poncho was temporarily suspended following complaints by church groups and housing campaigners.

But the police have recently confirmed that Operation Poncho has resumed, as both they and councils come under increasing pressure to meet government targets to have zero people sleeping rough by 2012.

Rev Simon Perry, of Bloomsbury Central Baptist Church, said: “Operation Poncho is subhuman – waking people up and forcing them to accept your help.”

Housing Justice said its tally was conducted in the exact same way as the council and has pledged to carry out another spot check within weeks.

Ms Leigh added: “Before the council’s count, many rough sleepers were moved and woken up by the police several times at night – we have lots of testimony about that – so they slept in alleyways, increasing their exposure to danger.

“We are also aware that the police changed shift patterns immediately after the Housing Justice count, in a push to encourage rough sleepers to engage with Westminster’s outreach workers and building based services.

“We believe they also tried to persuade people who couldn’t engage with services to leave the borough.

“Many frontline workers in homelessness as well as the police and others who are tasked with enforcement see the official street count as having become politically motivated, as a measure of the success (or otherwise) of central government homelessness policy.

“Housing Justice would like to see all street counts carried out independently, and led by voluntary organisations and churches so that the results are credible.

“However, we do wish to congratulate Westminster on the numbers of people they have housed and assisted through their range of services this year. We believe the standards of care offered by the borough through its various hostels and other facilities

are good, and we would like to work with them to ensure that all those who are street homeless receive the help they need to rebuild their lives.”

Before last month’s count, the most recent official Westminster Council tally took place in June 2008 and found 111 people – more than a third higher than September’s total.

Meanwhile, a headcount carried out by the Simon Community in April found there to be 241 people bedded down for the night in eight London boroughs. The charity is carrying out its next headcount on 30th October.

Housing Justice’s headcount was carried out by more than 30 volunteers from Housing Justice, the Simon Community, Bloomsbury Central Baptist Church, ASLAN, the Salvation Army, Finchley Churches Together Winter Shelter, CARIS

Islington Churches Cold Weather Shelter, Open House Film Club and White Box Digital. They went out in pairs between midnight and 4.00am on the morning of 9th September.

*Rebecca Evans*

## More counts to come?

At time of going to press, rumours reached *The Pavement*, from a reliable source, that Westminster council are preparing for another street count despite having on just completed a major count on 24th September. It’s suggested that it will take place in the first or second week of November. If you find yourself being counted, please let us know – address on page 3.

*Editor*



“Trust the bloody Joneses to have a bigger box”



## Sharon Joseph

**Age at disappearance: 48**

Sharon has been missing from Croydon, South London, since 24<sup>th</sup> August 2008. Her current whereabouts are unknown.

There is great concern for Sharon as she may be unwell. She is urged to get in touch and can call the confidential service **Message Home** on **Freefone 0800 700 740**.

Sharon is 5ft 9in tall, of slim build, with brown eyes and shoulder length, black hair.

She usually wears a ‘beanie’ hat.

If you have seen Sharon, please call the 24-hour confidential charity **Missing People** on Freefone 0500 700 700 or email:

[seensomeone@missingpeople.org.uk](mailto:seensomeone@missingpeople.org.uk)

**missing people**

Reg. Charity No. 1020419

# A strong alliance

*What happens when Veterans Aid works with Scottish Veterans' Residences? Good things*

There is a new motto for London-based Veterans Aid and Edinburgh-based Scottish Veterans' Residences (SVR), which together have formed a unique alliance: two heads are better than one.

Both charities offer assistance to ex-service men and women who are homeless, at risk of becoming homeless or in need. Yet while SVR concentrates on providing independent living accommodation, Veterans Aid offers more immediate relief to street homeless. "We're the A&E unit for the veteran community," Veterans Aid chief executive, Dr Milroy, concludes.

The new partnership will involve sharing expertise and resources and breaking down "territorial boundaries" to provide a more efficient, linked-up service. "What we both agree on is that we don't need to build new warehouses for human beings," says Dr Milroy. "What we do need to do is use what we're doing better."

SVR chief executive Lt Col Ian Ballantyne adds: "Forming [such] alliances... can only increase the accessibility to and provision of help that our ex-service men and women need and so richly deserve".

The veteran community in the UK is said to number around 10 million, so it is perhaps inevitable that a percentage will face homelessness at some point in their lives. However, there are many charities and organisations dedicated to helping those who have served their country. Dr Milroy is optimistic about the volume of care dedicated to this section of society. "If you're homeless and a veteran, you're in a much stronger position than you'd be in if you weren't," he says.

While only just formalised, the

alliance between the two groups has long proved beneficial.

One veteran helped along the way is Jock, 43, who served in the Black Watch for four-and-a-half years. Following a car accident, Jock suffered a nervous breakdown, his previously successful business failed and his relationship ended. He was then evicted and forced to sleep rough in London for six months. Finally, severely depressed and suicidal, he contacted the charity Borderline, which helps homeless Scots in London, who put him on to Veterans Aid. As he was keen to leave London, Jock accepted Veterans Aid's offer of a place at SVR's Whitefoord House in Edinburgh and within 10 days had moved in.

Nine months on, Jock was back on his feet, a change he attributes to Whitefoord's staff and residents. "They helped me to get back my self-esteem just by being able to talk to people who understood," he says. "Arriving at SVR was like going back to a family".

Veterans Aid has been offering advice, support and facilities to ex-servicemen and women since 1932. Previously known as The Ex-Service Fellowship Centre, the charity changed its name to Veterans Aid in 2007 (see *The Pavement* Issue 26).

While the profile of the charity nationally and internationally has soared in recent times and the services have expanded to deal with homelessness prevention as well as emergency assistance, the ethos of immediate response and non-judgemental assistance is as strong as ever.

"It's veteran helping veteran," says Dr Milroy. "That's really important because it sets them

apart and says you're part of the military family, and we'll try to do something for you."

The importance Veterans Aid puts on dignity and self-esteem is another key part of their service - whether it is the way all veterans are referred to as 'Mr' and 'Mrs' or by their service rank, the high-quality hostel or the brand-new clothes that are handed out - including, at the moment, some snazzy-looking jackets from Renault's Formula One Racing Team.

In the past year, Veterans Aid has provided more than 20,000 nights of accommodation in its own hostel, New Belvedere House, plus many more in hostels, B&Bs, hotels and elsewhere across London and the UK.

The charity also rents out 18 low-cost independent retirement flats at Whitworth House in Bexhill-on-Sea in East Sussex. "There's no appointments system here," Dr Milroy says proudly, "We don't say 'oh, come back three weeks on Wednesday'." As well as accommodation, the charity provides food vouchers, travel warrants, money, and access to training, employment and housing. Veterans stay at the hostel for an average of eight to 10 months, and when they do move on, they are helped to settle in to their new home with furniture and other essentials.

As well as clothing donations, Veterans Aid receives calls from people offering the veterans work. The charity provides employment too, for example, hiring Bob Gordon, a former Royal Ordnance Corps physical training officer and ex-New Belvedere resident, to join the Veterans Aid team. Having come through homelessness, alcoholism





*A past resident, Larry  
Evans, pictured outside  
New Belvedere House*



# Supporting London life



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and more, today Mr Gordon can be found bustling about the Veterans Aid office, booking hostels spaces, updating the database and joking with his colleagues about having an Equity card for all his media appearances. He is even set to receive a new look after a makeover programme got in touch with Dr Milroy offering to work their magic on three lucky veterans.

The charity is funded by donations and grants from a huge variety of social care and military groups, from Seafarers UK and the RAF Benevolent Fund (RAFBF) to Supporting People and Royal Hospital Chelsea. In terms of local government, Dr Milroy has nothing but praise for the London Borough of Tower Hamlets and the help they provide.

Despite being a tiny charity, Veterans Aid has what Dr Milroy calls a "powerhouse" of expertise, including a barrister, military psychiatrist, social and outreach workers and a professional alcohol counsellor. Dr Milroy himself is a military welfare specialist, as well as a former wing commander and the current chair of the Ex-Service Action Group. Combined with excellent contacts and ability to, for example, purchase a place at a detox centre instantly, this makes for a very smooth service. When *The Pavement* visited the headquarters in Victoria, a veteran turned up at the door and was instantly whisked into a room, identified as having been there before from Veterans' Aid's private database, and a room was organised for him at New Belvedere House – all within the space of about five minutes. In the past, two veterans were so astonished to be offered a detox place instantly, they ran out on Philip Rogers, Veterans Aid's specialist on support and counselling.

With its services in demand, Veterans Aid is always thinking to the future, with plans for a new

drop-in centre on a more accessible ground floor, a halfway house and improved detox facilities. They also expect to start welcoming more women as an increasing number serve in the armed forces. "We're hugely ambitious," says Dr Milroy. "I am the Napoleon Dynamite of my world!"

Scottish Veterans' Residences has been going even longer than Veterans Aid and is Scotland's oldest ex-service charity. Founded in 1910, SVR provides residential accommodation to ex-servicemen and women and their spouses. Over the years it has helped some 60,000 veterans, from both world wars through to more recent conflicts in Korea, the Falklands and the Gulf.

Like at Veterans Aid's hostel, all veterans staying in SVR accommodation at Whitefoord House or Rosendael in Dundee have their own room. In addition to 81 en-suite rooms, Whitefoord House has 11 self-contained flats available for rent, while Rosendael has accommodation for 45 veterans. Owned and managed by Scottish Veterans' Housing Association, the two full-board residences provide veterans with security, privacy and areas to socialise such as bowling greens, gardens and sitting rooms. The sense of community is reinforced with regular commemorative, social and fundraising events, while a team of managers, many of whom are ex-service men and women, provides assistance.

The work of SVR is funded in the main by the basic, individually assessed accommodation charge paid by residents. This is supported by statutory funding support, such as housing benefit, income support and supporting people allowance.

The Combined Homeless and Information Network (Chain) estimates that around six per cent of all homeless people are veterans. Other people, including

London's mayor Boris Johnson, put it even higher, at 25 per cent. Not someone to be obsessed by figures, Dr Milroy disagrees with the 'one in four' estimate. "That's absolute tripe, always has been," he says. "One wonders why people want to promote huge figures. I don't need huge figures for people to feel that we should be doing something for veterans... One's enough."

Dr Milroy is equally indignant about people who say it is the fault of the forces that some veterans end up homeless. "These people are homeless for the same reasons as everyone else: poverty, housing, alcohol or substance misuse, relationship breakdown... It's absolutely vital to understand that it's not about military service, it's not about institutionalisation – if it was, it would all be happening the day after." SVR, however, is less opposed to the idea of institutionalisation, its website saying "many ex-military personnel find adapting to civilian life extremely difficult."

While Veterans Aid does receive calls from serving soldiers, most of those who get in touch are veterans from conflicts some 10-12 years before, with some coming through Veterans Aid's sister organisation Combat Stress. SVR covers much the same range, helping those who have recently left the armed forces as well as veterans who have been isolated or homeless for many years.

With such a caring support network, it is no wonder some people try and pass themselves off as veterans to Veterans Aid and other military charities. Dr Milroy has even been introduced to someone pretending to be someone he knows, but he takes it lightly. "We direct them onto other projects, we don't abandon them... It doesn't matter".

*Carinya Sharples*

# News-in-Brief

*All the homeless news, from across the UK and the World*

## Policeman jailed for homeless assault

A former Metropolitan Police officer who attacked a drunken rough sleeper while on duty has been jailed for 12 weeks.

PC Andrew Graham was found guilty of common assault at City of Westminster Magistrates Court in October for attacking Mahdi Jamal in January this year.

In response to verbal abuse, Mr Graham took Mr Jamal aside, knocking his legs from underneath him and kicking him several times whilst he lay on the ground.

On sentencing Mr Graham, Judge Michael Snow accepted the victim was a "violent and obnoxious drunk". But he said: "The man was vulnerable because he was drunk and who would believe him when he claimed you had assaulted him? You were on duty in full uniform, which gave you significant power over this man, and you abused this power."

Mr Graham was reported by two other colleagues and bought to book by the Met's Directorate of Professional Standards.

Detective Inspector Helen O'Sullivan, of the DPS, said: "This behaviour fell far below the high standards the Metropolitan Police expects from its officers. I would like to praise the officers who did the right thing and came forward."

It is unclear why Mr Graham, 37, who has a young daughter and whose wife is four months pregnant, committed the offence. Stress and tiredness were cited as possible reasons during the trial.

The ex-officer, who had been awarded a police commenda-

tion for bravery in 2004 for helping save the life of a man who had been stabbed, quit the Met after he realised his position had become untenable.

*Amanda Palmer*

## Shelter to cut jobs after being hit by downturn

Shelter is to cut 43 jobs under pressure from the economic downturn afflicting the UK.

The charity is just one of many organisations working with rough sleepers which have seen a drop in fundraising income under the global credit crisis.

The Shelter cuts represent five per cent of the organisation's total workforce.

Chief executive Adam Sampson said the cuts would not affect the way in which the charity worked with rough sleepers, as the cuts were all in the non-service sector.

In an official statement, Mr Sampson added: "We deeply regret the loss of any staff and their expertise. We are currently consulting with staff and the union and will look to redeploy staff where we can."

However, according to Charity News Alert, staff have known for months that a second wave of restructuring focusing on non-service staff was to come in the wake of the controversial pay and hours amendments for service staff.

Thirty-three staff are to be made redundant before the end of the year, while the remaining 10 posts will be lost by not replacing staff who have already left.

Shelter is also said to be

investigating the possibility of renting out the top two floors of its London head office.

*Rebecca Wearn*

## Streetmate.org on the rise

Since it's launch the numbers visiting streetmate.org continue to rise. The self-help, homeless site, which we reported on last month, now gets up to 300 hits a day – a testimony to it's usefulness.

If you've yet to use the site, do give it a try, as the more people that visit, the more useful it will become. It also helps Glen Heaton – who started the independent site with no money – justify future work and investment on it.

*Staff*

## Crunch felt in Ireland

The number of those sleeping rough in Ireland has risen to a critical level since the start of the year and is expected to soar even more in coming months as a direct result of the current economic downturn, the Simon Community in Dublin has reported.

"All communities are seeing increasing numbers of people at risk of homelessness due to the economic downturn," Patrick Burke, chief executive of the Simon Communities of Ireland, said in a statement.

"Unfortunately, the prevailing economic conditions mean we are likely to see more and more people experiencing homeless-

ness and at risk of homelessness over the coming year," he added.

The Simon Communities of Ireland, which include eight local communities, saw demand for the services for its Dublin Rough Sleeper Team rise by 48% during the first six months of 2008.

Dundalk Simon estimated there had been a 40% increase in demand for its night shelter in recent months, and the Midlands Simon Community received more referrals as at the end of August than in the whole 2007.

Burke said there was extreme concern that next year – unless there was an increase in funding – the communities would be forced to make cutbacks, which could impact on the services they deliver.

The extent of the pressure on homeless services comes to

light soon after the release of a government's homeless strategy, which pledges to ensure no homeless person will have to sleep rough or remain longer than six months in emergency accommodation within two years.

*Clara Denina*

## Head count controversy rages on

Shadow housing minister Grant Shapps MP has criticised the government, after it emerged that this year's drop in the number of rough sleepers was accompanied by a fall in the number of councils holding formal counts.

The Department for Communi-

ties and Local Government released the national rough sleeping estimates last month, revealing a small drop from 498 to 483.

But nine fewer councils carried out head counts last year.

Mr Shapps, a regular critic of the head count system, said he was "deeply concerned" that no changes had been made to the system. He told the social housing website Inside Housing (IH): "It seems this year's figures could underestimate the number even further, once again preventing rough sleeping from getting the attention it deserves."

IH calculated that if two of the councils had been included in 2007's national figures, the total number of people sleeping rough in the UK would have been over 500.

*Rebecca Wearn*

## Homeless commemoration

An event to celebrate the lives of the London's homeless people that died in the last year will take place this month.

The Connection at St Martin's and Housing Justice will hold the annual service commemoration for London's homeless people who have passed away during the last 12 months on Thursday 6th November 2008 at St Martin-in-the-Fields church.

Roger Shaljean, of The Connection at St Martin's, said: "This is a very special event. The service is a coming together of people who wish to commemorate the lives of individual homeless people who would otherwise die forgotten".

During the service, which has been entitled "The Light belongs to everyone", the names of each homeless individual will be read out alongside prayer, music and poetry.

Streetwise Opera will



*"This downsizing lark has gone far enough, we're living with the dung beetles"*

perform two songs.

Last year, homeless agencies across London reported more than 140 known deaths. It is believed this year's figures, which will be finalised moments before the commemoration, will be similar.

*Naomi Osinnowo*

## Lib Dems tour rough sleeping hot spots

Liberal Democrat leader Nick Clegg joined Sheffield's city agencies in the early morning hours of 11th October to tour around the local areas frequented by homeless people and rough sleepers.

Starting at 6am, the Sheffield Hallam MP visited several derelict buildings and warehouses, as well as some of the local spots around the Cathedral area used by homeless people for sleep, to witness the extent of Sheffield's problem of rough sleepers.

Mr Clegg, who was accompanied by support staff and managers of The Salvation Army and representatives from South Yorkshire Police, told *The Pavement* the visit was "a fascinating and eye-opening experience."

He said: "It is sad that even today many people still find themselves out on the street, and I was keen to listen to those on the frontline and those affected about how things can be improved."

"So much of the excellent and absolutely necessary work done by the organisations helping the homeless goes unnoticed, yet as winter draws in, their work will become even more important."

Stephen Burnell, centre manager at the Salvation Army's Charter Row hostel, said the purpose of the tour was to present to the Lib Dem leader the gravity of the situation.

He said: "We did use shock and awe: we didn't pull any

punches. Walking in some of the places is quite dangerous. Nick Clegg was horrified of the state of the spots and stated that he's going to address it at Prime Minister's Question Time."

According to Charter Row estimations, there are more than 40 rough sleepers in Sheffield's city centre, a big contrast with Sheffield City Council's count, which says that only two people a night are out.

Mr Burnell, a former rough sleeper, told *The Pavement*: "The statistics are nowhere near right. We do not get a fair representation of what is going on. The biggest problem is that they don't recognise the number of people that are sleeping rough, so the services and funding cannot be put in place to support them."

"We need to completely review the whole chain, from being on the streets to moving into accommodation, making sure the support networks are in place right the way through, otherwise people fall through the cracks and end up back on the streets."

*Teo Kermeliotis*

## Public to put-up rough sleepers

A homeless charity this month called for potential hosts willing to offer homeless youngsters on Teesside a bed for the night to get in touch.

Nightstop Teesside made the pressing plea after receiving a large increase in demand for their Crash-Pad Supported Lodgings Scheme in which volunteers provide long-term accommodation to homeless people for a few months to a year.

Ruth Fox, manager of Nightstop Teesside, explained: "There are very few housing providers in this area, and those that there are, are generally bed-blocked due

to lack of move-on accommodation, especially for under 25s."

"If we do not have sufficient hosts, then potentially young people are sleeping rough – either outside or on friends' floors."

The charity has 18 operating hostels across England which provide short- and long-term accommodation to young people with a range of needs.

But due to huge demand, Nightstop continues to use the community involvement element of the charity to generate beds.

Sue Trenerry, manager of parent organisation Depaul Nightstop UK, said: "As Nightstop schemes are operating all over the UK, the range of services for young people is wide. In some areas, there are many choices for young people; and in some areas, there are none or very few."

"In the last year, Nightstop schemes offered more than 5,000 bed-nights to homeless young people. New schemes continue to develop and existing schemes continue to develop into neighbouring areas."

Depaul Nightstop was founded in 1989 and is the largest charity for young people in the UK.

*Naomi Osinnowo*

## Switch onto Streetlytes

It has been a long road to recovery for Rudi Richardson. After 34 years of drug and alcohol addiction and a series of life events worthy of a film script, he is now inspiring and helping others on their own road to recovery through his foundation of Streetlytes.

Born in Germany of mixed parentage, he was adopted at a young age, and moved to the States. From his teens, he fell into drug addiction and this continued sporadically throughout his life, causing him to have



brushes with the law and homelessness and his eventual deportation back to Germany. Eventually, in London, Mr Richardson founded the charity Streetlytes to help others with similar experiences.

Streetlytes is run by volunteer recovering addicts, who not only provide invaluable practical help, including soup runs, clothing and referral, but also have free workshops which tackle the issues of homelessness, drug addiction and alcoholism through shared experiences.

The soup run (see *The List*) operates on the first and third Saturday of each month on the piazza at Westminster Cathedral, Victoria. Tea and coffee, sandwiches, fruit, yoghurt and pasta, as well as blankets and clothing, are provided to the vulnerable and homeless.

Starting from 10th November, Streetlytes will be cooking and serving dinner on Mondays at Chelsea Methodist Church.

Forthcoming workshops include a Q&A on "personal life stories", relapse prevention, and the "disease of addiction".

To find out more, visit the website – [www.streetlytes.org](http://www.streetlytes.org) – that offers support and explains what they do. Plus Rudi shares his reasons for becoming involved in helping the homeless.

*Simone Richardson*

## Arlington House clarification

Last month *The Pavement* reported that Arlington House, one of London's oldest and most iconic hostels, was to be sold. But since going to press more details have emerged about the future of the building.

Arlington House is owned by The Novas Scarman Trust, which encourages rough sleepers into social enterprise projects across the UK. But this month the group is set to transfer the landlord function of the building to the One Housing Group.

On Monday 20th October, a board meeting confirmed the transfer to a registered social landlord. Chief executive of the Novas Scarman Group, Michael Wake explained that this was not a 'sale' of the building.

"This is a transfer of the housing/building aspects of the project, something we have been withdrawing from over the past four years, leaving the Novas Scarman Group to provide the support to residents," he said.

"The board has agreed a local association but has yet to confirm this with the Housing Corporation. I believe I can note that it is likely to be OHG, a local association, with which we have worked in partnership for over 10 years on our other hostels and has a strong record of managing development projects and supported housing."

Mr Wake added the sale was not for profit. "This is



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## POPPY SUPPORT



For Service people past and  
present and their families

to be a nil-cost transfer. No money will be made," he said. "Any funding that we may have made has been left by the group in Arlington which the transfer registered social landlord will invest in the ongoing refurbishment programme."

Novas Scarman bought the hostel back in 1993 from Camden Council with the covenant that the property must be used to provide "social housing at affordable rents for single homeless people".

Arlington House is more than 100 years old and is famed for once housing the author of *1984* and *Down and Out in Paris and London*, George Orwell.

Mr Wake reassured residents, who have been confused and angered by news of a sale, that Arlington would continue to be a place of refuge for rough sleepers.

"The future of Arlington will remain as a hostel – this is the wish of Camden, the condition of the transfer and set out in the planning permission as a legal document. Only Camden could overturn this and, as the hostel forms part of its strategic provision and Pathways programme, Arlington will remain a hostel."

Novas Scarman had recently embarked on a £25m renovation project that aimed to update the communal and sleeping spaces for residents and would see the number of beds reduced from 370 to just 130.

Long-term residents of Arlington House are to be re-housed permanently within the newly renovated buildings. Mr Wake said this was part of Arlington's work with Camden's Pathway Programme, which resettles homeless people in the borough.

"Camden and NSG is aware that there will be approximately 35 to 40 of the older long-term residents who will not be able or willing to engage in this process and it may take some time, if at all, for them to consider alternative accommodation," said

Mr Wake. "Thus, within the 130 beds to be provided, one whole floor has been developed with high-quality rooms, with en-suite, wheelchair access and so on, to accommodate this group and anticipate their needs over the long term."

Other projects linked to Arlington in the Camden area, such as the Novas shop, are to be consolidated into other parts of the city where Novas has operations, such as Westminster and Southwark. The process for moving the gallery and shop into Arlington House will now be brought forward to take part during the renovation work, rather than afterwards.

Mr Wake denied that Novas was in any kind of financial trouble. Last year the group reported an operating deficit of £277,000. He said the transfer was part of the long-term withdrawal from housing management and maintenance, to allow Novas to focus upon social enterprise work.

*Rebecca Wearn*

## Rough sleepers with smoke detectors

Wiltshire Fire and Rescue Service is launching a new scheme that will see smoke detectors included in survival kits that are being handed out to vulnerable adults in the Trowbridge area.

So far, 40 kits have been distributed to service users of the Alabare Drop-in Centre in an attempt to provide a few essential items to those who most need them.

As well as a smoke detector, the waterproof kits include items such as a sleeping bag, a towel, toilet roll, a flask, razors, a wind-up light, socks and tobacco.

Co-ordinator of the scheme is Wiltshire Fire Service's group manager Steve Williams.

He explained: "We have

attended a number of fires in derelict buildings and there was a fatal fire involving a homeless man in Warminster just two years ago."

The presence of a smoke detector in the kits was as a direct result of feedback from the streets.

Mr Williams added: "Everything we're providing in the bags has been discussed with the people who will be using them. We want to help them to be safe from fire, safe from the elements and safe on the roads, and hopefully this will also lead to an improvement in their quality of life."

In addition to providing some practical street safety, the new initiative is also designed to present vital information on where people are sleeping in the local area.

*Amanda Palmer*

## Vodafone backs homeless footy

The credit crunch may be forcing several businesses worldwide to tighten their purse strings but an organisation's hefty donation to a homeless charity suggests corporate philanthropy has not been cut.

The Homeless World Cup Foundation (HWCF) will receive a £500,000 start-up package over the next two years for its international grassroots football programmes from Vodafone Group's charity – The Vodafone Foundation.

Kat Byles, a spokeswoman for HWCF, said the charity could potentially struggle to meet its total target of £5m, owing to the difficulties finding organisations to back start-up projects amid the current economic climate.

Ms Byles said: "Vodafone's donation means the world to the Foundation, as start-up funding enables us to get key people in to implement best practice and we can then work towards



becoming sustainable.”

The funding will be used by the HWCF to build the infrastructure of the football programmes and to appoint its first chief executive.

The Vodafone Foundation explained that it has not been affected by the credit crunch because it works with a set amount of funding it receives every year from Vodafone.

Spokeswoman Katherine Danby said the fixed funding would enable the Vodafone Foundation to back “projects in areas that are important, including music and sports projects like The Homeless World Cup”.

The Homeless World Cup currently has 30,000 homeless football players and aims to engage one million players in more than 75 nations by 2012.

*Naomi Osinnowo*

## Emmaus building a new community

Homeless charity Emmaus is building a new community in Hampshire.

The project will offer a home, work and support for 23 people in the historic city of Winchester. The community is set to open in spring next year and will also have a charity shop on site to help raise funds.

Alison Thompson, chair of trustees, said: “This project will enable homeless people to make real and lasting changes in their lives and the lives of others.

“It is a movement with a proven track record of tackling homelessness in this country and around the world.”

There are 17 Emmaus Communities across the country. For more information visit [www.emmaus.org.uk](http://www.emmaus.org.uk).

*Rebecca Evans*

## Headless reward for homeless man

When members of the British public are not finding discs and laptops loaded with valuable personal data on trains, it seems there are other, less obviously lucrative, pickings to be found.

When rough sleeper Anthony Silva found the decapitated waxwork head of Sir Paul McCartney in a train station bin, he did not expect to be given a £2,000 reward.

Mr Silva thought it was a ghoulish Hallowe'en Macca mask and had used the item as a pillow before returning it.

The model of the ex-Beatle's head had been left under a seat by a local auctioneer and discarded by train workers.

The complete waxwork had been on display is Louis Tussaud's museum in Great Yarmouth before going to auction.

Sir Paul was expected to raise £10,000. The auctioneer, relieved to get the head back, said he was eternally grateful to Mr Silva. “He told me he had just become homeless, so I hope the £2,000 reward can help him.”

*Rebecca Wearn*

## Credit crunch squeeze on homeless

The credit crunch looks increasingly likely to create a knock-on effect in the number of people without a permanent address.

Shelter, Britain's biggest charity for the homeless, has noted a 68% rise in Northern Rock's repossessions over a similar period last year and is concerned about the ‘aggressive’ approach that the recently nationalised mortgage lender is taking.

Adam Sampson, Shelter's

chief executive, said: “It seems a bit perverse that ministers, who a few months ago were lecturing lenders about their responsibility towards the homeowners in arrears, are now allowing companies that are state-owned to repossess people's homes so aggressively.”

Northern Rock was the first British Bank nationalised by the government after the credit crunch began last year. Since then, Bradford & Bingley, Britain's biggest mortgage provider to landlords, has been nationalised at the end of September and the government has bailed out three other British banks – Lloyds TSB, Royal Bank of Scotland and HBOS – to the value of £37bn.

Jaqualyn Gill, spokeswoman for Northern Rock, said: “We acknowledge our repossessions rate is ahead of the industry, but not by the multiples that have been reported in the press.”

But Mr Sampson is requesting that prime minister Gordon Brown ensures lenders fully or partly owned by the state “treat customers as fairly as possible.”

*Simone Richardson*



*Whitefoord House, Edinburgh, one of the specialist, ex-forces hostels found across the UK; this one owned by Scottish Veterans' Residences – see story page 8*







# Dear Flo

## *Nurse Florence on questions of homeless health*

*Dear Flo,  
My doctor started me on aspirin recently, but I heard on the news that it doesn't always work and can do more harm than good. My doctor wants me to keep taking it, however, I feel like I'm rattling with pills and don't know whether I really need it. I want to find an objective opinion - any ideas where I can find it?*

*Jake*  
by email

Dear Jake,  
It can seem confusing when you're getting differing advice from all angles. Some researchers and governmental agencies appear to delight in producing studies that contradict previous 'best guidelines'. Documentaries often use scare tactics about medicines, more to improve their ratings than because there is a genuine alert.

These media stories may or may not filter into your doctor or nurse's consciousness, but I appreciate that when it's your own health at stake, it's that much more pressing to know what's going to work best for you. It can feel really important to change your medication immediately, but I'd ask you to hold off from making changes that aren't recommend by your doc.

It's great to take interest and control over your own health (we no longer live in an age where "doctor knows best"!), but the problem with some of the health stories that hit the newspapers is the quality of the research. The evidence produced is only as good as the design of the study, and drug trials must hit a number of criteria, such as having a good cross-section of the population, so there's no point applying the

results if it looked only at how that medicine affected three-legged, cross-eyed Antarctic octogenarians. However, its authors are obviously keen to promote their research findings and so can push their own agenda onto the media circuit...

This does, therefore, make your job of figuring out what's your personal super-drug more difficult, and you're right to ask how best to get an objective opinion.

Accessing medical sites on the internet is relatively easy, though we've already discussed the hazards. You will probably never get a truly objective picture from any one person, but asking many people

(with the appropriate knowledge) will give you an overview of current opinion regarding best treatment.

Once you've asked them, it's up to you: take the information and make up your own mind. Good health,

*Flo*

To contact our nurse email:  
[flo@thepavement.org.uk](mailto:flo@thepavement.org.uk)  
or you can write to her at the address on page 3



*"If they made belts large enough for us, we'd  
have to tighten them"*

# Ask Agnes

*Our agony aunt answers your questions on life*

Dear Agnes,

*Since I left the armed forces 12 years ago, I have been sleeping in night shelters and travelling around the UK. I found this lifestyle tough, but didn't want anything more settled. When I left the service, I found my wife had another man, turned to alcohol and lost my home. Twelve years has gone so fast, and my health has suffered from drinking so much. Now, for health reasons, I have been obliged to move into supported housing. I have been there three weeks and – so far – life is the same, except I have a bed of my own.*

*However, I feel as if I am at a crossroads: either I can keep drinking, probably until I die; or I can try and turn my life around. The difficulty for me is knowing how to begin. Can people in my situation ever find happiness?*

Ivan

59, London

Dear Ivan,

“You can lead a horse to water, but you can't make it drink.”

Many thanks for your letter. I have a question regarding your situation, so I will have to think out loud on paper, for want of a more telling live Q and A session!

I wonder: were you, in fact, obliged to move into housing, or could you have remained a street sleeper if you had put your foot down? I suppose I am trying to find out whether you bought yourself to your own crossroads, or if someone else dragged you there.

In all likelihood, bringing in the horse-and-water equation, you have, to some extent, agreed to being re-housed, even if you didn't go so far as to suggest it yourself.

While it might be easier to shift responsibility for your housing decision to outside forces and lie back to wait, it isn't possible to insist that someone moves off the streets and into accommodation. Looking closely at the reason or reasons why you decided to take the accommodation in the first place might be a good place to begin your search for happiness. When faced with the ultimatum of death, it seems that you decided to do something proactive to save yourself – or at least you have decided to have a go.

Whether you can think of any specific reasons for prolonging your life or not, you must at the very least hope that there might be some... Hope is the key concept, here, as it's much easier to pin down than the idea of 'happiness' which, frankly, is subjective and rather slippery. You might want to make a list of things you would do differently if you were feeling happy. Having firm ideas about what might be different in your lifestyle and behaviour if you managed to achieve some happiness will help, as you'll recognise it more clearly when you get there.

I guess this sounds overly simplistic, but it's difficult to aim for a goal – happiness, in this case – if you don't understand it will change your life in a concrete way. Consider, also, how much happiness you need. Would you need to be happy 24/7 in order to feel satisfied, or would 50 % of the time be enough to make life worth living? Again, all these are your choices, but you need to make them to keep yourself focussed.

You have proved from your history that you are more than flexible: moving from the rigours of life in the armed forces to the total laxity of the travelling lifestyle indicates that you have already

managed to adapt to two totally different states of being in your lifetime. Was either condition more difficult to adapt to than the other, or did you slip into each new role easily? Which parts of your character helped you to make these tricky transitions? Perhaps you can employ the same flexibility again while making this next adaptation? Perhaps you already have?

Agnes

To contact your agony aunt, email: [agnes@thepavement.org.uk](mailto:agnes@thepavement.org.uk) or you can write to her at the address on page 3

# Foot care

## *Our foot expert looks at military feet*

From antiquity, armies have been built around a core of infantry who relied on their feet for operational transport such as tactical movement in battle and transportation behind the lines.

Since the First World War I (1914–1918), the ability of infantry to manoeuvre unseen in constricted terrain became a key strategy in modern warfare. Foot soldiers rely on their boots as much as their weaponry to survive inhospitable territory and extreme climatic conditions. The boots of the foot soldier have subsequently evolved to become arguably the most sophisticated footwear on Earth. Having comfortable feet is a priority for the modern combatant, and boots need to weather temperatures as high as 50° by day and often below 0°, at night. Not only that, they need to fit both genders comfortably and give the fully equipped soldier support.

Not all armies are issued with the best footwear for the conditions, as was seen in the Falklands, where the British boot literally fell apart in the extreme wet conditions.

Not entirely a military secret, but the Russian Army has recently been issued with socks. For over 300 years, Russian soldiers preferred to bind their feet with foot bandages called portyanki. The common belief was that they gave better support and insulation than knitted socks. However, the opportunity to undo jackboots (sapogi) to rewrap the foot in conditions of trench combat was quite impractical, so soldiers wore their foot wraps for sometimes weeks on end. Worn portyanki were incredibly smelly and a common myth among Russian Infantry was that their invincibility was due to their foul-smelling foot bandages. Foot-wrapping became the mark

of a real soldier, and barrack room pranksters played football with their portyanki rolled into a tight ball. Sometimes the foul smelling mass was deliberately left beside a snoring comrade as a punishment.

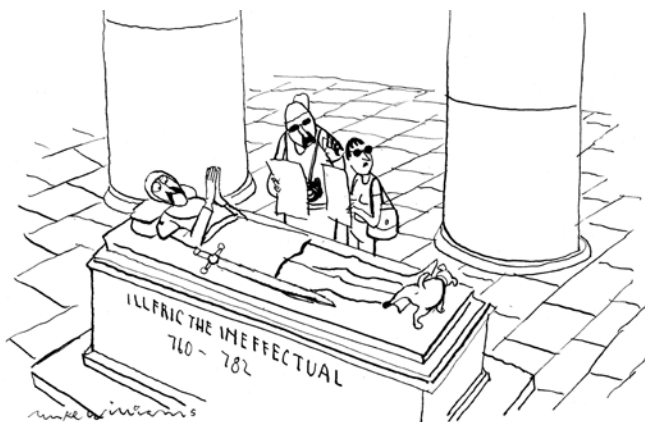
Many former service personnel suffer peripheral neuropathy, which is due to damaged peripheral nerves. This was first recognised when many GIs serving in Vietnam reported vague aches and pain in their feet and legs after being exposed to Agent Orange. Peripheral neuropathy is a problem with the nerves which carry information to and from the brain and spinal cord. Peripheral neuropathy may cause a loss of sensation and inability to control muscles.

These sensation changes usually begin in the feet before progressing elsewhere as the condition worsens. Common symptoms include temporary numbness, tremor and gait imbalance, tingling, itching, crawling, pins and needles, and pain. Some people may suffer more extreme symptoms, like a

burning pain (especially at night), muscle wasting, paralysis, and even organ or gland dysfunction. In severe cases, the skin maybe so sensitive the person cannot bear to have anything touch their feet. Damage to the peripheral nerves is often a side-effect of systemic illness like diabetes or alcoholism.

If you suffer from these diseases or any of the symptoms above, then see your doctor. People coping with peripheral neuropathy may develop pressure ulcers and – especially where there is a lack of feeling – these can quickly become infected. It is important to keep your feet warm and dry, and wear comfortable shoes. Check the inside of the shoe for unseen grit or rough spots that may cause injury to the feet. Try to eat a balanced diet, reduce your alcohol intake, and maintain good control of diabetes and other medical problems.

*Toe Slayer*  
Registered podiatrist  
& shoe historian





# Cold Turkey

*A refreshing look at addiction and how they are pigeonholed*

Why does the “health aspect” within the drugs treatment industry find so hard to make connections for themselves and wilfully disguise their role in maintaining harm as harm reduction. When does harm minimisation become harm maintenance?

And as *The Pavement* is now distributed in Scotland too, I tried to get some info regarding smoking and drug use off the Scottish government website for health and community care. I could find nothing of any use.

All the substances are, as in England, pigeonholed into their own little categories – drugs here, alcohol there and smoking over there. Most people I have worked with who are chronically dependant on substances, use all three. Many use a vicious cycle of drugs (licit and illicit), alcohol and tobacco – “killing them(selves) softly” comes to mind!

There are two strands to this: smoking and drug use go hand in hand; and smoking (crack and heroin, not to mention cannabis) is seen by the harm reduction lobby as a better way of using drugs.

Quoted in *Drink and Drug News* on 6th Oct, Gay Sutherland (and let’s give her full title: research psychologist and expert in smoking cessation) stated: “most people in drug treatment smoke...” Really? Wow! ...and went on to say: “hardly any are offered help to stop smoking”.

She omitted that that smoking drugs is encouraged in many circles, especially front-line prescribing services. It’s seen as safer than injecting by many.

Advocating smoking cessation is all well and good; however, once again there seems to be a wilful “taking one’s eye off the ball again”. Mixed messages and job creation.

I try and remain positive, but



*“I’m drinking outside the box”*

Hell’s bells – come on! Tobacco, drinking and drugs go hand-in-hand. A pint of lager and a snout – lovely! Just had a nice hit of heroin? A fag will do nicely to reinforce the buzz... And with coke or speed, I can smoke till the cows come home – 60 fags a day is not unheard of. And because methadone is such a “boring little drug”, you need a fag and can of lager to liven it up. And smoking crack cocaine... The mind boggles. (Someone told me that the hardest thing to give up once you have “cleaned up” is “fags and the dole”, but I digress.)

There is also evidence that respiratory-related illnesses are on the increase within the drug-using population. My observations at Narcotics Anonymous meetings, and from research I have carried out, indicates that more drug users have emphysema and that they also have an increased chance of

developing the condition. I hasten to add that this area needs to be researched in greater depth so we can get a clearer picture.

In public health terms, this is not the same as HIV/AIDS or Hepatitis C. But for the individual, the consequences of death by “lack of breath” are too horrendous to imagine. Quite apart from the cost to the public purse, this is a “no brainer” from a human perspective.

Once again, harm minimisation becomes harm maintenance. Stopping smoking of crack and or heroin must have tobacco smoking cessation factored in.

This insistence on looking at drugs/alcohol and tobacco separately is losing ground by the day. Too much vested interest, not enough common sense.

*Andy Zapletal*

# STREET SHIELD

EPISODE 2

'ELLO, 'ELLO, 'ELLO.







# HOMELESS CITY GUIDE



squat



empty building



dangerous neighbourhood



danger



guard dogs



an attack happened here



good place to drink / smoke



unfriendly place



friendly place



soup run (with rating)



strong police presence



potential for work



good food thrown away here



safe for sleeping



message board x mins that way



security guard



you'll get moved on here

step 1



step 2



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For Income Support, Jobseekers  
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0845 377 6001  
For Social Fund enquiries  
0845 608 6661  
For the Pensions Service  
0845 60 60 265  
**London Street Rescue**  
0870 383 3333  
Rough sleeper's hot-line  
0800 700 740, 24 hrs daily  
**Message Home Helpline**  
0800 700 740, 24 hrs daily  
**National Debtline**  
0808 808 4000  
**Open Door Gay Men's Housing Project**  
0208 743 2165  
**Poppy**  
020 7840 7141  
Helps women who have been  
trafficked for sexual exploitation

**Runaway Helpline**  
0808 800 7070  
For under-18s who have left home  
**The Samaritans**  
08457 90 9090  
**SANeline**  
6 – 11pm  
0845 767 8000  
Out-of-hours helpline for those  
affected by mental health  
**Shelter**  
0808 800 4444  
Housing info and advice  
8am–12am daily  
**Stonewall Housing advice line**  
Advice for Lesbian and Gay men  
020 7359 5767  
(Mon, Thu, Fri 10am–1pm;  
Tue & Wed 2–5pm)  
**UK Human Trafficking Centre**  
0114 252 3891  
**WEBSITES**  
www.homelesslondon.org  
Updated at least annually  
**Homeless London Directory (RLS)**

**Mental Fight Club**  
A creative/arts site for those  
with mental illness.  
uk.geocities.com/gyabriele-  
jenkinson@btinternet.com/  
**The Pavement Online**  
Regularly updated online version  
of *The List*, which will soon be in  
several translations to download.  
www.thepavement.org.uk/  
services.htm  
**Proud to be mad**  
A campaigning site for those  
with mental illness  
www.proudtobemad.co.uk  
**Stonewall Housing**  
Addresses the housing needs of les-  
bians and gay men. Provides tempo-  
rary, supported housing for 16–25  
years old lesbians and gay men.  
www.stonewallhousing.org  
**Streetmate**  
An independent site with sub-  
stantial information on housing,  
working and learning, built for  
those homeless who use the  
internet and want to do-it-them-  
selves as much as possible.  
www.streetmate.org

Quaker Mobile Library  
Rochester Row Day Centre  
ScottsCare  
Simon Community  
Single Homeless Project hostels  
Soho Rapid Access Clinic (SRAC)  
Spectrum Day Centre  
Spire Centre  
Spitalfields Crypt Trust  
St Andrew's, St Cuthbert's Centre  
St Giles Trust  
St Matthew's, Fulham  
St Paul's, Onslow Square  
St Stephen's Church  
Turning Point (Hunger-  
ford Drug Project)  
Two Step, Angel  
Union Chapel  
Veterans Aid  
Webber Street  
West London Day Centre  
Westminster Libraries  
Whitechapel Mission

Endsleigh Gardens hostel  
Great Chapel Street  
Medical Centre  
Holy Cross Centre  
Housing Justice  
Jobcentre Plus – Brixton,  
London Bridge, Peckham  
King George's hostel  
King's Cross Primary Care Centre  
London Coalition Against Poverty  
London Jesus Centre  
Cambria House  
Cardinal Hume Centre  
The Caravan Drop-In &  
Counselling Service  
Chelsea Methodist Church  
Choral Hall Lifeskills Centre  
CSTM  
Crisis Skyline  
Church Army (Women's  
Day Centre)  
Edward Alsop Court  
Endell Street hostel  
Providence Row (Dellow Centre)  
The Pillon Trust  
Penrose Housing Association  
The Passage  
Tians Catholic Church  
Our Lady Help of Chris-  
for the Homeless  
North London Action  
New Horizon Youth Centre  
Mount Pleasant hostel  
Manna Day Centre  
Look Ahead hostel (Victoria)  
London Day Centre  
New Horizon Youth Centre

## SPECIALIST SERVICES

**Blue Cross Veterinary Services**  
Offered to pet owners on a low income. This is usually a means tested benefit or state pension with no other means of income: *Blue Cross Mobile Veterinary Clinic* All run 10am – 12pm & 1.30pm – 3.30pm, at these locations – Mon: Bethnal Green Road E2, Wed: Hackney Town Hall (car park) E8; Thur: Islington Town Hall, Upper Street, N1; Fri: Walthamstow Town Square, High Street, E17 On a first-come-first-served basis. Some cases November need to be referred to the Victoria hospital. *Hospitals* Blue Cross Victoria, 1 – 5 Hugh Street, SW1V 1QQ 020 7932 2370 Blue Cross Hammersmith, Argyle Place, King Street, W6 ORQ 020 87748 1400 Blue Cross Merton, 88 – 92 Merton High Street, SW19 1BD 020 8254 1400

**Quaker Mobile Library**  
Every second Mon at either: 10.45am Webber Street or 10.45am Deptford Churches Centre. This means that each Webber Street and Deptford each receive one visit per month; every second Mon, 11.30am at Manna Centre, Bernondsey (every fortnight); Tue: 7pm, Holy Cross Centre, Cromer Street; Sat: 9.45am, The Connection at St Martins, 11am, The Passage.

## TELEPHONE SERVICES

**Domestic Violence Helpline**  
0808 2000 247  
**Eaves**  
020 7735 2062  
Helps victims of traffick-  
ing for prostitution

**Frank**  
0800 776 600  
Free 24-hr drug helpline

**Get Connected**  
0808 808 4994  
Free advice for young people  
(1pm–7pm daily)

Opening in January

**Camden and City Churches Cold Weather Shelter (C4WS)**  
Opening in January

**Caris Islington Churches Cold Weather Shelters**

Opening in January

**Crisis [Open] Christmas**  
tbc

**Croydon Churches Floating Shelter**

Various Churches  
70a Wellesley Road,  
Croydon CR0 2AR  
07860 270 278  
01 Nov–31 Mar 08: 7.30pm–8am.  
Mobile switched off if no vacancies  
Last admission 9pm  
Age 18+ mixed; Beds for 14  
Local referral only; dry  
[www.croydonchurch.org.uk](http://www.croydonchurch.org.uk)

**Finchley Churches Winter Shelter**

Various Venues  
020 8446 8400  
01 Dec–31 Mar 08  
8pm–8am. Last admission 10pm  
Age 18+ mixed; Beds for 15  
Referral from Homeless Action in  
Barnet; dry

**Hackney Winter Night Shelter**  
Opening in January

**Quaker Open Christmas**  
tbc

**Robes Project (Southwark & Lambeth)**  
Opening in January

**Waltham Forest Churches Winter Shelter**

Day & night shelter  
020 8521 7773  
[www.wfcbbranches.org.uk](http://www.wfcbbranches.org.uk)

**West London Churches Winter Shelter**

Various Venues  
0207 351 4948  
10 Nov – 05 Apr 09 8pm–7am.;  
last admission 8pm  
16+ mixed; Beds for 35 (separate  
area for women); self-referrals, must  
phone first; dry

Fund written on the side).

**Simon Community**

*Tea Run*: Sun & Mon (6–9.30am);  
St Pancras Church 6.30am; Milford  
Lane 6.45am; Strand 7am; South-  
ampton Road 7.30am; Army and  
Navy 8am; Grosvenor Gardens  
8.30am; Marble Arch (Sunday) 9am;  
Waterloo Bridge (Sunday) 9.30am  
*Soup Run*: Wed & Thurs (8pm–  
10.30pm); St Pancras Church  
8.15pm; Hinde Street 8.45pm;  
Matlavers Street 9.15pm; Waterloo  
9.45pm; Army and Navy 10.15pm  
*Street Cafe*: St Mary-Le-Strand  
(Strand) – Mon (5pm–7pm) & Wed  
(10am–12.00pm), and St Giles-  
in-the-Fields, St Giles High Street,  
WC2 (next to Denmark Street) – Sat  
(2–4pm) & Sun (1.15–3.15pm)

**St Andrew's Church**  
10 St Andrew's Road  
Fulham, W14 9SX  
Sat: 11.30am–1.30pm  
Hot food and sandwiches

**St John's Ealing**

Mattock Lane, West Ealing  
W13 9LA  
020 8566 3507  
Sat & Sun: 3.30–5pm  
Also: Advice service Thur  
& Fri 10am–4pm – Ealing  
Churches workers

**St John the Evangelist**

39 Duncan Terrace, N1 8AL  
020 7226 3277  
Tues–Sat: 12.30pm–1.30pm

**Streetlytes**

A new service, operating on the  
first and third Saturday of each  
month, 8pm on the piazza of  
Westminster Cathedral, Victoria.  
*Hot tea/coffee, sandwiches, fruit,  
yogurt, pasta, blankets and homeless  
to the vulnerable and homeless.*  
[www.streetlytes.org](http://www.streetlytes.org)

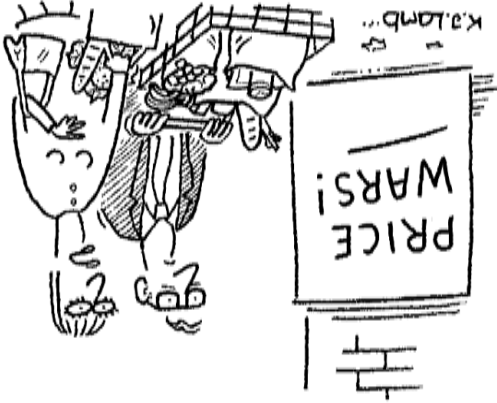
**SW London Vineyard – The King's**

**Table**  
Sun 2.30pm–4.30pm beneath  
Waterloo Bridge (Embankment).  
Superb hot stews and potatoes.

## SEASONAL SHELTERS

**999 Club (Lambeth & Lewisham)**

"Which supermarket's tactics are cheapest?"



**Rice Run**  
The Strand, Westminster  
Fri: 9–10pm  
Rice and Chicken, or savoury rice

**The Sacred Heart**  
This run from Wimbledon has 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**  
Third Sunday of the Month: 93 Guildford Street, WC1 (Coram's Fields): 1am–1pm. Vegetarian meal and tea. Another branch of this sect also have a service at Lincoln's Inn Fields, Wednesday, around 8pm—a great curry!

**Samaritan Network**  
Every Sunday, 6–8pm, at the corner of Temple Station.  
www.smonk.org

**Silver Lady Fund (The Pie Man)**  
Piping hot pasties, pies and sausage rolls from the van down behind the Festival Hall or on Southwark Bridge Road – from 5am (it's white with 'Silver Lady

**New Life Assembly**  
A run in Hendon, that comes into the West End once a month.

**Nightwatch**  
At the fountain in the Queens Gardens, central Croydon  
Every night from 9.30pm  
Sandwiches and hot drinks

**Open Door Meal**  
St James the Less parish centre, Vauxhall Bridge Road, behind the Lord High Admiral public house. An established service, providing a two-course hot meal served at table. Alternate Thursdays during term-time: 7-9.30 pm.  
B, CL, FF

**Our Lady of Hal**  
165 Arlington Rd, NW1  
020 7485 2727  
Tues, Weds, Fri & Sat:  
12.45pm–2pm

**Peter's Community Cafe**  
The Crypt, St. Peter's Church,  
De Beauvoir Road, N1  
020 7249 0041  
Mon–Wed: 12noon–7pm

**Harlow Chocolate Run**  
Renamed *London City Aid*.  
Temples. The former can be found at Lincoln's Inn Fields, Mon–Thurs: 7:15pm, finishing at Temple if there's food left. The latter from Monday to Saturday all year round: Kentish Town (Islip Road); 12pm: Camden (Arlington Road); 1pm: King's Cross (York Way) 2.15pm.

**House of Bread – The Vision**  
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 Cross end, outside Court's).

**Imperial College**  
Serving sandwiches and hot beverages on Sunday evenings (8–9.30pm) at Lincoln's Inn Fields.

**Lincoln's Inn Fields**  
Mon–Fri: 7.15pm. Many vans with food and occasionally clothing.  
Sat–Sun: 6.15pm onwards.

**London City Aid**  
This run is from Harlow, and serves hot chocolate! Coming out on the Second Tuesday of the month. Behind the Army and Navy in Victoria: 8.30–10.30pm.

**The London Run**  
Mondays (including bank holidays).  
Van with tea/coffee, sandwiches, eggs, biscuits, soft drinks, clothes, and toiletries: 8.45–9.30am. The Strand, opposite Charing Cross police station: 9.30pm–10.15pm; Temple: 10.15pm–11.00pm; Waterloo (St John's Church).

**Memorial Baptist Church Plaietow**  
389–395 Barking Road, E13 8AL  
020 7476 4133  
Sat: 8am–12pm  
Full English breakfast

**Muswell Hill Churches Soup Kitchen**  
Muswell Hill Baptist Church,  
2 Dukes Ave, N10 2PT  
020 8883 8520  
Sun–Thurs: 7.45am–8.45pm



## SOUP KITCHENS &amp; SOUP RUNS

## All Saints Church

Carnegie St, N1  
020 7837 0720  
Tues & Thurs: 10am–12pm  
Cooked breakfast

## American Church

(Entrance in Whitfield St)  
79a Tottenham Court Rd, W1T  
020 7580 2791  
Mon–Sat (except Wed):  
10am–12pm, P

## ASIAN

Hot food and sandwiches for  
early risers, Sat 5.30am–8.30am  
– Covent Garden, Milford Lane,  
Surrey Street, Strand and Waterloo.  
P

## Bloomsbury Central Baptist

235 Shaftesbury Ave, WC2 8EP  
020 7240 0544  
Sunday: Roast lunch 1pm  
10.30am for ticket (very limited)

## The Cabin

Near top of Holloway Road,  
right at The shoe shop  
Sandwich van every day;  
10.30–11.45am

## The Carpenters

TMO Community Hall, 17 Doran  
Walk, Stratford, E15 2JL  
020 8221 3860  
Every Tuesday: 10am–12pm

## Emmanuel Church

Forest Gate, E7 8BD (corner of  
Romford Rd & Upton Lane)  
Thurs: 7.30am (cooked breakfast)

## Faith House (Salvation Army)

11 Argyle Street, King's Cross  
(near Burger King), WC1H 8EJ  
020 7837 5149  
Mon: 6–8pm (men's group);  
Tues: 5–6pm (women's drop-in);  
Wed: 1–3pm (women's drop-  
in); 7.30–9pm (open drop-in);  
Fri: 1am–1pm (women's  
brunch & discussion group)  
FF, CL

## Hare Krishna Food for Life

The Hare Krishna food run provides  
wholesome and tasty vegetarian  
meals from Soho and King's Cross

## – Livingstone House, 105

Melville Road, NW10 8BU

Road, Willesden, NW10 9SU  
Fri 28 Nov: 9am–2pm; ECHG

## Vision Care Opticians

07792 960416  
Mon: 2–7.30pm at Crisis Sky-

light; Alternate Wed 10am  
– 5pm at The Passage

Free sight tests and spectacles

## PERFORMING ARTS

## Cardboard Citizens

020 7247 7747  
Variety of performing arts work-  
shops held at Crisis Skylight as  
well as hostels around London.  
PA  
www.cardboardcitizens.org.uk

## The Choir With No Name

Every Monday, 7pm,  
at various venues  
A choir for homeless and ex-  
homeless, with or without  
singing experience.  
PA

www.choirwithnoname.org

## Crisis Skylight

66 Commercial St, E1  
020 7426 5661  
Mon–Thurs: 2pm–9.30pm  
AC, ET, IT, MC, P, PA  
Workshop programme from  
www.crisis.org.uk

## Smart

Art workshops and lec-  
tures at various venues  
020 7209 0029  
Email: smartnetwork@lincione.net

## Streetwise Opera

020 7495 3133  
MC, PA  
Workshop programme from  
www.streetwiseopera.org

## Vision Impossible

An arts project (Thames Reach),  
based at Crisis Skylight, Mon–Wed  
9.30am–1.00pm, by referral only  
www.thamesreach.org.uk

## BA, BS, CL, D, FC, H,

MH, MS, NE, P, SH

Mon, Tue, Thur & Fri: 9.30am  
– 12 noon; Wed: 1.30–3.30pm

## Project London (Médecins du

Monde)

Post St, Bethnal Green, E2 0EF

Mon, Wed & Fri: 1pm–5pm

07974 616 852 & 020 8123 6674

MS, SH

Operating at 999 Club, Deptford,

Wed: 2–4pm; & Providence Row,

Victoria, Fri: 9.30–11.30am

## TB screening van – MXU

Information given as date,  
time, location and post code.  
Turn up at these locations:  
Mon 03 Nov: 1am–3pm;  
HammerSmith & Fulham  
Drug Treatment Centre, 282  
North End Rd, SW6 1NH (MXU)

## parked on Coomer Place)

Tue 04 Nov: 10am–1pm; Broadway

– Market Lane Centre, 14 Market

Lane, W12 8EZ; 2–4pm; Turning

Point – Druglink HammerSmith

and Fulham, The Old Coach House,

103a Davenport Road, W12 8PB

Wed 05 Nov: 10.30am–2pm;

St Christopher's Fellowship

– Limegrove Hostel, 47 Limegrove,

W12 8EE; 3–5pm; Salvation Army

– Edith Road Resettlement Centre,

10-12 Edith Road, W14 9BA

Thur 06 Nov: 1am–3pm;

Broadway – The Coningham, 160

Coningham Road, W6: 5–7pm;

Upper Room Project, St Savours

Church, Cobbold Road, W12 9LN

Mon 17 Nov: 10am–4pm;

Gatehouse Drug Treatment

Centre, St Bernard Hospital Site,

Uxbridge Rd, Southall, UB1 3EU

Tues 18 Nov: 9.30am–12noon;

CRI – Lancaster House, Leeland

Road, Ealing, W13 9HH; 1.30

– 4.30pm; Broadway Sixty Five,

65 Uxbridge Road, W7 3PX

Wed 19 Nov: 1.30–4.30pm;

Ealing DAIS, 3–4 Featherstone

Terrace, Southall, UB2 5AL

Fri 21 Nov: 11.30am–2.30pm;

– Emmaus House, 1 Berrymead

Gardens, Acton, W3 8AA

Wed 26 Nov: 10am–3pm;

Cricklewood Homeless Concern,

60 Ashford Road, NW2 6TU

Thur 27 Nov: 10am–4pm;

Addaction – Brent, 97 Cobbold

To get benefit advice use local Job Centres or visit a day centre that hosts JCP outreach staff. These are listed below by day, but contact individual centres for times:  
**Mondays** – The Passage; The Connections at St Martins; Holy-cross Centre; Rushworth Rolling Shelter; Guy's Hospital Oncology Ward; Spectrum; Webber Street/Waterloo Christian Centre; HA/GA; Compass Day Centre.  
**Tuesday** – St Thomas' Hospital, In Patients; Westminster Rolling Shelter; The Connection at St Martin's; Conway House (hostel); Anchor House (hostel); The Passage; Downview Prison; Look Ahead Day Centre.  
**Wednesday** – The Passage; Great Chapel Street Medical Centre; St Thomas' Hospital; Lloyd Still ward; Cricklewood Homeless Concern; Parker Street (hostel); Crisis Skylight;

## JOBCENTRE PLUS

Free help and advice for veterans and access to dedicated one-to-one welfare service.  
[www.veterans-uk.info](http://www.veterans-uk.info)

## Veterans UK

A, AS, BA, D, CL, P, SS

## Veterans Aid

can help ex-servicemen and women Ring the Legionline to see how they

## Royal British Legion

01380 738137 (9am–10am)  
 scheme from SSAFA  
 'reclaim your life'

## EX-FORCES

Open House Film Club  
 St Patrick's Church, 21a Soho Square, W1D 4NR  
 Every other Thursday – 12th & 26th November, and then there's a break until November 6pm: tea/coffee/sandwiches; 6.15pm: special guest introduction/short film: 6.30pm: main film A relaxed/social evening, with regular star guests FF, LA

## MEDICAL SERVICES

See Telephone Services for helplines

## Great Chapel Street Medical Centre

13 Great Chapel St, W1  
 020 7437 9360  
 Mon, Tues & Thurs: 11am–

Primary Care for Homeless People  
 Spectrum Centre, 6 Green-land Street, NW1  
 0207 267 2100

## King's Cross Primary Care Centre

264 Pentonville Rd, N1  
 020 7530 3444  
 Mon: 6.30 – 9.30pm; Tue: 2–4pm; Fri: 1.30 – 3.30pm

## Health E1

9–11 Brick Lane, E1  
 020 7247 0090  
 Mon–Thurs: 9.15am–11.30am; Friday: 10.30am–12.30pm; Mon, Wed & Fri afternoons – appointments only

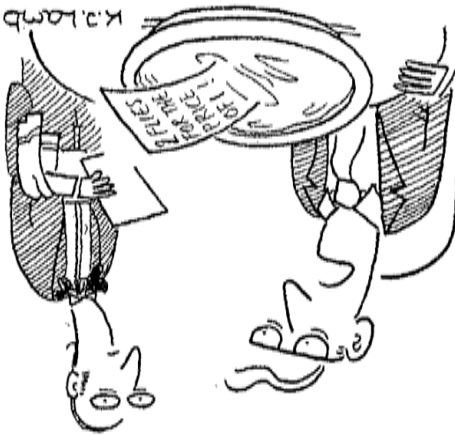
## Dr Hickey's – Cardinal Hume

Arneway St, SW1  
 020 7222 8593  
 Mon, Tues, Thurs & Fri: 10am–12.30pm & 2pm–4pm

Endsleigh Gardens (hostel): Dellow Centre (hostel); Britton Prison.  
**Thursday** – Broadway Day Centre; Manna Centre; Great Chapel St Medical Centre; West London Day Centre; The Connection at St Martin's; Rochester Row Day Centre; Whitechapel Mission; Deptford Churches Centre; Probation Service; Wandsworth Prison; Focus Day Centre.

**Friday** – The Passage; Cricklewood Homeless Concern; Endsleigh Gardens (hostel); The Connection at St Martin's; Cedars Road (hostel); St Giles Day Centre; Cardinal Hume Centre (drop in); Waterloo Jobshop; Romford YMCA (hostel).  
**All week** – Britton Prison; Wandsworth prison.

"Waiter, there's a two-for-the-price-of-one fly offer in my soup"



020 8749 6799  
Mon-Fri: 10am-5pm (needle  
exchange and telephone  
service); Mon & Fri: 2pm-5pm  
& Wed: 3pm-6pm (drop-in)  
C, D, OL, NE

**East London Drug and Alcohol  
Support Services**  
Capital House, 134-138 Romford  
Road, Stratford, E15 4LD  
020 8257 3068  
Drug and Alcohol Service for  
London (DASL) provides free and  
confidential services to anyone who  
has concerns about their own or  
another person's drug or alcohol  
use, working with people from  
Newham, Tower Hamlets, Red-  
bridge and Bexley and Greenwich.  
A special Eastern European section  
is listed in **Eastern European**

## The Hungerford Drug Project

(Turning Point)  
32a Wardour St, W1D 6QR  
020 7437 3523  
Mon-Fri: 12noon-5pm, except Wed  
2-5pm (drop-in); Sat & Sun: 1-5pm;  
Anti-dote (lesbian, gay, bisexual and  
transgender drug/alcohol service)  
drop-in Thursday: 6-8.30pm  
C, D, FF, IT, LA, MH, P

## Needle Exchange Van

White van, parked at bottom  
of Centrepoint Tower, Tot-  
tenham Court Road  
Mon-Fri: 4-7pm

## Soho Rapid Access Clinic

Soho Centre for Health and Care  
1 Fifth Street  
London  
W1D 3HZ  
020 7534 6687  
D, P

## Westminster Drug Project

474 Harrow road, London, W9 3RU  
020 7266 6200  
Mon-Fri: 10am - 12.30pm  
(appointments and needle-  
exchange); 1-5pm (open access)

## EASTERN EUROPEANS

**Ania's Recruitment Agency**  
31 Fallsbrook Rd, SW16 6DU  
020 8769 0509

Ring for appointment

## East European Advice Centre

Palingswick House, 241  
King Street, W6 9LP  
020 8741 1288  
Open weekdays 10am-12pm & 2-  
3pm, for appointments; closed Wed  
Ring for appointment

## Eastern European Drug and

### Alcohol Support

Emmanuel's Church,  
Forest Gate, E7 8BD  
020 8257 3068  
Group support, referral on for drug  
and alcohol treatment, advice  
other agencies; Thur: 5-7pm

### Alcohol Services

#### Part of DASL in Drug &

## URJOBS

Upper Room, St Saviour Church,  
Cobbold Road, W12 9LN  
020 8740 5688

## ASLAN

All Souls Church - Clubhouse  
Cleveland St  
020 7580 3522  
Sat eve: by invitation  
P

## EVENTS

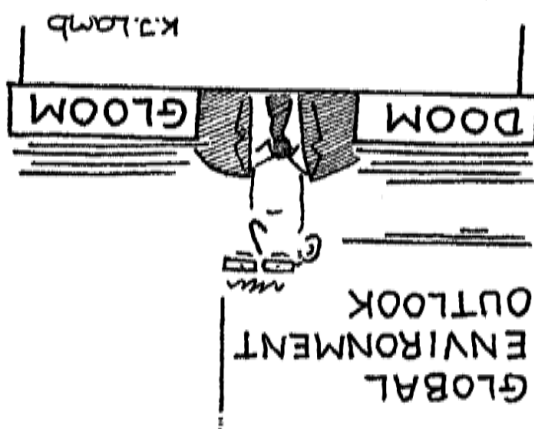
## ENTERTAINMENT & SOCIAL

**Dress for Success (Women)**  
Unit 2, Shepperton Hse  
89-93 Shepperton Rd, N1 3DF  
020 7288 1770  
www.dressforsuccess.org  
Smart clothing for job interviews  
CL

## OSW (London Bridge)

4th Floor, The Pavilion  
1 Newham Row, SE1 3UZ  
020 7089 2722  
CA, ET, IT

## EMPLOYMENT AND TRAINING





**Women**  
**Church Army**  
 1-5 Cosway St, Westminster NW1 5NR  
 Ring first. Daily vacancies  
 020 7262 3818  
**Home of Peace**  
 179 Bravington Rd, W9 3AR  
 020 8969 2631  
 Women only. Open access (dry)  
**St Mungo's**  
 2-5 Birkenhead St, WC1H  
 020 7278 6466  
**Young people (16-21)**  
**Centrepoint**  
 25 Berwick St, Westminster W1F 8RF  
 020 7287 9134/5  
 Ring first. Daily vacancies  
**MASH**  
 8 Wilton Rd, Merton, SW19 2HB  
 020 8543 3677  
 Ring first  
**DRUG / ALCOHOL SERVICES**  
**Addaction (Harm Reduction Team)**  
 228 Cambridge Heath Rd, E2  
 020 8880 7780  
 Drop-in: Mon, Fri 10am-4pm;  
 Tues, Wed & Thurs 12noon-6pm;  
 Closed each day 1.30pm-2.15pm  
 D, OL, MS, NE, SH  
**Angel Drug Services Drop-in**  
 332c Goswell Rd, EC1V 7LQ  
 0800 169 2679  
 Mon-Fri: 2pm-5pm  
 C, OB, MS, NE  
**Blackfriars Road CDAT Team**  
 151 Blackfriars Rd, SE1 8EL  
 020 7620 1888/6500  
 Mon: 2pm-4pm (drop-in)  
 MH, MS, NE  
**Central and NW London Substance Misuse Service**  
 282 North End Rd, SW6 1NH  
 020 7381 7700  
 Mon-Fri: 9am-5pm  
 C, MS  
**Druglink**  
 103a Devonport Rd, Shepherd's Bush, W12 8PB

**AC, BA, BS, C, CL, F, FC, IT, L, LS, MS, OL, P, SK, TS**  
**The Whitaker Centre**  
 91-93 Tollington Way, N7  
 020 7272 8195  
 Mon-Thurs: 9am-3pm  
 Alcohol allowed  
**BS, FF, L**  
**Whitechapel Mission**  
 212 Whitechapel Rd, E1  
 020 7247 8280  
 Daily: 6-11am (cooked breakfast 8am-10am)  
 BS, CL, FF, MS, OL, P  
**DIRECT ACCESS (YEAR ROUND)**  
**HOSTELS/ NIGHTSHELTERS**  
**All - low-support needs**  
**Livingstone House**  
 105 Melville Rd, Brent NW10 8BU  
 020 8963 0545  
 Ring first. Local connection only  
**Redbridge Night Shelter**  
 16 York Rd, Ilford  
 IG1 3AD  
 020 8514 8958  
 Ring first  
**Turnaround (Newham)**  
 Choral Hall  
 020 7511 8377  
 7.30pm-7.30am  
**Waltham Forest Churches Night Shelter**  
 434 Forest Rd, Walthamstow  
 E17 3HR  
 020 8521 3941  
 Ring or visit Mon-Fri: 10am-4pm  
**Men**  
**Missionaries of Charity**  
 112-116 St Georges Rd, Southwark, SE1  
 020 7401 8378  
 Ring first, 9am-1am except Thurs  
 Age 30+ (low support)  
**St. Mungo's (Ennersdale House)**  
 1a Arlington Close, Lewisham SE13 6JQ  
 020 8318 5521 (ring first)  
 Medium-support needs  
**West London Day Centre**  
 134-136 Seymour Place, W1H  
 020 7569 5900  
 Mon-Fri: 8.45-10am (rough sleepers drop-in): 10am-1.30am (drop-in, hostel residents join): 1.145am-12.45pm (advice, appointments only); Mon & Thurs: 1.30-3.30pm (drop-in for those with tenancies)

**St Stephen's Church**  
 The Manna  
 17 Canonbury Rd, N1 2DF  
 020 7226 5369  
 Tues: 7-9pm (drop-in); Weds: 1-3pm (drop-in - B and FC); Fri: 10am-12noon (key work session)  
**B, BS, CL, FC, FF, L, P**  
**The Tab Centre**  
 20 Hackney Rd, Shoreditch, E2  
 020 7739 3076  
 Friday: 9am-12noon, F  
**Thames Reach**  
 See Hackney 180 First Contact & Advice  
**Triumphant Church International**  
 136 West Green Rd  
 South Tottenham, N15 5AD  
 020 8800 6001  
 Sun: 10-11am (open drop-in)  
**AD, C, FF**  
**Union Chapel (Margins)**  
 Compton Terrace, Upper Street, N1  
 020 7359 4019  
 Sun: 3pm-5pm  
**BS, CL, FF, HA, L, LA, LF, P**  
**Upper Holloway Baptist Church**  
 11 Tollington Way, N7  
 020 7272 2104  
 Mon: 10.30am-1.30pm  
 CL, FF, LF  
**Upper Room, St Saviour's**  
 Cobbold Rd, W12  
 020 8740 5688  
 Mon-Thurs: 5.30-6.45pm;  
 Tue: 9.30-11.45am; Sat-  
 Sun: 12.30-1.30pm  
**A, BA, C, CA, D, E, F, FC, FF, H**  
**Webber Street (formerly Waterloo Christian Centre)**  
 6-8 Webber St, SE1 8QA  
 020 7928 1677  
 Mon-Sat: 9am-12noon  
**B, BA, BS, CL, FF, H, MS, P**  
**West London Day Centre**

- Finsbury Park**  
Street Drinkers Initiative  
See Whitaker Centre
- Hackney 180 First Contact & Advice (Thames Reach)**  
Hackney Methodist Church  
219 Mare St, E5  
0208 985 6707  
Mon–Thurs: 8am–9:30am (breakfast club)
- Hanbury Community Project (SCT)**  
Details of their changes have been confirmed, and they're now called the New Hanbury Project, and listed under **Employment & Training**
- The Haven Club**  
At the Holy Cross Centre  
(See below).  
Mon: 6pm–10pm  
For self-treating drug & alcohol users: no using on day or no entry
- Holy Cross Centre**  
The Crypt, Holy Cross Church  
Cromer St, WC1  
020 7278 8687  
Mon: 2pm–5pm; Tues: 6–9pm; (ticket required) Thurs: 5–8pm (Italian speakers session); Fri: 12 noon–3pm (refugees and asylum seekers session).  
AC, FF, H, IT, LA, LF, MH, P
- Homeless Action in Barnet (HAB)**  
368 Woodhouse Road, N12 0RG  
020 8446 8400  
Mon – Fri: 12noon – 3pm (drop in); Mon, Tues & Thurs: 9am – 12noon (rough sleepers only); Wed: 9am AD, BA, BS, CL, F, H, L, TS – 12noon (women's group)
- Kings Cross Baptist Church**  
Vernon Sq, W1  
020 7837 7182  
Mon, Fri: 11am–2pm; Tues: 11am–1pm; FF, LF
- London Jesus Centre**  
83 Margaret St, W1W 8TB  
0845 8333005  
Mon – Fri: 10am – 12:30pm  
BS, CL, F, IT, L, SK, P
- Manna Day Centre**  
6 Meilor St, SE1  
020 7403 1931
- Rochester Row Day Centre**  
97 Rochester Row, SW1  
A, BA, BS, CL, D, ET, F, H, L, MH, MS, P  
3–4pm (for rough sleepers)  
(appointments & activities): Fri: rough sleepers & 1.30–3.30pm  
Mon–Fri: 9.15–11.30am (for
- The Dellow Centre**  
82 Wentworth St,  
Aldgate, E1 7SA  
020 7375 0020  
Mon–Fri: 9.15–11.30am (for rough sleepers & 1.30–3.30pm (appointments & activities): Fri: 3–4pm (for rough sleepers)
- Providence Row**  
The Dellow Centre  
82 Wentworth St,  
Aldgate, E1 7SA  
020 7375 0020  
Mon–Fri: 9.15–11.30am (for rough sleepers & 1.30–3.30pm (appointments & activities): Fri: 3–4pm (for rough sleepers)
- See Hanbury and Shoreditch Community Projects**  
St Christopher's Centre  
Lime Grove Resource Centre,  
47 Lime Grove, W12  
Please call for opening times: 020 8740 9182  
AC, BS, CA, ET, FC, IT, L, MS
- Spitalfield's Crypt Trust**  
See Hanbury and Shoreditch Community Projects
- Spire's Centre**  
8 Tooting Bec Gardens, SW16 1RB  
020 8696 0943  
Tues & Thurs: 9–10.30am (rough sleepers only), 10.30am–2pm (drop in); Wed: 10am–12noon (rough sleepers), 10am–1pm (adult learning centre); Fri: 10am–1pm (women drop-in); Sun: 11.30am–3pm (drop-in); A, BA, CL, D, ET, FF, FC, H, MC, MH, MS, P
- Our Lady Help of Christians Catholic Church**  
4 Lady Margaret Road, NW5 2XT  
Mon – Sat: 2 – 3pm; Sun: 3 – 4pm  
FF, H, P
- The Passage (25+)**  
St Vincent's Centre,  
Carisle Place, SW1P  
020 7592 1850  
Mon–Fri: 8am–12pm (for rough sleepers); 12–2pm (Lunch); 2–6pm (appointments); 4.30–6pm (verified rough sleepers – by invitation); Sat–Sun: 9am–12noon.  
A, BA, CA, CL, D, ET, F, FC, H, IT, L, MH, MS, P, TS
- Spectrum Centre**  
6 Greenland St, Camden Town, NW1  
020 7267 4937  
Mon–Fri: 9.30am–3pm  
A, BS, C, CL, D, FC, H, L, LS, MH, MS, P, TS
- Simon Community House of Hospitality**  
129 Malden Rd, Kentish Town, NW5  
Mon: 1am–4pm; Wed: 12–5pm; Thursday: 12–6pm
- Shoreditch Community Project (SCT)**  
St Leonard's Church  
Shoreditch High St, E1  
020 7613 3232  
Mon & Wed: 9.30am–11.30pm; Tues: 2–4pm  
FF, BA, OL, P
- New Cross 999 Club**  
All Saints, Monson Rd, SE14  
020 7732 0209  
Mon–Fri: 10am–5pm  
AD, ET, FF, L, LA
- New Horizon Youth Centre (16–21 year olds)**  
68 Chalton Street, NW1 1JR  
0207 388 5580 (Advice)  
Mon – Fri: 10.30am – 4pm (drop in); 10:30am – 1:45pm (advice); Sat & Sun: 11am – 1pm (drop in); 11am – 12.00noon (referrals to emergency housing only)  
A, AD, AS, BA, BS, C, CA, CL, D, ET, FF, H, IT, L, LA, LS, MS, OL, OB, P, SH, TS
- North London Action for the Homeless (NLAH)**  
Church Hall, 24–30 Bow-  
verie Rd, N16  
020 8802 1600  
Tue: 12pm–1.30pm; Thurs: 7–8.30pm  
BA, BS, CL, FF, P
- Our Lady Help of Christians Catholic Church**  
4 Lady Margaret Road, NW5 2XT  
Mon – Sat: 2 – 3pm; Sun: 3 – 4pm  
FF, H, P
- The Passage (25+)**  
St Vincent's Centre,  
Carisle Place, SW1P  
020 7592 1850  
Mon–Fri: 8am–12pm (for rough sleepers); 12–2pm (Lunch); 2–6pm (appointments); 4.30–6pm (verified rough sleepers – by invitation); Sat–Sun: 9am–12noon.  
A, BA, CA, CL, D, ET, F, FC, H, IT, L, MH, MS, P, TS
- Providence Row**  
The Dellow Centre  
82 Wentworth St,  
Aldgate, E1 7SA  
020 7375 0020  
Mon–Fri: 9.15–11.30am (for rough sleepers & 1.30–3.30pm (appointments & activities): Fri: 3–4pm (for rough sleepers)
- Rochester Row Day Centre**  
97 Rochester Row, SW1  
A, BA, BS, C, CL, F, H, IT, L, OL, P  
AC, BS, C, CL, F, H, IT, L, OL, P  
Mon–Fri: 11.45am–3.45pm  
020 7835 1389
- Shoreditch Community Project (SCT)**  
St Leonard's Church  
Shoreditch High St, E1  
020 7613 3232  
Mon & Wed: 9.30am–11.30pm; Tues: 2–4pm  
FF, BA, OL, P
- Simon Community House of Hospitality**  
129 Malden Rd, Kentish Town, NW5  
Mon: 1am–4pm; Wed: 12–5pm; Thursday: 12–6pm
- Spectrum Centre**  
6 Greenland St, Camden Town, NW1  
020 7267 4937  
Mon–Fri: 9.30am–3pm  
A, BS, C, CL, D, FC, H, L, LS, MH, MS, P, TS
- Spire's Centre**  
8 Tooting Bec Gardens, SW16 1RB  
020 8696 0943  
Tues & Thurs: 9–10.30am (rough sleepers only), 10.30am–2pm (drop in); Wed: 10am–12noon (rough sleepers), 10am–1pm (adult learning centre); Fri: 10am–1pm (women drop-in); Sun: 11.30am–3pm (drop-in); A, BA, CL, D, ET, FF, FC, H, MC, MH, MS, P
- Spitalfield's Crypt Trust**  
See Hanbury and Shoreditch Community Projects
- St Christopher's Centre**  
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

**ScotsCare (for Scots in London)**  
37 King St, Covent Garden, WC2E 8J5  
Call the helpline on 0800 6522 989  
BA, CA, H, B, P, TS

**St Giles Trust**  
64 Camberwell Church St, SE5 8JB  
020 7700 7000  
Mon-Fri: 9.30am-12.30pm  
A, BA, BS, D, ET, H, L, MH, MS, P, TS

**Women's Link**  
26 Hanbury St, E1 6QR  
0800 652 3167 (ring first)  
AS, H

**BENEFITS AGENCY**  
**See Jobcentre Plus**

**DAY CENTRES AND DROP-INS**

**Age of Clubs (16+)**  
St Alphonsus Rd, Clapham, SW4 7AS  
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, P

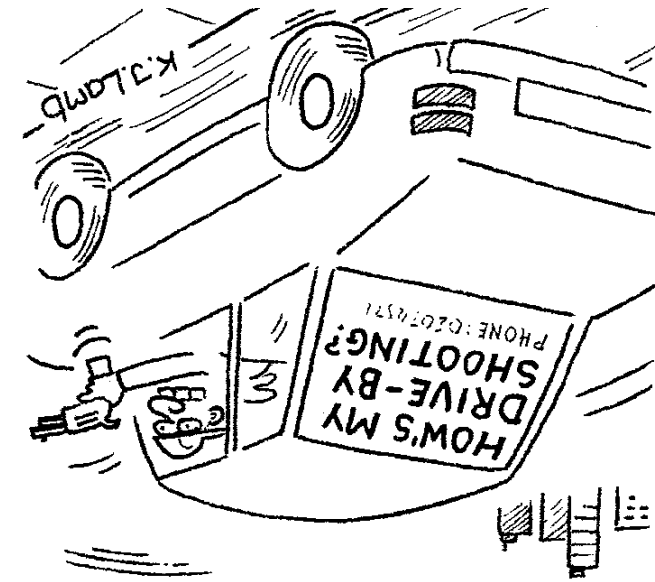
**Action Homeless Concern**  
Emmas House  
1 Berrymead Gardens, Acton  
020 8992 5768  
Call for opening times  
A, B, BA, CL, D, DT, ET, F, FC

**Alldgate Advice Centre**  
(The See Providence Row (The Dellow Centre))

**Broadway Day Centre**  
Market Lane, Shepherds Bush, W12  
020 8735 5810  
Mon-Fri: 10am-1pm (drop-in); 2-4pm (Appointments)  
AD, A, BA, BS, CL, DA, D, ET, F, FC, H, IT, L, LA, MS, MH, ML, P, SK, SH, TS

**Bromley 999 Club**  
424 Downham Way, Downham, BR1 5HR  
020 8698 9403  
Mon-Fri: 10am-5pm  
AD, L, FF

**Chelsea Methodist Church**  
155a Kings Road, SW3 5TX  
020 7352 9305  
Mon: 9am-3.30pm; Tues & Thurs:



8.30am-3.30pm (last laundry at 1pm); Fri: 9.30am-2pm  
F, L, P

**Church Army, Women's Day Centre**  
1-5 Cosway St, NW1  
020 7262 3818  
Mon-Thurs: 9.30am-12pm  
(advice); 12pm-3.30pm (drop-in);  
12 noon-1pm (sandwiches);  
AC, BA, BS, CA, CL, C, ET, FF,  
H, IT, L, LA, LF, MC, P  
Women only

**The Connection at St Martin's**  
12 Adelaide St, WC2  
020 7766 5544  
Mon-Fri: 9am-12.30pm (12pm Wed). Various afternoon sessions from 1pm (except Wed). Weekends: 9am-1pm (no entry after 10.30am). There are also drop-in sessions on Tues & Thurs 4.30pm-7.30pm.  
A, AC, BA, BS, CA, CL, D, ET, F, FC, H, IT, MC, MH, MS, OB, P, SK, SS

**Croydon Resource Centre**  
70a Wellesley Rd, Croydon, CR0 2AR  
020 8686 1222  
Mon-Fri: 10am-3pm  
AS, BA, CA, CL, ET, F, IT, LA

**Cricklewood Homeless Concern**  
020 8961 8599  
Homeless drop-in: 28a Fortuneigate CL, FF  
Mon & Wed: 2-4pm

**Earls Court Community Project (ECCP)**  
St Jude's Church, 24 Colling-ham Road, London, SW5 0LX  
020 7370 4424  
Mon & Wed: 2-4pm  
CL, FF

**The Dunloe Centre**  
St Saviour's Priory, Dunloe Street, E2  
020 7739 9976/020 7613 3232  
Tues: 10.30am-12.30pm  
CL, FF

**Deptford Churches Centre**  
Speedwell St, Deptford  
020 8692 6548  
Mon, Tues, Thurs & Fri: 9am-3.30pm  
A, AC, AD, AS, B, BA, BE, BS, C, CA, CL, D, DA, DT, ET, FF, H, L, LA, LF, MC, MH, MS, OL, SS, TS

**Crisis Skylight**  
See **Performing Arts**

**Mental health drop-in:** in flat above St Gabriel's Hall  
77 Chichele Rd, Crickle-wood, NW2 3AQ  
Tues-Fri: 10am-12 noon.  
AC, BA, BS, H, IT, L, MS, OL

**Rd, Craven Park, NW10 9RE**  
Tues & Fri: 10am-2.30pm;  
Wed & Thurs: 12.30-2.30pm

# the List

The directory of London's homeless services Updated 3<sup>rd</sup> November 2008

Key to the list: Accom assistance – AS Advocacy – AD Alcohol workers – A Art classes – AC Barber – B Benefits advice – BA Bathroom/showers – BS Bedding available – BE Careers advice – CA Clothing – CL Counselling – C	Debt advice – DA Dentist – DT Drugs workers – D Education/training – ET Free food – FF Food – F Foot care – FC Housing/accom advice – H Internet access – IT Laundry – L Leisure activities – LA Leisure facilities – LF	Luggage storage – LS Medical services – MS Mental health – MH Music classes – MC Needle exchange – NE Outreach worker links – OL Outreach workers – OB Pavement stockist – P Safe keeping – SK Sexual health advice – SH SSAFA – SS Tenancy support – TS
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We've begun adding seasonal shelters to *The List*. Thank you to those who've contacted us. As always, if you've any changes or suggestions, email: [thelists@thepavement.org.uk](mailto:thelists@thepavement.org.uk) Or write to our address on page 3

**New Stockists:** 1  
**Updated entries:** 4  
**Services added:** 6

**ADVICE SERVICES**

**Close, W10 6TW**  
**0208 960 6798**  
**CA, ET, IT, P**  
**The Caravan Drop-In**  
St James's Church, 197 Piccadilly, W1  
Open daily: Sat – Mon; 10am – 7pm: Tues – Fri: 11am – 7pm  
A friendly ear to listen, with some access to counselling  
**C, P**  
**CHAS (Central London)**  
19–20 Shroton St, NW1 6UG  
**020 7723 5928**  
By appointment only  
BA, DA, H  
**HOPE worldwide / Two Step**  
360 City Road, EC1V 2PY  
**020 7713 7655**  
Mon–Fri 10am–4pm (appointments only)  
**AS, H, TS, P**  
**Bridge Resource Centre**  
Bridge Close, Kingsdown  
**A, BA, C, CL, D, H, MH, P**  
(appointments). Closed Wed pm  
advice service); 9.30am–4.30am  
Mon–Fri: 9.30am–10.30am (drop-in  
**0845 456 2344** (advice line)  
7–9 Beilgrave Rd, SW1V 1QB  
**Borderline (for Scots)**  
**7–9 Beilgrave Rd, SW1V 1QB**  
**020 7723 5928**  
By appointment only  
BA, DA, H  
**Notre Dame Refugee Centre**  
5 Leicester Pl, WC2H 7BX  
**020 7434 1619**  
Mon and Thurs: 11am–4pm  
(drop-in) Service for French-spea-  
king refugees and asylum seekers  
**BA, C, CA, FF, H**  
**KCAH**  
36a Fife Rd, KT1 1SU  
**020 8255 2439**  
BA, FF, H  
**London Irish Centre**  
50–52 Camden Sq, NW1 9XB  
**020 7916 2222**  
Ring for service times  
A, BA, C, CL, D, ET, H, MC  
**No 10 – Care Advice Service**  
10 Princess St  
Oxford Circus, W1C 2DJ  
**020 7629 5424**  
Wed: 6.30pm–8pm (drop in – 18+)  
BA, C, CA, ET, H