

the Pavement

The *FREE* monthly for the West Midlands' homeless

December 2012

THIS MAGAZINE IS
NOT JUST FOR
CHRISTMAS

IT HAS TO LAST
YOU 'TIL FEBRUARY



*"We used to be joined to France before people like
you started messing up the environment"*

www.thepavement.org.uk

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Merry Christmas, a Happy New Year, and keeping safe

Taking the wording on our cover from the famous advert from the late seventies and eighties – a dog's not just for Christmas – we're asking for readers to keep this issue until the New Year.

Although we've only been back in print for two months, we always take a break in January with our volunteers needing a break as much as anybody.

While we're away, keep warm as best you can, particularly if you're outside. If you're not taking advantage of winter shelters, at least be aware of Severe Weather Emergency Protocol (SWEP), which guides the actions of local authorities and groups when the weather gets dangerously cold. Be aware of how it will be initiated in your area and where you might go. Don't get caught out.

Richard Burdett

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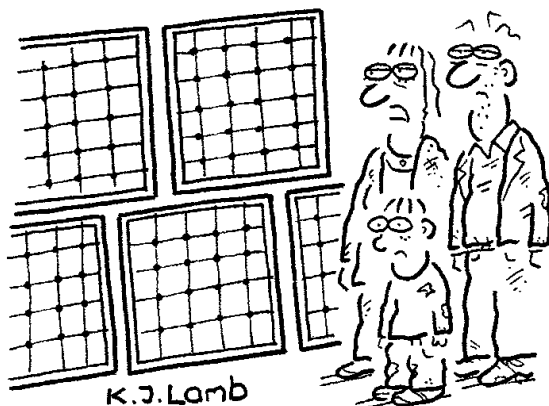


Amrinderpal Singh
Age at disappearance: 18

Amrinderpal may have gone missing from Smethwick, Cambridgeshire or Southall, London.

If you think you can help the search please call Missing People.

Amrinderpal, we would love to hear from you. **Call. Text. Anytime. Free. Confidential.** The number is **116 000.**



"These are our solar panels – if only we could afford a roof to put them on"

**missing
people**

Registered Charity No. 1023419



FORCES

REGROUP UK

**VETERAN WELL-BEING & AID CENTRE
ACCOMMODATION FOR HOMELESS VETERANS**



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ACTION TO END HOMELESSNESS

Coventry Cyrenians Ltd
Registered Charity Number 502421
Registered in England: 1098794



BIN DEATH

BIN DEATH IS A REAL PROBLEM FACING HOMELESS PEOPLE. EVERY YEAR, ACROSS THE COUNTRY, THERE ARE INJURIES AND EVEN DEATHS THAT RESULT FROM PEOPLE BEDDING DOWN IN BINS, SKIPS AND CLOTHING BANKS. BINS ARE OFTEN EMPTIED MECHANICALLY IN THE EARLY HOURS OF THE MORNING, THERE IS COMMONLY JUST ONE DRIVER WHO WOULD BE UNABLE TO HEAR OVER THE MACHINERY NOISE IF THERE WAS ANYONE INSIDE THE BIN.

STAY OUT AND STAY SAFE!

thePavement

ILLUSTRATION BY
LO PARKIN

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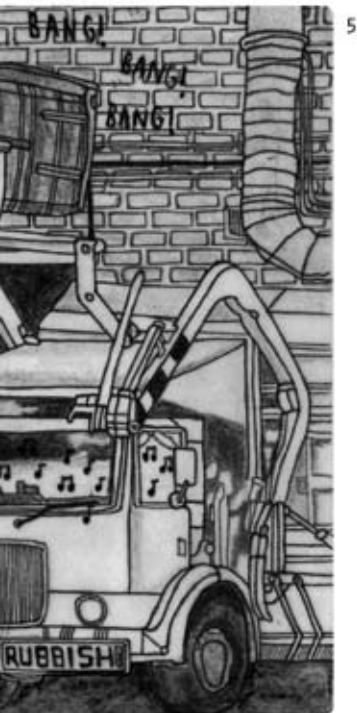
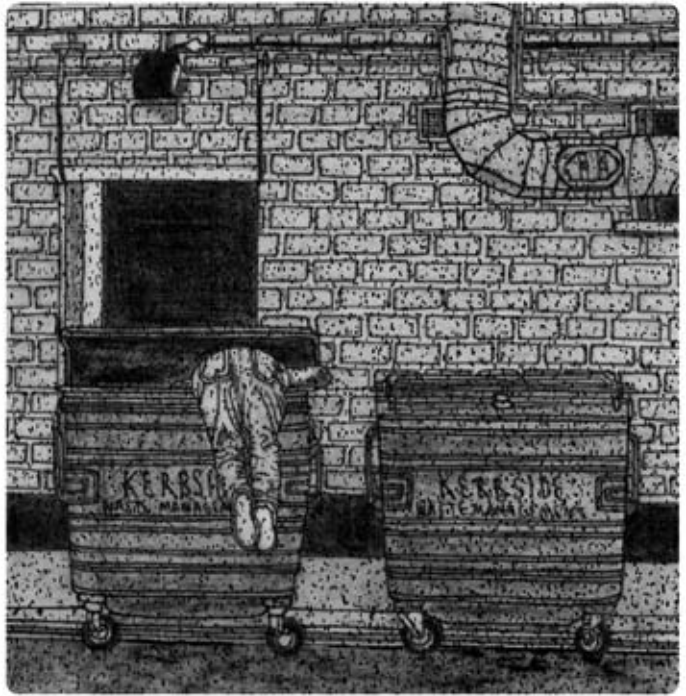


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4





A round-up of the news

The homeless news from across the UK and the World

Streatham blaze claims three lives

A fire that claimed the lives of three rough sleepers in Streatham, London, earlier this month remains under investigation by local police and fire services.

The bodies of one man and one woman – both believed to be Polish – were found in the early hours of 15 December by the fire service but are yet to be formally identified.

A 54-year-old Polish man was admitted to hospital with burns and smoke inhalation but later died from his injuries.

Police said there have been “no further developments on

the case” but expect confirmation of the victims’ identities during the course of next week.

The blaze took place on a small patch of wasteland off Streatham High Road at the junction with Lewin Road. It was believed to have been started by a small camp fire.

Locals say the spot was often occupied by a number of homeless Polish people.

Amanda Addo, the director of local homeless day centre Spires, has paid tribute to the three victims, who she says were frequent visitors of the centre on Tooting Bec Road.

She said: “We were completely shocked. This was a tragic and completely unnecessary waste of life.

“The three victims were very well known to us, both friends and staff were devastated.

“Having supported them at Spires for a few months we will miss them and our thoughts are with their families so far away.

“Nobody should die on the streets.”

Sarah Cox

London fails in target

London mayor’s target to end homelessness by the end of 2012 has failed – but some progress is being made.

It was always an ambitious target, and one which many



What a waste

We don't keep our fresh, natural food overnight to sell the following day. We never have and we never will.

For years we've worked with registered charities helping the homeless by offering our unsold sandwiches to them at the end of each day.

Unfortunately, some still get chucked away.
(And that really upsets us.)

If you know of a charity in need of good food,
please tell them to call Giovanna Pasini
on 020 7932 5425.

★ PRET A MANGER ★

doubted was ever possible. With the economy in the toilet, it is perhaps even less surprising that it could not be achieved.

The Pavement has followed its progress since 2008, and although at points it looked as though it was within grasping distance, the various initiatives launched could not get to everyone.

According to CHAIN, 5,678 people slept rough at some point in London during 2011/12, an increase of 43 per cent on the previous year's total of 3,975.

But some initiatives, such as No Second Night Out, have seen success – with 60 per cent of people moving “into some form of accommodation”.

NSNO director Petra Salva said this showed agencies were heading in the right direction, but argued services must redouble their efforts if they are ever to reach the target.

“The number of people living on the street has hugely declined because of efforts of all agencies involved,” she told *The Pavement*. “Our commitment must not dwindle. If anything I think we need to double our efforts.”

Salva said work must focus “upstream”, preventing people from rough sleeping in the first place. Initiatives like NSNO must also work hard not to “create an incentive for people to come to the street to get a service,” she added.

But the real challenge was the “patchy” responses from the multi-agency approach across the city.

“A real issue for NSNO is that many agencies do not work to our time-frame and systems that exist take far too long,” she explained. “Challenges exist with speedy and timely access into PRS. It takes time to find housing and to set it up.

“Boroughs need coordinated services, good advice and prevention, local assessment beds etc,” Salva added. “Developing these locally will

ensure we are more likely to achieve a higher success rate.”

Of course, NSNO has not been the only initiative aimed at reducing the number of people sleeping rough during the year of the Olympics and Jubilee.

Rough Sleeping 205 (RS205) is one of the London Delivery Board's longer-term projects to reduce the number of “entrenched” rough sleepers. Set up in 2009, it now encompasses 349 people who are seen as needing particular focus to get off the streets.

Most recent figures from the Mayor's Office show that the number has been reduced by around three-quarters – with only 78 of the individuals being seen rough sleeping in the last reporting period.

Acknowledging that the target had not been reached, a spokesperson for Boris Johnson's office said the Mayor was “absolutely committed to ending rough sleeping” and would continue to work on the issue for “as long as it is necessary”.

“There has been considerable success in tackling rough sleeping in London,” the spokesperson added, highlighting the results of NSNO and RS205.

“NSNO will continue its groundbreaking work, complementing the initiatives of boroughs and other agencies who are the primary providers of services to rough sleepers in the capital.”

Outside of London, the picture is arguably even worse. While authorities in the capital can claim to have kept a lid on the rise of homelessness, figures published by the Department for Communities and Local Government show the number of people classified as “priority homeless” has risen to 50,000 – 25 % more than in 2009-10.

This has coincided with cuts to homeless services, meaning that just at the point when people need more help, less is on offer. As reported in last month's

issue, research agency Ssentif has highlighted a direct correlation between the two factors – which managing director Judy Aldred described as “shocking”.

With the government announcing more austerity measures as part of the Autumn Statement at the start of this month, it seems that those services still aiming for an end to homelessness any time soon are being unrealistically optimistic.

Catherine Nilan & Garnet Roach

Mark Horvath's return

Mark Horvath, the US founder of Invisible People, returned to the UK in the end of November. *The Pavement* covered his first visit in July – search for his name on the website.

The InvisiblePeople.tv project – the internationally recognised non-profit that tackles poverty and homelessness by using the power of social media – returned to London on flights donated by British Airways, and teamed up with the charity Broadway.

“Invisible People connects people to the face of homelessness in a direct and meaningful way that humanizes the subject and builds empathy in the viewer. This is much more important and impactful than simple awareness” said Horvath, who was himself homeless in America.

“As I have done across the United States and Canada, I want to give the people experiencing homelessness in England a chance to tell their stories. Once we know our neighbours it's not as easy to ignore them, and that's where real positive change starts”

Howard Sinclair, chief executive of Broadway, said: “We are delighted to welcome Mark to the UK and to the team at

Broadway. Everything we do at Broadway is geared towards offering homeless people not only a route away from the streets but also a voice to tell their story. Mark's visit will empower both us and them to tell their story."

Horvath flew back to the US on 4 December

Staff

- If you're interested in seeing more on Invisible People go to <http://invisiblepeople.tv> Or you can follow and chat to Mark on Twitter [@hardlynormal](https://twitter.com/hardlynormal)

Charging on the move

Earlier this month a homeless man in Florida, 28-year-old Darren Kersey, was jailed after being caught charging his phone at a local charging station in a park picnic shelter.

The arresting officer informed him he should be charging his phone at local homeless shelters, noting in his arrest report that "theft of city utilities will not be tolerated during this bad economy".

After spending a night in the cells, Kersey was released the next day after the judge threw the case out of court on the grounds there was no legal justification.

For most of us our mobiles are a lifeline to the world, but keeping the battery charged is not always easy.

We took a straw poll among coffee shops and fast food restaurants in London, and the general consensus appears to be is that if you are a paying customer you can use their electricity and Wifi. However, out of a broad selection of day centres we spoke to across the country, only three confirmed they always allow visitors to charge their phones: West London Day Centre, Whitechapel Mission and Glasgow City Mission. Many

others said that it would depend on individual circumstances.

Jo O'Reilly

Death in the storms

One of the few people killed during the heaving flooding in November was sleeping rough.

21 year old Michelle Conroy was sleeping in a tent when she was crushed by a tree felled by strong winds in Exeter, Devon. Two other people in the tent were injured, one of whom was her boyfriend, who she had gone onto the streets to join.

Staff

Get fit in the New Year

ExP2A, a new leisure-focused charity, is getting ready to launch in the New Year.

The charity, which is run by former and current homeless service users, was due to lift off in October but that has been postponed until the start of 2013.

Marketing and communications manager James MacPherson told *The Pavement*: "Unfortunately we have come to the decision to temporarily suspend our Peer Fitness Group due to a staff shortage. The group will recommence in the New Year".

The London-based charity intends to encourage homeless users to independently and actively change their own lives, through peer support, group activities and social enterprise.

It plans to introduce fitness and walking groups, with homeless service users (or "associates") acting as motivators for members of the public.

In return they will receive experience and work experience, while the money raised in fees will

be flowed back into the charity to pay for future projects, such as an affordable programme of leisure activities for homeless people. ExP2A has also set up a Twitter account that will offer desk-based workout tips for those chained to their computer terminals ([@DeskWorkout](https://twitter.com/DeskWorkout)).

We'll be interviewing exP2A director Alex Ireland (better known on Twitter as [@aibaihe](https://twitter.com/aibaihe)) about the charity for the next issue. If you'd like to find out about sponsorship or how you can get involved email info@exp2a.org.uk.

Carinya Sharples

Is this the future?

A homelessness campaign group in America is taking a high-tech approach to helping people off the streets.

The 100,000 Homes campaign has launched an app for users of modern 'smart' mobile phones that enable volunteers to register rough sleepers in their area and help them get access to medical treatment and housing.

The campaign has already had some success with volunteers registering rough sleepers with pen and paper, but the mobile phone version makes collecting information and responding to it quicker and easier for outreach workers.

However, there may be concern that even if volunteers have the best of intentions, they may not be properly trained to deal with vulnerable people.

There is a clear set of guidelines for volunteers, although the rules include very general instructions such as "be yourself" and "be sincere".

There may also be questions about the how accurately non-professional volunteers will be able to assess somebody with mental or physical health

problems. One of the questions on the form is "Do you have a mental illness?", for example.

The app lets volunteers record rough sleepers' age, health problems, how long they have been on the streets and whether they have spent any time in institutions such as prison, hospitals or the Army.

"Everyone has their own story about a homeless neighbour in their community, and this app finally gives people a concrete way to do something about it," said 100,000 Homes campaign director Becky Kanis.

Kanis said the point of the app is not for volunteers to take over the job of professionals, but to help in

alerting them to where people in need are living.

"Too often, we walk by folks on the street and assume there's no solution, but the truth is that local professionals know what to do. Homeless Connector is about making sure those professionals know everyone on their streets by name, and it enlists community members in helping them achieve that goal," she added.

Closer to home, a similar scheme has launched in Wigan with the aim of alerting a charity to rough sleepers in the Lancashire town.

The app, from charity Riverside, enables local people to tell outreach workers where rough sleepers are living in the area. It

remains to be seen whether this is a scheme which can be replicated on a bigger scale.

It is also not clear whether or not rough sleepers will feel comfortable with members of the public reporting where they are to local authority staff.

A government website called streetlink.org.uk has also launched, where people can report a rough sleeper in their area. Rough sleepers can also fill in the form themselves to tell their local council where they are bedding down.

John Ashmore

Homeless dead are commemorated in London

Homeless and formerly homeless people who died in London during the last year were remembered in a service at St Martin-in-the-Fields on the 8 November (pictured left).

The Commemorative Service to Remember Homeless People started over 20 years ago; this year it was organised by The Connection at St Martin-in-the-Fields (Tralfalgar Square) and Housing Justice.

A list of 154 names was read out and candles were lit.

The Choir with no Name (pictured over the page) sang *Stairway to Heaven* and the Streetwise Opera performed *You'll Never Walk Alone*. Hymns, prayers, poems and readings also marked the occasion.

More than 250 people attended. Alastair Murray of Housing Justice said: "The service is important because it brings together people who work in the field, those who are or have been homeless themselves, to remember and give thanks for the lives of people who are or have been homeless – often people who are known to us.

"And it draws attention to



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

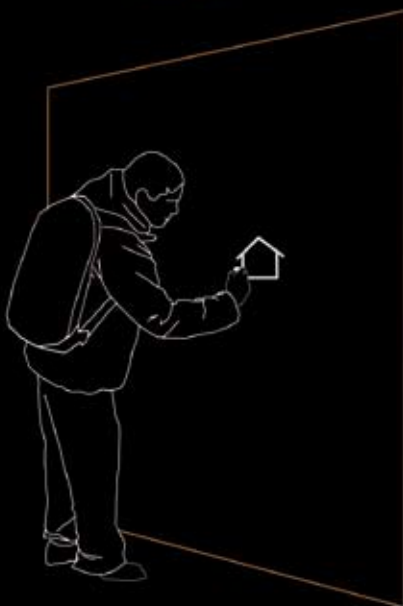


you'll get moved on here

step 1



step 2



MAKE YOUR MARK AND HELP OTHERS TO READ THE CITY

Make non permanent marks to keep the system up to date and stay within the law.

the continuing fact that many people's lives are cut short by the experience of homelessness."

Reverend Richard Carter, who led the service, explained that this year's theme, 'Welcoming Angels Unaware', made him consider "the welcome that we provide, or fail to provide, for visitors, strangers, refugees, and neighbours".

He said: "It is one of the most moving and important services that takes place at St Martin's each year. The list of those who have died is frighteningly long. This service, we pray, gives a sense of dignity to all those who have died, many who never found a home and felt lost and excluded."

Ken, who was formerly homeless, said it was "very emotional".

"I've cried every year – that's natural for us. I always have a lump in my throat, especially when it's somebody you've known for a long while. You always look back at the good but also the bad times you spent together," he added.

Tony, who had

also experienced homelessness, said: "Without a family you don't have a safety net to fall back on, and perhaps no one to come to your funeral. When I go to this service I always think it would be so sad to have no one to remember you, to think that no-one cares. I think it's really important we remember people in this way- I mean perhaps they were somebody's angel in their lives."

Jane Evans

- We looked at other places that have similar services of commemoration – Bradford, Cambridge in the UK and San Francisco, Austin, Minneapolis in the US, to name a few – and will look at whether is unified day of commemoration would be appropriate.

The names: Mohamed Abukar, Carol Adio, Rashid Ahmed, Michal Andrzejewski, Anthony Archer, Arik Arnista,

Silver Aymes, Marilyn Barrett, James Bower, Colin Bowles, Jonathan Briggs, Lindsey Brown, Mark Bruton, William 'Billy' Buck, Michael Buckley, Dave Bullard, Ozell Buntin, Justin Burton, Jules Caesar, Nigel Carter, Ernest Chappell, Terry Chappell, Marcin Checiak, Mick Christy, Florin Cirnu, Brendan Clarke, Tyrone Collins, Kevin Conway, Denise Coward, Gareth Cowen, John Crofts, George Crooks, Hugh Davison, Algirdas Degutis, Thomas Delaney, Alvin Denny, John Dickens, Stanislaw Diller, Vincent Docherty, Ian Donoghue, Richard Donohoe, Keith Doran, William Duncan, Darren Durbridge, Kenneth Elliott, Frederick Ellis, Richard Evatt, Thomas Fallon, Niall Farrell, Tracey Faulkner, Michael Feeney, Christopher Flaherty, Kadri Folarin, Georgina French, Churchill Fullerton, Antonio Gandara, Gerald Gault, Michael George, Michael Geraghty, Leon Gibbons, James Glover,

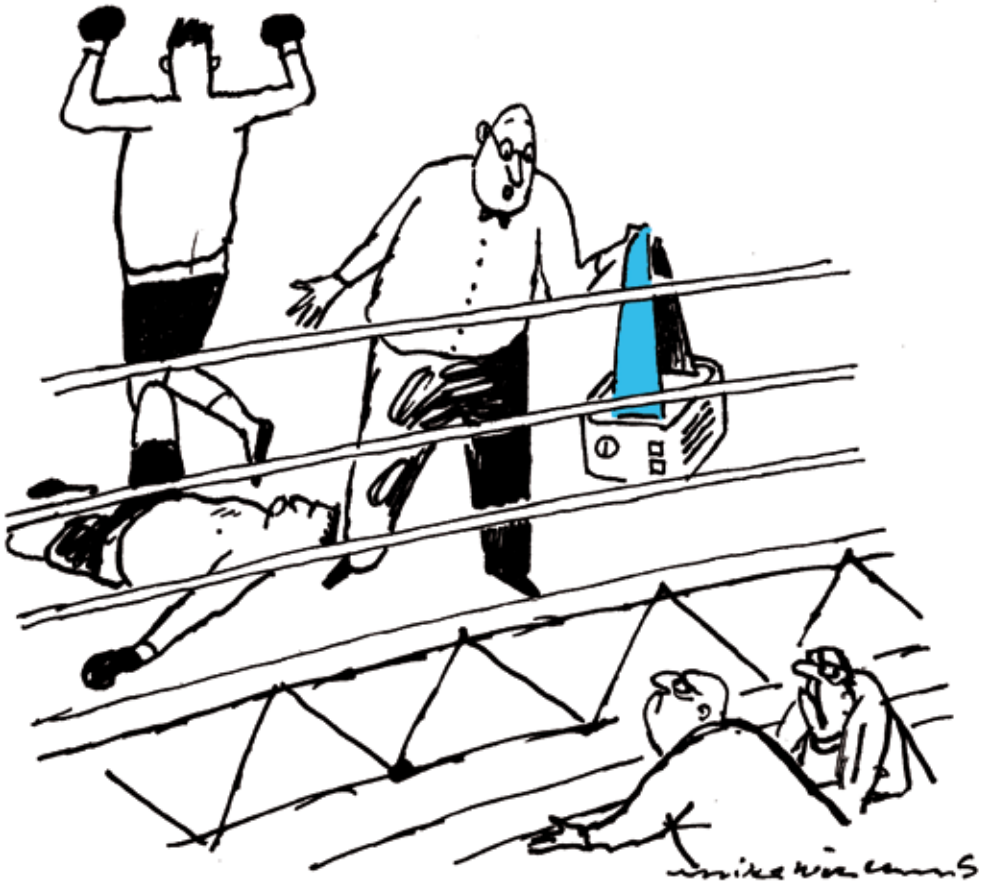


The Pavement, which operates without any funding from the state, has decided to try something new – asking readers to help support our operation. Not salaries or new kit, but our basic print operation.



If you have a mobile, and can spare a few pounds, please text **PAVE11** followed by **the amount in pounds*** (max £10) to **70070**

*all this money will go to *The Pavement* (registered charity no. 1110656), the charges being met by Vodafone. Find out more at www.justgiving.com/thepavement



"An ordinary towel would have sufficed Mr Angelo"

Martyn Goodhew, Joseph Gusmin, Richard (John) Hamilton, Christine Harvey, Jennifer Hatahet, Natalie Heck, Marina Hegarty, James Henderson, John Hill, John Hodgson, Harry Hogben, Paul Holdstock, Adrian Horler, June Houghton, Emil Hudici, Bernard Hukwa, Kasey Humphries, Joanna Ibidun, Jason Ismail, Jay Jorite, Orhan Kartari, James Kearney, Sean Kelly, Mark Kerwin, Damrat Ketwong, Paul Kirwan, John Langley, Oscar Lazurka, Oriestas Leigus, Aaron Lofters, Luis Lopes, Nigel Lovelock, Omar Lundy, Denise Lutchmusing, Michael Mansfield, Emile Marciny, Eugene Mariam, Thomas Maughan, Maysam Mayendernejad, Simon McAndrew, Gary McCann, Amanda McFarlane, Enda McLoughlin, Steven McMillan, Dominick Meginley, George Mercieca, Michael Meshane, Sadik Miah, John Millward, Bill Moore, Mark Morrison, Kevin Mullins, Stacey Niles, Christopher O'Connor, Edward O'Donnell, Sandra Own, Charlie Parker, Jineth Peters, Naran Rainford, Santosh Rani, Carmel Reid, Carl Rice, Robert Riggs, Julian Safo, Yamadu Sanneth, Christine Santell, Stephen Scully, Michael Silk, Karen Sivitar, David Slowey, Patrick D Smith, Steve Smith, Dusan Soltes, Ursula Spiegel, Gillian Stevens, Arthur Stockton, Bill Taylor, Surenthiram Thankgevelu, Christopher Thomson, David Townsend, Thomas Ray Tully, David Walsh, Louis Wedge, Michaela Westerman, Alan Wheeler, Susan White, Michael Wilkinson, Paul Williams

Aiming at the Christmas No. 1

This Christmas a group from Crisis in Newcastle will release a single, the profits of which will go to Crisis and Streetwise Opera.

The single, which features a choir, strings and sleigh bells, was composed by Alan Robson, who

came up with the idea after taking an art course at Crisis Newcastle.

Robson, who has a keen interest in art, painting and music, was fully supported by Crisis at every stage of the work, from penning the lyrics to record the vocals and guitar. Now a self-employed artist and musician, a portion of the proceeds will go to Robson to help him develop his artistic ambitions.

June Grimes, director of Crisis Skylight Newcastle, said: "We are delighted Alan has come so far because of the support he has received at Crisis and are very grateful to him for donating the proceeds of his brilliant, festive single to Crisis. We hope everyone gets behind it and that it is a huge success."

Staff

Moving them out of area

Thousands of homeless families are set to be moved out of London into temporary accommodation outside the capital – despite government advice that families should be housed in their own areas wherever possible.

More than 20 London councils have rented properties as far away as Cornwall, Newcastle and Blackpool to house families they say they cannot accommodate within their home boroughs.

Housing minister Mark Prisk has called a meeting with London councils to discuss these measures, which he described as "unacceptable and avoidable".

Government guidance issued in May says that councils must "as far as is reasonably practicable" offer accommodation to homeless families within the borough.

However, several councils argue that their decision to move homeless families out of the borough is the result of government policy, claiming that capping

housing benefits at £400 per week and pegging them to the bottom third of rents has made most of Greater London unaffordable for families who depend on benefits.

The situation is expected to get worse in April when an overall benefit cap of £500 a week comes into force – meaning that no family can claim more than this sum regardless of how many children they have or where they live.

The result is a growing number of families face being moved out of London by councils which have a duty to house them – often away from children's schools and local ties.

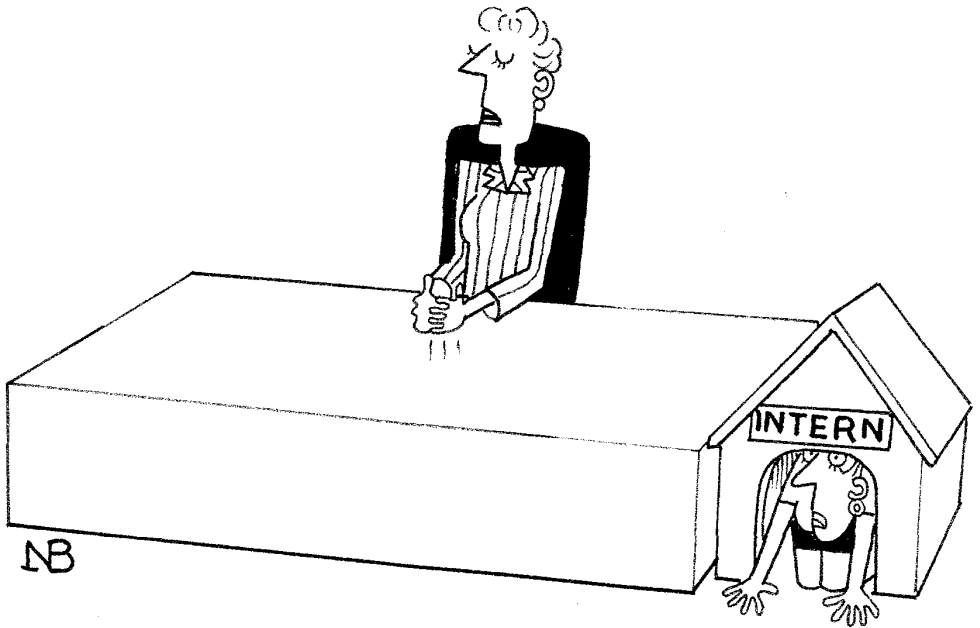
This has raised fears of a surge of overcrowding as families share properties or move into smaller flats to stay in their home areas despite receiving less in benefits.

Westminster Council is sending homeless people to 30 different local authorities including Great Yarmouth and Essex. Islington council has sent people to Newcastle, while – as previously reported in *The Pavement* – Croydon has sent families to Maidstone, Southampton and Portsmouth.

The need to move families out of expensive areas like Westminster had been anticipated – but the acute housing shortage in the capital means that market rents are greater than the benefit cap even in London's outlying boroughs such as Haringey, Waltham Forest and Barking and Dagenham.

The government had expected housing benefit reforms to force landlords to reduce rents – but councils say that demand for rented property is so high that most landlords have seen no reason to reduce rents. Many are now refusing to rent to people who are claiming housing benefit.

Jack Dromey, Labour's housing spokesman, said: "The country is gripped by the worst housing crisis in a generation and the government's failed policies are





"Does that mean what I think it means?"

making it worse not better... hard pressed London councils are faced with having to house those facing homelessness from Cornwall to Newcastle.

"To lose your home is a tragedy. To face then being uprooted from friends, family and work is absolutely wrong."

A Communities and Local Government spokesman said: "Councils can meet housing need through social housing or high-quality private rented housing in their area. Unless there are exceptional circumstances, there is no excuse for moving homeless families to other areas, and they must absolutely not apply a blanket policy of relocating families out of the capital.

Katharine Hibbert

Pop-up housing

A bold new proposal from the Building Trust could see parking garages turned into prefab flats for the homeless.

In a pilot scheme developed with Hackney council, London-based architects Levitt Bernstein want to turn disused lock-up garages into bedsits, containing a bedroom and shower room with a communal laundry in every fifth garage.

As you might expect, the completed properties will not be spacious. The plans allow for an 11.5 square metre bedsit in each garage – equal to most council's allowed minimum for a bedsit, but a lot less than the average one bedroom flat size, which is 46 sq m.

The size has been criticised by the Royal Institute of British Architects, who said in a recent report that these 46 sq m flats were "shameful shoebox homes".

Despite this, the Building Trust's founding partner David Cole told the *Guardian* that "the thinking is

that it is far better to give someone their own space with their own front door than put them into shared accommodation," he said.

"The new government guidelines will emphasise shared housing, but this often only instills the problems. This is a stepping-stone housing project, allowing people to get back on the ladder."

If the plans go ahead, these "pop-up homes" would be created as kits that could be assembled on different sites by their future occupants as part of an apprenticeship scheme. If the site was later redeveloped, the kits could be packed away and moved elsewhere. Rent would be £50 per month, plus utilities.

The project has the backing of homeless charities like Crash and YMCA – but concerns remain over whether turning the lock up garages of already deprived council blocks into barrack-like bedsits would be the most effective helping hand for the homeless.

James O'Reilly

Coffin carried through Totnes, Devon

A coffin was carried through the Devon town of Totnes on 29 November, as a 'street funeral' for a local homeless man who died during a hail storm earlier in the month.

Michael Gethin, a 42 year old rough sleeper, died outside the Methodist church in the town on 4 November, and was the fifth homeless man to die in the town in the last year.

To mark his death a coffin was carried through the town to raise awareness of the dangers of sleeping out in such bad conditions, and a local *Big Issue* vendor, Graham Walker, carried out a 28 hour vigil.

Staff

NSNO expands

Two and a half years on and still thought of as being in its pilot phase, London's No Second Night Out is an initiative that has been emulated across the country, able to boast a 60 per cent success rate for keeping people off the streets.

Just over a tenth – 12 per cent – have been seen back on the streets subsequently. This is on the back of an overall increase in the use of the service, particularly from non-UK nationals, which now make up 56 per cent of total users. A total of 1,500 people have gone through NSNO assessment centres.

Petra Salva, the organisation's director, said: "We're really struggling in terms of numbers, as so many people are coming through our doors, but I'd rather act as quickly and urgently as possible than have people being on the streets. We're doing everything we can to help."

On the back of its success so far the government has rolled out the principles of the project across the country.

Because each community has its own specific needs, and No Second Night Out itself is still constantly developing.

Two of the first places to develop alternative approaches were Manchester and Liverpool; both similar in numbers, but with different issues.

The help line number to reach No Second Night Out is **0870 3833333**.

Emma Batrick

STREET SHIELD

EPISODE 30

MERRY CHRISTMAS!

KERBSIDE DAY CENTRE.

GOOD LORD! I REALLY DON'T KNOW WHAT TO DO!

THE TWO VOLUNTEERS WHO WERE HELPING ARE OFF SICK, AND I'VE GOT CHRISTMAS LUNCH IN THREE HOURS!



LEAVE IT TO US, JIM. WE'LL GET IT DONE.

I DON'T REALLY KNOW...



PEEL!



SLICE!

LATER...

HOW ON E





Health and wellbeing

The Pavement's health team revisit old topics that need the focus

Take care of the pair

You might have wondered why we have nails on our toes. Anatomy and evolutionary experts have many different theories, but the one common view is that toenails are there to protect the vulnerable 'end' bits on the upper side of our toes. Left to their own devices, though, they can present more problems than solutions.

Unlike their fingernail cousins, toenails don't, at first, seem to have an obvious purpose. Fingernails help us peel an orange or pick up coins from a flat surface, and are useful for personal grooming - scratching, squeezing, picking (ugh...). Long fingernails can be considered beautiful: long toenails are generally viewed as hideous and claw-like.

They are also generally painful, as pressure builds up on the tender skin of the nail bed below the nail. Long toenails serve no purpose, so the ideal place to cut them is just beyond the point where the pink bit (where the nail bed is still attached to the nail) becomes the white bit (the free edge of the nail that would grow on forever if we let it).

Cut them short and straight across, not with a 'v' in the middle (that just weakens the nail plate). Don't cut off the corners - it just encourages the nail to dig in to the soft skin of the sulcus (the skin around the nail). Poking down the sides of the nails can introduce infection and irritate the skin around the nails, possibly leading to ingrown toenails.

Also, be sure to use scissors for the job - picking, pulling, tearing or biting toenails (more common than you might think, especially in young people who still have the

flexibility to reach that far!) also run the risk of ripping into the nail bed and introducing infection, and may allow the toenails to become ingrown.

Leaving nails long also may result in them splitting lengthways, exposing the vulnerable nail bed and allowing in bacterial or fungal infection. As we get older, our nails get thicker. If you have trouble cutting your nails because of this, soak them in warm water first. Really thickened nails, or thick nails with a yellow tinge or crumbly appearance, may have a fungal infection. Fungal infections of nail are notoriously difficult to treat - there are paints and medicines available, but treatment takes time and perseverance.

If you are concerned by the look or thickness of your toenails, see a doctor or a podiatrist - your nearest dropin centre should have details.

Toenails are there for protection, so if you get some trauma to your toes (a heavy object falls on your toes, or they get squashed and bashed by a pair of shoes or boots that are too short or shallow for your foot), you may find that the nail takes the strain and eventually falls off. If this happens, you can rest assured that a new nail will grow, but it could take a while, depending on a number of factors including our health, the quality of circulation to our feet, and our age.

Toenails take about nine to 18 months to grow from the matrix of the nail to the end of your toes.

So even though they may appear to have no clear purpose (well, other than scratching the



shin of

your other leg when in bed), toenails need to be looked after, kept short and clean in a pair of shoes and boots that leave enough room for the toes to wiggle free... And if in doubt, get them checked out.

Evelyn Weir

Lecturer in Podiatry
Queen Margaret University,
Musselburgh



Worth talking about: fake medicine

The millions of pounds' worth of fake medicines being sold over the internet indicate that people in the UK are buying medications online as an alternative to having them prescribed by their GP, and who knows how many people buy from private individuals (which amounts to the same thing)?

What is so wrong with buying drugs over the internet or from 'unofficial sources'? We do just about everything else online these days, so why not source our medications this way?

There is a lot wrong with buying medications over the internet. The

first thing you need to know about self-medicating via the internet is that it's easy to manufacture a few pills that look like the real thing, but there's no way you – the buyer – can be sure you're getting what you've paid for. People who sell drugs over the internet are in it to make money and have no interest in your health or wellbeing; if they did, they wouldn't sell medications over the internet.

It is dangerous on every level. It's also largely unnecessary in the UK, as we have modest prescription charges and none at all if you live in Scotland. The small financial gain from buying drugs over the internet is outweighed by the risks of buying possibly fake or inappropriate medication.

Drugs are complex, getting the right medication to cure or alleviate symptoms isn't as easy as most people think. What works for one person won't work for everyone, so even if you know someone with the same symptoms, you can't always take the same medication. We are all different.

If you want, you can think of drugs as a doctor's toolbox. When you go to the doctor, s/he will listen to what you have to say, examine you, maybe run some tests and then choose the best tool to cure or alleviate your symptoms. Maybe the right tool isn't even a drug at all – it could be physiotherapy or counselling.

Then there are potential allergies, adverse reactions, your medical history and the side-effects of the medication.

You wouldn't use a pneumatic drill to put up a picture, but that's what you could be doing if you get your medication without seeing a doctor and getting a prescription.

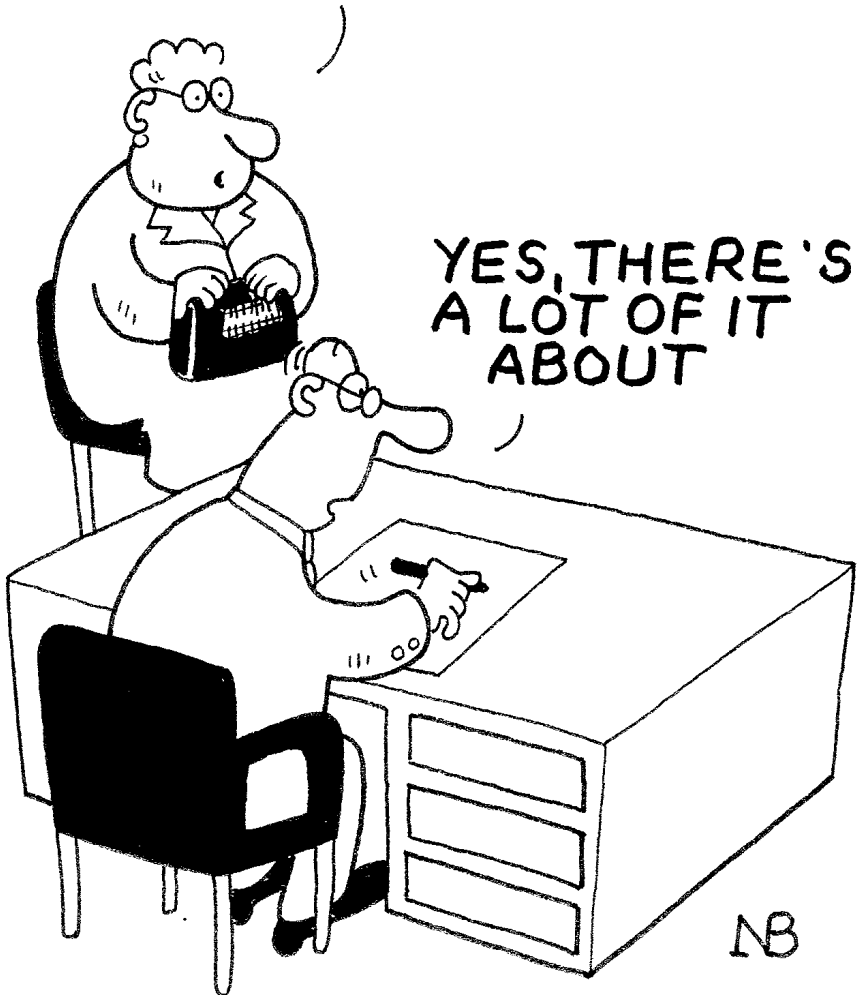
Medications go through years of

stringent research before they are deemed safe to be used on people, and most drugs are licensed only to do specific things to ensure they are used safely. Buying medications from the internet or private individuals means you bypass all these levels of safety monitoring and are taking a risk with putting an unknown substance into your body.

Don't risk it; see your GP or pharmacist instead.

Susie Rathie
Our Nurse Flo

DOCTORS DON'T LISTEN TO THEIR PATIENTS



www.thepavement.org.uk
keep informed & search our
directory of services online @

WEBSITES

- National Debtline**
 0808 808 4000
 Free, confidential service, offering specialist advice on housing, benefits, tax credits, debt etc.
- Domestic Violence Helpline**
 0808 2000 247
 Frank
 0800 776 600
 Free 24-hr drug helpline
- Get Connected**
 0808 808 4994
 Free advice for young people (1pm–7pm daily)
- Job Centre Plus (benefits agency)**
 To make a claim, 0800 055 6688
 For queries about existing claims
 For Income Support, Jobseekers Allowance or Incapacity Benefit
 0845 377 6001
 For Social Fund enquiries
 0845 608 8661
 For the Pensions Service
 0845 60 60 265
- Message Home Helpline**
 0800 700 740, 24 hrs daily
- SANeline**
 6–1pm
 0845 767 8000
 Out-of-hours helpline for those affected by mental health
- The Samaritans**
 08457 90 9090
 who have left home
 Free line for under-18s
 0808 800 7070
Runaway Helpline
- Help for Depression**
 A comprehensive explanation of the various approaches and treatments for depression, MH
 www.helpfordepression.com
 Birmingham City Council
 Click through 'housing'/'finding a home'/'help for homeless people'
 www.birmingham.gov.uk
- National Homelessness Advice Service**
 Readers can click on the section 'need advice'
 www.nhas.org.uk
- The Pavement online**
 Regularly updated online version of The List.
 www.thepavement.org.uk/services.htm
- Stonewall Housing**
 Housing advice for LGBT people of all ages
 www.stonewallhousing.org
- Stonewall Housing advice line**
 Housing advice for LGBT people
 020 7359 5767
 (Mon, Thu, Fri 10am–1pm; Tue & Wed 2–5pm)
 UK Human Trafficking Centre
 0114 252 3891

Crisis Skylight Birmingham
0121 348 7950
PO Box 15850, Birmingham, B9 9HL
Running at various locations
– call for details
AC, ET, IT, MC, PA

Specialist Services

Anawim
PO Box 8902, Birmingham B1 2 9JZ
0121 440 5296
Mon–Fri: 10am–4pm (out of hours: 07976 188 220)
Reaches out in friendship to women trapped in prostitution. Courses and activities, creche. Methadone programme, 24-hour helpline: 0800 970 8232. AS, AD, AS, BA, CL, C, D, ET, FF, H, LA, SH

The Castle & Crystal Credit Union
25 New St, Dudley DY1 1LT
01384 815771
All credit union members (18+) can apply for a Handloan (£100 to £500) and anyone living or working in Dudley can join.

Centrepoint Streets Project
PO Box 2156, West Bromwich, Birmingham B70 6HA
0871 717 7284
Outreach to asylum seekers, refugees, and the homeless. Education and training for children and young people. AD, CA, ET, H

Dudley Refugee Support Team
17 St James's Rd, Dudley, Birmingham DY1 1JG
01384 812626 or 815108
Mon–Fri: 9am–5pm
Culturally sensitive support service. Advice on benefits, harassment, domestic violence, housing. Floating support. BA, H, OW

AS, AS, C, ET, H, LA, TS
Women's and youth groups. leave to remain to set up home. citizens. Helps refugees given Help's asylum seekers and EU Fri: 1pm–5pm; Fri: 9am–4pm Mon–Thu: 9am–5pm; Wed & 024 7622 7254

The Haven Wolverhampton
PO Box 105, Wolverhampton WV1 4LP
01902 572140
Mon–Sun: Open 24 hours
For women affected by domestic violence and their children. Emergency accommodation, advocacy, emotional support, benefits and immigration support, resettlement, and help for children and young people. 24-hour helpline: 01902 713001 AS, AD, BA, C, H, MH

IWIC (Older Irish Adults Project)
St Anne's, 45 Alcester Street, Deritend, Birmingham, B12 0PH
0121 604 6111
Mon, Tue & Thu: 11.30am–4.30pm; Wed: 2.30–5pm; Fri: 11.30am–3.30pm
Activities centre for older (50+) Irish people, inc. people who are homeless, isolated, living in poor accommodation, ex-offenders, those needing support around life skills. AS, AW, BS, CL, F, H, MS, MH, OB, TS

Panahgar
Coventry – phone for details 0800 055 6519
Support for Asian women and their children facing domestic violence. Safe house, advice, info, advocacy, counselling, and children's services. AS, C, OL

SAFE Project
Phone for details 0121 440 6655
Mon: 12.45am–1.45pm (clinic) – 0121 440 0034; Mon: 1.15pm–3.30pm (walk-in clinic); Wed: 12am–4pm (drop-in clinic); Thu: 11am–1.30pm (Methadone clinic – 0121 446 5381)
Promotes the health and wellbeing of female sex workers (18+) in Birmingham, Sandwell and Walsall. AD, BA, CA, C, D, MS, OB, OL, SH

TELEPHONE SERVICES

Stonewall Housing
Housing advice for LGBT people of all ages
020 727359 5767 (advice line)
www.stonewallhousing.org

time2talk Meditation Service
DACHS, Dudley MBC, 5 St James's Rd, Dudley DY1 1HP
01384 812 422
Mon–Fri: 9am–5pm (message service outside these hours. Interpreters can be arranged) Free for Dudley residents. AD, C

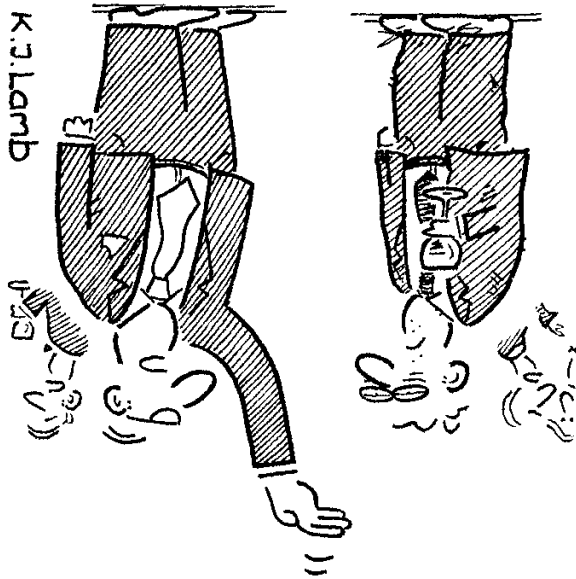
Walsall Metropolitan Borough Council (Refugee Support Team)
2nd Fl, Civic Center, Darwall St, Walsall WS1 1TP
01922 653827, 653840, 653476
Mon–Fri: 9am–5pm AS, BA, H, OL

The What? Centre
23 Coventry St, Stour-bridge DY8 1EP
01384 379992
Advice, information and therapeutic counselling for people aged 13–25 in Dudley. AS, AD, BA, C, DA, ET, H, LA, MS, MH, SH

Valley House
Navigation Centre, 55-57 Bell Green Rd, Courthouse Green, Coventry CV6 7GQ
024 7626 6270 or 6290
Mon–Sun: Open 24 hours
Single people and parents, inc. women escaping domestic violence, young homeless people, and young women who are pregnant or single parents. Referrals to other agencies for specialist help. C, ET, LA, OL

Birmingham Drug & Alcohol Team
Helpline, Daily 9am–5pm
0800 073 0817
A, D, ET
Community Legal Advice
0845 345 4345
Nationwide
www.communitylegaladvice.org.uk
Mon–Fri: 9am–8pm; Sat: 9am–12.30pm

"I knew you when your growth projections were this high"



EMPLOYMENT AND TRAINING

For people with alcohol, drugs and gambling addictions. 01 21 685 6340 (North B'ham); 01 21 414 0888 (South B'ham). AW, C, D

Birmingham Drug & Alcohol Team

1st Floor, Technology Block, Gee Business Centre, Bir-

mingham, B7 5PA

Helpline. Daily 9am–5pm

A, D, ET

Norman Imlah Day Centre

2nd Fl, The Matthews Centre, Duddeston Manor Rd, Dud-

deston, Birmingham B7 4LZ

0121 685 6346

Mon–Thu: 9am–5pm; Fri: 9am–4pm

For people wanting help and support in addressing their

alcohol problem/dependence.

AS, AD, AW, AS, C, ET, LA, MH, SH

Turning Point Birmingham

Drugline Rough Sleepers

Vulnerable Persons Team (RSVP)

Street, Birmingham, B4 7SX

Mon–Wed, and Fri: 9.30am–

5.30pm; Thu: 9.30–10am

Service for adults (18+) who are affected by drug use, homeless-

ness and/or the male sex industry

AS, BA, C, D, ET, H, NE, OB

Turning Point Birmingham

Drugline

Dale House, New Meeting

Street, Birmingham, B4 7SX

0121 632 6363

Mon–Wed, and Fri: 9.30am–

5.30pm; Thu: 9.30–10am

Service for adults (18+) who are affected by drug use to reduce

harm and support recovery

C, D, ET, NE, OL

EASTERN EUROPEAN

Polish Club Birmingham

Polish Millennium House, Bordesley St, Birmingham B5 5PH

0121 643 3377

Fri: 1pm–3pm

Advice on employment law, social benefits, housing and accommodation.

AS, BA, DA, H, LE

www.entapeople.com

CA, ET

Fr: 8.30am–1.30pm

Mon–Thu: 8.30am–4.30pm;

0121 380 4801

B6 4BS

Birmingham

10 Mill Street

Mill Wharf

ENT A

Supported accommodation

for ex-services personnel.

AS, BA, H, TS

Veterans UK

0800 169 2277

Free help and advice for veterans and access to dedicated

one-to-one welfare service

www.veterans-uk.info

MEDICAL SERVICES

Homeless Team

3rd Fl, Morcome House, Lednam St, Ladywood, Birmingham B16 8DN

0121 685 6970

Mon–Fri: 9am–7pm; Sat

& Sun: 9am–5pm

Help with accommodation, benefits, employment and

resettlement. Help with access to mental health services.

AS, AD, BA, CA, C, H, MH, OB, OL

The Health Exchange

William Booth Lane, Bir-

mingham B4 6HA

Mon & Fri: 2.30pm–4.30pm;

Tues, Wed, Thu: 1pm–4pm;

Wed & Thu: 9am–1am

Medical practice for home-

less people in Birmingham.

MS

Vision Care for Homeless People

William Booth Centre, Shad-

well St, Birmingham B4 6HA

Mon: 10am–1pm (except

bank holidays)

Comprehensive eyecare serv-

ices, totally free of charge

MS

PERFORMING ARTS

Choir with No Name Birmingham

07794 100938

Carr Lane Church Centre, Carrs

Lane, Birmingham, B4 7SX

Thursday: 6.30–8.30pm

Choir for people who have experienced homelessness

www.choirwithnoname.org

FF, LA

AS, H

Birmingham City Council (Housing)

Pathways)

PO Box 13254B1, Bir-

mingham B15 1DL

0121 675 1683

If you are leaving, or have

left, the armed forces, you

can apply directly. Phone or

email (HOUVulnerableper-

sons@birmingham.gov.uk).

01691 623756

Shropshire SY12 0AA

Fullwood House, Ellesmere,

Stonham (Ellesmere)

St Anne's Hostel
112 Moseley St, Birmingham B12 0RY
Mon-Sun: Open 24 hours
For single homeless men aged 25+, May accept dogs.
AW, BA, D, ET, F, MS, OL

Stonham (St George's House)
Old Hall St, Wolverhampton WV1 3AT
Mon-Sun: 8am-10pm
Single homeless men and ex-offenders.
AS, AD, ET, H, OL, TS

P3 – Bilston Hostel
53 Wellington Rd, Wolverhampton WV14 6AQ
Mon-Sun: Open 24 hours
Single homeless men, inc. ex-offenders and rough sleepers, D

P3 – Dickens Lodge
89-95 Dickens Rd, Wolverhampton WV10 8SD
Mon-Sun: Open 24 hours
For young single homeless men, inc. rough sleepers, ex-offenders, people with mental health needs and those with alcohol or drug problems.
AS, AD, AW, D, ET, H, MH, TS

Women
Helen Dixon House
76 Alcester Road, Moseley, Birmingham, B13 8BB
0121 449 3748
For women aged 16-45
Young people (16-25)

Coverity Foyer
Holyhead Court, Lower Holyhead, Rd, Coventry CV1 3AX
Mon-Sun: Open 24 hours
For young people 16-24 who require support around independent living.
AS, AD, CA, ET, H, IT, OL

CHAD – On Route Project
6 Dixons Green Rd, Dudley DY2 7DH
01384 455464
Mon-Fri: 9am-10pm; Sat & Sun: 7pm-10pm

Stonham (Gilson Way Hostel)
c/o Morris House, 430-432 Chester Rd, Castle Bromwich, Birmingham B36 0LF
Mon-Fri: 9am-4:30pm

Accommodation for men aged 16-27, inc. ex-offenders or those at risk.
Mon-Fri: 9am-5pm
For single homeless people 16-25.
AS, AD, ET, H, OL

Midland Heart – Gilbert Road
100-108 Gilbert Rd, Smethwick, Sandwell B66 4PZ
0121 555 6500
Mon-Fri: 8am-7pm (ring for appointment)
For young people aged 16-25 with low support needs.
AS, H, TS

Midland Heart – Grange Road
c/o 100 Gilbert Rd, Smethwick B66 4PZ
0121 555 6500 or 0121 558 5739
Mon-Fri: 8am-7pm (ring for appointment)
For single homeless 16-25-year-olds with support needs.
AS, H, TS

Midland Heart – Murdock Road
1-3 Murdock Rd, Smethwick B66 2LS
0121 555 8444
Mon-Fri: 8am-7pm (phone for appointment)
For young single homeless locals aged 16-25 with medium support needs who are home-less or in housing need.
AS, C, H, MH

Midland Heart – Rofe House
69 Rofe St, Smethwick B66 2AR
0121 558 5739
Mon-Fri: 8am-7pm (phone for appointment)
For single homeless 16-25-year-olds with support needs who are willing to engage with employment, education and training opportunities.
AS, CA, ET, H, IT

Macro – Allesley Old Road Hostel
43-45 Allesley Old Rd, Coventry CV5 8BU
024 7669 1229
Mon-Fri: 9am-5pm (call for appointment)
Single people 16-25 with low support needs.
AS, AD, H, TS

Addaction Birmingham
279 Gooch St, Hightgate, Birmingham B5 7JE
0121 465 4030
Mon-Fri: 10am-6pm
Information, support and advice for those with alcohol or drug problems.
AS, AD, A, BA, C, D, DA, H, MS, NE, OL, OB, SH
www.addaction.org.uk

Aquarius
2nd Fl, 16 Kent St, Birmingham B5 6RD
0121 622 8181
Mon-Fri: 9am-4:30pm

West Bromwich & District YMCA
38 Carters Green, West Bromwich B70 9LG
For single homeless people aged 16-40 with support needs.
CA, ET, IT
AS, AD, C, D, H, IT, SH

Wolverhampton YMCA (Badger Court Foyer)
Cannock Rd, Wolverhampton WV10 0AD
01902 870382
Mon-Sun: Open 24 hours
Single homeless people aged 16-25 who have support needs around life skills and are willing to engage in training and support.
AW, C, D, ET, IT, LF, OB, OL

Wolverhampton YMCA (Rugeley Foyer)
Aelfgar House, Church St, Rugeley, Staffordshire WS1 5 ZWH
01889 585232
Mon-Fri: 9am-6pm
(call in or phone for appointment)
Young single homeless people 16-25.
AS, AD, BA, CA, C, ET

DRUG / ALCOHOL SERVICES

Young people (16-25)

Stonham (Morris House)
430-432 Chester Rd, Castle Bromwich, Birmingham B36 0LF
0121 770 9360
Mon-Fri: 9am-5pm
For single homeless people 16-25.
AS, AD, BA, CA, ET, H, OB, TS

Midland Heart – Gibbs Road**Men**

House
 18–28 Lower Essex St, Birmingham B5 6SN
 0121 666 7023
 Mon–Fri: 9–10.30am (breakfast); 12–1pm (lunch); Sat & Sun: 10.30am–11.30am (nurses Tue & Fri: chiropodist Thu)
 One-to-one help, accommodation and support for people dealing with alcohol issues; counselling; resettlement and tenancy support; training opportunities; help for people on probation. Help accessing emergency accommodation. AS, AW, AS, BS, BA, C, DA, ET, FF, H, LA, MS, OB, SK, TS

St George's House
 St George's Hub, St Marks Rd, Chapel Ash, Wolverhampton WV3 0TZ
 01902 421904
 Mon–Fri: 9.15am–4.30pm
 Helps people 18+ to avoid becoming homeless and to live independently after resettlement. Leisure and sporting activities. AS, AD, BE, CL, F, H, LA, TS

St George's House Drop-in
 1 Clarence St, Wolverhampton WV1 1WZ
 01902 714746
 Fri: 2.15pm–3pm; Mon–Thu: 2.15pm–4.30pm; Mon–Fri: 9.30am–1.30pm
 For homeless people, ex-offenders, substance misers and others who are often barred from other services and facilities. Practical advice, support and guidance, and signposting to other services. Big issue distributor. AS, AD, AW, BA, D, ET, F, H, LA, LF, OL

DIRECT ACCESS HOSTELS/NIGHTSHELTERS
All with low-support needs
Coventry and Warwickshire YMCA – Daimler Green
 Endeavour Court, 20 Chelmarsh, Daimler Green, Coventry West Midlands CV6 3LB
 Mon–Sun: Open 24 hours
 Single homeless people and care leavers with low support needs. AS, AD, CA, ET, H, IT, TS

House
 Gibbs Rd, (off Balds Lane), Lyx, Stourbridge DY9 8SG
 01384 423 771
 Mon–Fri: 8am–7pm (phone for appointment)
 For single people aged 17+ (83 men, 9 women). AS, H, TS

Salvation Army (Eden Villa)
 13 Charlotte St, Leamington Spa, Warwickshire CV31 3EB
 01926 450708
 Mon–Fri: 9am–5pm (call for appointment)
 Single homeless people with support needs, and 1 room for married couples. Residents who have moved on can use the drop-in advice centre. AS, AD, BA, H, TS

SHARP Hostel
 57 Edgbaston Rd, Smethwick B66 4LG
 0121 558 2104
 Mon–Sun: 8.45am–1pm (phone calls); Mon–Sun: 9am–8pm (referrals)
 For single people or couples aged 18+. Considers people who are overcoming dependency, but active drug use is not acceptable. AS, BA, H

Salvation Army (Lincoln St Centre)
 1 Lincoln St, Coventry CV1 4JN
 024 7625 1437
 Mon–Sun: 7am–9pm
 Staff provide help and advice as required. Job seeking sessions, computer literacy courses and basic skill sessions are also available. AD, AW, CA, ET, IT, LA, LF, MS

Salvation Army (William Booth Centre)
 c/o Homeless Single Point of Access, Midland Heart – Homeless Services Centre, 44 Broadford St, Birmingham B5 6HX
 0345 60 20 540 (24/7)
 Mon, Tues, Wed, Fri: 10am–6pm; Thu: 10am–2pm
 For single homeless men aged 18+ with low- to medium-support needs, inc. refugees. Call in at Midland Heart's Homeless Services Centre. AS, H

Princip Street Hostel
 Waterside House, 3–35 Princip St, Birmingham B4 6LE
 0121 359 5953
 Mon–Sun: Open 24 hours
 For single homeless men aged 25+ with support needs, inc. mental health and/or alcohol problems. AD, AW, MH

Allison House
 52 Allison Street, Birmingham, B5 5TH
 0121 643 5094 For men over 50
Central and Cecil – Tullamore House
 61 Stratford St, Coventry CV2 4NJ
 024 7663 5105
 Mon–Fri: 9am–5pm (phone for application form)
 Move-on accommodation for local single homeless men 18+. Priority to Irish people. Dogs allowed. AS, H, TS

Midland Heart – Henwood House
 Leopold St, Highgate, Birmingham B12 0QB
 0121 753 1386
 Mon–Fri: 8am–7pm (phone for appointment)
 For single homeless men 25+. AS, F, H

Midland Heart – Zambesi Project
 185 Stratford Rd, Sparkhill, Birmingham B11 1AG
 0121 766 7645
 Mon–Fri: 8am–7pm
 For single homeless men aged 45+. AS, AW, D, H

P3 – Bilston Hostel
 53 Wellington Rd, Wolverhampton WV4 6AQ
 01902 490050
 Mon–Sun: Open 24 hours
 Single homeless men, inc. ex-offenders and rough sleepers. D

P3 – Thornley Street
 27 Thornley St, Wolverhampton WV1 1JS
 01902 773721
 Mon–Sun: Open 24 hours
 Single homeless men. Must be substance-free at time of admission. ET, H, LA, LF, MH, OL

DAY CENTRES AND DROP-INS

Chace Centre
Chace Ave, Coventry CV3 3AB
024 7630 2694
Mon-Fri: 9am-12am; Mon-Thurs: 2pm-5pm; Fri: 1pm-4:30pm
For single men 18+.
CA, ET, LA, LF, OL

Coventry Cyrenians
1 Bird Street, Coventry, CV1 1FX
02476 228099
Mon-Fri: 9:30am-4pm
AS, BS, BA, CL, DA, F, H, L, OB, TS

Coventry Jesus Centre – The Bridge Drop-In
7 Lamb St, Coventry CV1 4AE
02476 550033
Mon: 10am-1pm; Tues-Fri: 9am-4pm; Sun: 9am-10:30am; Sat: 9am-12am

Support groups, skills classes, cafe, and drop-in.
AS, AW, BS, BE, BA, CL, DA, ET, F, FC
FF, H, IT, L, LA, LF, LS, MS, MC, OB, TS

The Glebe Centre
Wednesbury Rd, Walsall, WS1 3RU
01922 625687
Mon - Fri: 9am - 4pm
For people (18+) who are vulner-

able, including homeless, unemployed, drug dependent, mental health issues or socially excluded
Alcohol Drinking Lounge open to public: 10am-3pm
AS, A, BA, BS, CL, DT, ET, F, H, LA, MS, MH
www.thelegbecentre.org.uk

Maggs Day Centre
St Albans, Deansway, Worcester, WR1 2JD
01905 25027
www.maggsdaycentre.co.uk
AS, AD, BS, C, CL, D, FF, L, MS, OL, TS

Salvation Army – Homeless Action Project (Leamington)
1A Chapel St, Leamington Spa, Warwickshire CV31 1EJ
01926 883613
Mon, Tues, Wed, Fri: 9:30am-12am; Thurs: 9:30am-12:30am; Sat: 9:30am-11:30am
Advice, support, signposting and referrals to emergency and longer term housing.
AS, BS, BA, ET, F, H, IT, L, LA, OL

St Martin in the Bullring Helpdesk

The Bullring, Birmingham B5 5BB
0121 600 6536
Mon & Fri: 10:30am-12:30pm; Tue & Thurs: 10:30am-12:30pm & 1:30-3:30pm; Sat: 10:30am-1pm
Listening, advice and referrals. Practical intervention and support in a friendly environment. Many people seeking help are encountering homelessness, addiction, mental health problems, bereavement and loss.
BA, C, H, OB

Soilhill Community Housing

(Chelsley Wood)
6/8 Copple Way, Chelsley Wood, Soilhill, Birmingham B37 5TX
0121 704 1515
Mon, Tues, Thurs: 9am-5pm; Wed: 10am-5pm; Fri: 9am-4:30pm; Sat: 9am-1pm
AS, H

Soilhill Community Housing (Kingshurst)

Church Close, Kingshurst, Soilhill, Birmingham B37 6HA
0121 717 1515
Mon, Tues, Fri: 9am-4pm; Thurs: 10am-3pm
AS, H

Walsall Metropolitan Borough Council (Homelessness and Housing Advice Service)

2nd Fl, Civic Centre, Darwall St, Walsall WS1 1TP
01922 653405
Mon-Fri: 9am-5pm
Call for an appointment or if it's urgent, call in 2pm-3pm. Out-of-hours emergencies, call 01922 650000 and speak to the duty social worker. General advice will be available on the out-of-hours service (0845 1112836).
AS, H, TS

Walsall Rent Guarantee Scheme

PO Box 1427, Walsall WS4 2YT
01922 746798
Mon & Wed: 10am-12am
Helps people registered as homeless in Walsall to access private rents.
AS

Housing Options (Sandwell)

Court House, 335-337 High St, West Bromwich, Birmingham B70 8LU
0121 569 6000
Mon-Fri: 8am-5:30pm
If you are at risk of becoming homeless, contact the Housing Options Team for advice. Outside office hours: 0121 525 4688 or housing@sandwell.gov.uk.
AS, AD, H

Midland Heart – Homeless Services Centre

44 Bradford St, Digbeth, Birmingham B5 6HX
0345 6020 540; 0121 233 6370
Mon, Wed, Fri: 10am-6pm; Tues: 10am-8pm; Thurs: 10am-2pm
Drop-in and telephone housing advice. Welfare benefits advice. Outreach and tenancy support for rough sleepers. Tenancy support for refugees and asylum seekers, young people with multiple needs, people with current or past drug problems. Alcohol and mental health referrals.
AS, BA, H, OB, TS

Macro Services – Coventry Young Homeless Accommodation Project

1st Fl, Koco Building, The Arches, Spoon End, Coventry CV1 3JQ
024 7671 5113
Mon-Fri: 9am-5pm (call for appointment)
Advice on homelessness and finding accommodation. Temporary accommodation with support for young people, pregnant women and women with a baby aged up to 2 years.
AS, AD, H

St Basil's Link

The Tollhouse, 180-182 Fazeley Street, Birmingham, B5 5SE
0300 3030099
Mon-Thurs: 9am-5pm; Fri: 9am-1pm
For people aged 16-25 who are homeless or are facing homelessness. Emergency 24/7 freephone: 0800 068 7499. Youthline (24/7) 0300 3030099 will give you emotional support and help you find accommodation, a job, voluntary work or training. Emergency accommodation hotline (24/7): 0800 056 4034 (male); 0800 068 7499 (female).
AS, AD, BA, CA, C, ET, OL

the List

Directory of the West Midlands' homeless services Updated 04 December 2012

Key to this list:	Debt advice – DA	Luggage storage – LS
Accom. assistance – AS	Dentist – DT	Medical services – MS
Advocacy – AD	Drugs workers – D	Mental health – MH
Alcohol workers – A	Education/training – ET	Music classes – MC
Art classes – AC	Free food – FF	Needle exchange – NE
Barber – B	Food – F	Outreach worker links – OL
Benefits advice – BA	Foot care – FC	Outreach workers – OB
Bathroom/showers – BS	Housing/accom advice – H	Pavement stockist – P
Bedding available – BE	Internet access – IT	Safe keeping – SK
Careers advice – CA	Laundry – L	Sexual health advice – SH
Clothing – CL	Leisure activities – LA	SSAFA – SS
Counselling – C	Leisure facilities – LF	Tenancy support – TS

If you've any changes or suggestions visit our website - www.thepavement.org.uk - or email: thelist@thepavement.org.uk

Updated entries: 1
Services added: 1

ADVICE SERVICES

Base 25

Castle House, Wheelers Fold, Wolverhampton WV1 1ST

01902 572040

Mon–Thu: 12am–6pm; Fri:

12am–5pm; Sat: 1pm–3pm

Advice for people aged 11–25 on

housing, sex, drugs and alcohol,

emotional wellbeing and job search.

Groups for young women, fathers,

asylum seekers and refugees.

Free phone: 0800 073023

AS,AD,AW,BA,C,D,ET,H,LA,OL,SH

BA,DA,ET,OL,TS

Derbyshire Housing Aid

Milestone House, 93 Green

Lane, Derby DE1 1RX

01332 642150

Mon–Sun: Open 24 hours

(emergency); Mon–Fri:

1pm–4pm (assessment)

homeless people in Derby.

Emergency accommodation.

AS,AS,BS,BE,BA,DA,H,LF

CHADD Outreach Support Service

98-99 Dixons Green Rd,

Dudley DY2 7DJ

01384 237555

Mon–Fri: 9am–5pm

Advice and assistance on ben-

efits, debt, registering with a

GP, schools, work and college

etc. Tenancy-related problems.

Info about local services.

Dudley Area Housing Office

5 St James Rd, Dudley, Bir-

mingham DY1 1HP

01384 815035

Mon–Fri: 9am–5pm

If you find yourself homeless over

the weekend or outside office hours,

call 0300 555 8283 for help.

AS, H

Dudley Tenancy Guarantee

Dudley Housing Office,

15–17 St James's Rd, Dudley,

Birmingham DY1 1JG

0300 555 2345

Mon–Fri: 9am–5pm

Helps people who are homeless

or threatened with homelessness

to access private rented property.

Phone 01384 815035 for details.

TS