



the
FREE
monthly for
homeless
people

the Pavement





Elena Zhagorova
Age at disappearance: 38

Elena has been missing from London since 21 May 2008.

If you think you can help the search please call or text Missing

People on 116000 or email 116000@missingpeople.or.uk.

Elena, we would love to hear from you. Call. Text. Anytime. Free. Confidential. 116000



Paul Fahy
Age at disappearance: 33

Paul has been missing from Liverpool since 18 February 2002.

If you think you can help the search please call or text Missing People on 116000 or email at 116000@missingpeople.org.uk

Paul, we would love to hear from you. Call. Text. Anytime. Free. Confidential. 116000



Merry Xmas!

It is December - and that means Christmas and New Year are on the cards. With them come well earned holidays for those working in what are for many of you, essential services. Yes - there are seasonal alternatives. But are they enough? Let us know. We take a publishing break ourselves in January, so see you in February next year. Stay warm, and stay safe.

Karin Goodwin

Editor

the Pavement

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CONTENTS

Cover: Pavement Pete gets a Christmas style makeover in time for the cold snap.

Cartoon by Neil Bennett.

Contents

Missing People.....2 & 15
Christmas crisis 4
UK news.....5- 11
We are visible.....6
TB? Find & Treat.....8-10
News-in-brief12-13
The Pavement campaign.....14-15

Central pull-out

The List (local homeless services) 1-16

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Upfront: Xmas crisis?

A Christmas homeless event, that opens temporary shelters to provide support, services and friendship for people with nowhere to live at Christmas is set for a record number of homeless guests this year.

Crisis at Christmas involves a network of temporary day shelters for homeless people and will run this year from December 23-30.

It is understood that there will be up to ten shelters in London this year, including one for women, another aimed at people coping with alcohol addiction and a rough sleeper's shelter.

Newcastle's Crisis Skylight Centre will also open its doors from 8am – 8pm on Dec 25 and 26 and for the first time, Crisis at Christmas is coming to Scotland. Edinburgh's Crisis Skylight Centre will invite 50 guests to its celebrations, though they must be nominated by a support worker.

In London organisers say the shelters are all about offering a bit of Christmas pampering for homeless guests.

An army of volunteers offer a range of services, including a medical centre for health advice, dentists, legal and housing advice.

Homeless guests can get a haircut, a pedicure and a massage

at the centres. And there are films, arts and crafts and live music.

However some believe more should be done to provide services for homeless people at Christmas. The Crisis at Christmas service is available for just seven days, and closes four days before some services re-open after the holiday.

Many complain that Winter and Nightshelters, as well as soup runs and other drop-ins, also take a break which means support options are very limited.

A small number of Christmas shelters run across the country to deal with this gap in services such as the Quaker's Christmas Shelter in London and the Birmingham Christmas Shelter in the West Midlands. Charities such as the London Mobile Christmas Service also try to fill the gap.

Savvas Panas, CEO of the Pillion Trust, said there was often a gap in provision between when Crisis at Christmas finished and the re-opening of all the shelters across the city.

"It is a huge amount of displacement for people," he added. "It's not just shelters that are closed. It's also Homeless Person's Units, housing services, addiction services and when your outreach worker is no holiday you're care plan doesn't follow you.

"It's a time when people don't have choices."

Staff

• Find out more about Crisis at Christmas: crisis.org.uk/

UK News

Perfect twitter tent storm

Two homeless men became a Twitter sensation last month when they advertised their job hunt via Twitter, with the help of a kind passerby.

Ken Jones, 44, and Ron Rogers, 40, were living in a leaky tent near the Hilton Hotel in Cardiff, after seasonal work dried up leaving with them with no money for a roof over their heads.

They made posters that asked 'Have you any work for me?' and stood with them in the centre of town promising cheap demolition, recycling and security work.

The pair unwittingly hit the social media sphere when Ani Saunders posted a photo of Ron and his sign on Twitter. Within an hour it had been retweeted over 250 times, 700 within a couple of hours and nearly 2700 to date.

Ani, who's 29 and an artist, told *The Pavement*: "It's so terribly common to see people living on the streets these days. It certainly seems to be an increasing problem. It's baffling to see how many people are failed by the system, mind blowing really."

Ani says she hoped to "increase awareness of Ron and Ken's current situation and also increase their chances of employment."



Ken Jones appeal took twitter by storm

"It seemed that people really wanted to help them find a job, it was very heart-warming to see such a positive reaction."

But a 2005 report by St Mungo's highlighted the unique problems homeless people face when seeking work.

Two thirds of the 100 homeless people they asked said that agencies and employers wouldn't give them a chance. They said expenses like work clothes and equipment were unaffordable. Half also said that not having a mailing address was a barrier too.

Ken agrees. He told us: "Someone wanted me to hand out flyers in a suit – but I live in a tent!"

Only about two percent of homeless people are in full time employment, according to a report by Crisis with 12 percent working part time and 13 percent volunteering.

But current data from the Office



for National Statistics shows the number of unemployed fell by 48,000 between July and September this year. The unemployment rate dropped to 7.6 percent - its lowest in over three years.

At the same time the figures for longterm youth unemployment have quadrupled in the last decade.

The government's £5 billion Work Programme, which was launched in 2011 with the aim of getting more people into employment, has been found lacking by a committee of MP's.

They say it isn't helping the long term unemployed, including homeless people.

Labour MP Dame Anne Begg explains: "The work programme has proved much less successful to date in addressing the problems faced by people with disabilities, homeless people, and those with a history of drug or alcohol abuse.

"The government must do more to ensure that the work programme provides effective support for all jobseekers."

Jacqui McCluskey, the director of policy and communications at Homeless Link, said: "Most people who have experienced homelessness want to work but often face the most severe barriers. The Work Programme was created to help break down these barriers, yet our research suggests that it is failing." *Jane Evans*

Visible community

We Are Visible (WAV) is a new social network, launched last month by Mark Hovath, founder of Invisible People TV, who created online videos of homeless people to allow their voices to be heard.

So what's WAV all about?

We Are Visible [wearevisible.com] is private peer network for rough sleepers and homeless community to help each other through discussion forums, social media, and peer to peer support.

How did it all begin?

A few years back I started to interact with homeless people online over social media like Twitter and Facebook. Soon I was making friends with homeless people all over U.S. and Canada along with those sleeping rough in the UK and Australia. Homeless people using the network started reaching out to other homeless people offering peer support.

And then?

The community started to grow, but it became clear people didn't feel comfortable sharing about life in a hostel or on the streets while connected to all their family and friends, who are also on Facebook. The solution was to build a place for just us - a place where we can talk about anything and everything related to the challenges of facing homelessness and sleeping rough. See you online.

Find out more: wearevisible.com

Begbie hits the streets

The author of 'Trainspotting', the novel and film set in drug-addled Edinburgh in the late 80s, is revisiting the life of lead character Begbie in a new short story to be published in the Big Issue and other street papers around the world this Christmas.

Irvine Welsh shot to fame after the publication of Trainspotting in 1993 and the release of the film three years later, starring Robert Carlyle as Begbie. Welsh has since gone on to further success with novels such as Filth, which was this year made into a film that is currently in cinemas across the UK.

The new story, called 'He Ain't Lager', centres on Begbie visiting his family, including his homeless brother, Joe, at Christmas after being released from prison.

Welsh said: "I'm not sure where this [story] came from. I never really know. I just think the character has to be full of surprises and I quite like this little twist in [Begbie's] life."

He revealed that the infamous violent hardman has been rehabilitated through art, and fallen in love. Welsh said there were more revelations about Begbie in his new story and urged people to buy The Big Issue.

Though Welsh now lives in Chicago, he wrote Trainspotting while working in the housing department of Edinburgh council. He has written the new Begbie story



Irvine Welsh's infamous hard man is back

in support of the International Network of Street Papers (INSP), a charity based in Glasgow, Scotland, that supports The Big Issue and 121 other street papers in 40 countries.

Welsh admits that he himself is "not disadvantaged in the current housing market, but privileged by it", and laments that homelessness issues - "ubiquitous across the western world" - are "a product of the weak priorities our political leadership has set."

Paul McNamee, editor of The Big Issue, says he hopes the story will have people "queuing at their local Big Issue vendor".

Maree Aldam, who heads up the INSP charity, said "interviews and writing by famous names give our network of homeless vendors a big sales boost."

Tom Bowker



In focus

TB is still alive and kicking. So it's just as well the Find & Treat service is too, says Carinya Sharples.

"We still sadly find too many people who are coughing up blood, who've lost so much weight, with 'I've got TB' written all over them – but no one's spotted it," says Alistair Story, Clinical Lead of London-based TB screening service Find & Treat.

And that's why awareness raising is a key feature of the Find & Treat service, a specialist outreach team that visits homeless hostels, soup runs or wherever else it is needed to screen people for active TB with the help of a Mobile X-ray Unit (MXU).

Every year, the dedicated Find & Treat team screens almost 10,000 people in London. About one percent are found to have TB lesions that indicate active TB.

That's a lot of screening. And what's more it's been on the go for close to a decade, so it's no surprise that the Find & Treat MXU is now on its last legs. The day The Pavement went to see the van in action, its generator had failed – meaning that day's screenings had to be cancelled.

Funding for the service has long been an issue – though the will is there, often the commitment past

the next three or five years funding stream has not been clear. Questions were recently asked in Parliament about the future of the creaky old unit, and its need for renewal.

So for the team, the news that they are now to get a long-awaited replacement unit in approximately nine months – funded by University College London Hospitals, which hosts Find & Treat at the Hospital For Tropical Diseases – is significant.

Once known as consumption, TB may have declined among the general UK population, but among the marginalised it's on the rise – with close to 3,500 new cases (that's 42 per 100,000) every year in London, making it the TB capital of Europe.

"If you look at homelessness you've got the perfect storm," explains Dr Story. The immune systems can be weakened as a result of lifestyle – addiction, poor diet, and other health issues are all factors. On top of that poor or crowded conditions increase the risk of infection.

"The challenge for us is that the classic symptoms of TB – a cough, weight loss, night sweats and a general feeling of tiredness – are perfectly masked by other factors around being malnourished, being cold, being on the street," he explains.

One way Find & Treat raises awareness of the symptoms of TB is through peer advocates: former service users who, with training



The Mobile X-Ray Unit is on its last legs

from Groundswell, give talks and share their personal experiences.

Erland, a peer advocate, had to undergo eight to nine months of treatment. "It was difficult," he says, "but I'm glad I stuck with it – I don't want to go through that again." Now he goes in hostels and encourages people to come on board the Find & Treat MXU. It takes just 60 seconds, he says.

Through its outreach model, Find & Treat aims to fill the gap not met by traditional, building-based TB services in London.

"No disrespect to any of them," says Dr Story, "but some of them are on the 18th floor of a hospital, they work very fixed hours, it's a very appointments-based system, you've got to have all your ID and documentation with you."

And that doesn't always suit people on the streets, some of whom may distrust the NHS anyway.

Oz, another of the peer advocates, remembers visiting his GP many times complaining of night sweats and other symptoms, but despite having countless blood tests was not screened for TB.

It was only when he saw a Find & Treat leaflet at the No Second Night Out hub that he had a breakthrough. Oz had mixed emotions when his tests came back positive: "I was angry but at some point I was relieved too because finally I know what's wrong with me and why I was losing weight."

Treatment for TB usually lasts a minimum of six months and its important it runs its course. To make sure each service user takes their tablets every day, Find & Treat offers support, sometimes training key-workers to help or even asking people to send a smartphone video of themselves taking their medication.

It's important to look at the whole picture to ensure recovery. The Find & Treat team includes social workers, drug and alcohol specialists and mental health workers as well as clinical staff. It's even set up its own speciality TB hotel: the St John of God hospitalier.

And the service has ambitious plans in the pipeline. Soon it hopes to offer instant tests for latent TB, HIV, Hepatitis B and Hepatitis C alongside the screening



for active TB. Discussions with Public Health England on his are “quite advanced” says Dr Story.

But they need all the support they can get if it’s going to happen – and funding needs to be secure. Spend now, save later is Find and Treat’s argument, one backed up by two independent evaluations (by the Health Protection Agency and NICE), which both found the service to be very cost-effective and even cost saving.

“The politicians are talking about TB as an issue that can be solved by closing the border,” says Dr Story, “that’s wrong [according to Public Health England’s 2012 TB Annual Review for London, only 14 percent of TB cases were recent entrants to the UK]. We solve TB by controlling it here in London – it’s in all our interests that we do so because we share the same air.”

www.findandtreat.com

TB Facts

(from the World Health Organisation)

- In 2012 8.6 million people across the world fell ill with TB
- TB is the leading killer of people living with HIV
- A total of 1.3 million people died from TB in 2012
- About 56 million TB patients have been successfully treated since 1995 worldwide

Figures falling in Scotland

Homeless figures, released one year on from the Homelessness target set by the Scottish Government to ensure everyone assessed as unintentionally homeless had a legal right to settled accommodation, show an 11 percent drop in the number of people seeking help.

Just 9, 474 people applied for assistance from homelessness services in the past year, according to the statistics.

The numbers, released last month also show that the number of people made homeless or threatened with homelessness fell by a 10th to 7, 649.

In England, charity Crisis said the fall was very encouraging and that Westminster should take note.

However Scottish charities warned that welfare cuts, including sanctions and the bedroom tax are likely to drive figures back up.

Shelter Scotland warned against complacency.

Robert Aldridge, Chief Executive of the Scottish Council for Single Homeless said that there was a shortage of housing, particularly of single bed flats, in Scotland.

“The homelessness target has had a positive impact,” he added. “But the key problem remains that the main demand comes from single people and there is not the accommodation to suit that demand.”

Staff

Second night out roll out

Thirty homelessness projects across England have received a total of £3.5m in funding as part of the government’s attempt to prevent rough sleeping and get individuals off the street through the No Second Night Out (NSNO) strategy.

The scheme, which is controversial, is being progressively rolled out across England.

It will help fund a range of services for some of the 2,300 people estimated to be sleeping rough on any one night in England.

The NSNO approach uses street workers to identify and engage with rough sleepers and ensure they do not spend a second night on the streets.

However critics say that it fails to help those who have been seen by NSNO staff before as this makes them ineligible for future help.

They say that its one-size-fits-all approach also struggles to deal with those who do not want to be housed in a hostel setting - to avoid drug taking for example - or be sent back to their home region.

The grants – of between £50,000 and £150,000 - come from the £20m Homelessness Transition Fund administered by Homeless Link and funded by the Department for Communities and Local Government.

Despite this funding, rough sleeping counts have continued to rise. From April 2013 to March

2013, almost 6,500 people were sleeping on the street, a rise of 13 percent from the previous year.

Three-quarters of these people slept out only once. About 2,800 them were, significantly less than half, found accommodation or went back to their home areas through No Second Night Out programmes.

Sharon Allen, the chair of the panel which granted the new funding, said: “We know how damaging spending a night on the streets is to an individual’s wellbeing. The grants we have awarded so far have helped thousands of people to escape homelessness and move towards independence.

“The 30 projects chosen for this final round will continue this good work and ensure that individuals who find themselves without a home can be supported to get their lives back on track.”

The new funding comes at the end of the first year that the StreetLink phone line has been in operation. This service allows members of the public to call a hotline to notify charities of people who they see sleeping rough, so that they can be targeted by local homelessness projects within the No Second Night Out scheme.

Katharine Hibbert

•Rough sleepers can also use StreetLink to request an outreach worker themselves: call 0300 500 0914 or visit streetlink.org.uk.



News-in-brief



News-in-brief from the UK and across the world

Dream job leads to award

A woman who was homeless for seven years from the age of 17 has revealed how she changed her life by starting a social enterprise that has now led to her being nominated for a Prince's Trust award.

Christine Robinson, 30, lived in hostels and had to take her A levels twice after she left home because she was no longer able to live with her mother.

When she finally moved into permanent accommodation, she struggled to find work — despite getting a degree in psychology — and felt hopeless.

But after attending Enterprise, a Prince's Trust programme, she fulfilled her dream of starting a business by using her experiences to help disadvantaged young people into work.

"There were moments when I did lose hope," she told the Evening Standard last month.

"But I always had an underlying desire to be better than my circumstances. I thought this cannot be it, I have to make the most of my life."
Staff

Court date for soup kitchen

A soup kitchen, which was evicted from a site it has held in a town centre car park in Walthamstow for more than 20 years, has been given a court date to appeal the decision.

The Christian Kitchen, which features in Ken Loach's recent film 'The Spirit of '45', was asked to move by Walthamstow Council earlier in the year following claims of anti-social behaviour.

The council has proposed a new site next to the main entrance to the Holiday Inn, however the charity believes this location is unsuitable. The hotel owners have also objected to plans.

The case will now go to the High Court on February 24, where a judicial review to decide if the council has acted unlawfully will be heard.

Organisers from the Christian Kitchen said they had been 'overwhelmed' by local support in recent months.

At its recent AGM, the charity also revealed plans for indoor space and assessment beds, allowing them to do more than 'feed the hungry'.
Staff

Dublin rough sleeper rise

New figures show the number of people sleeping rough in Dublin has trebled since last year, reports the Irish Times.

The draft Homeless Action Plan for Dublin 2014 to 2016, indicates that a total of 305 individual people were "bedded down" in the city in the first half of this year, as compared with 97 in the first six months of 2012 — an increase of 208 per cent.

The latest "rough-sleeper count", conducted by the Dublin Region Homeless Executive at the beginning of November, is expected to show another steep increase in the number of people sleeping rough.

According to documents seen by the Irish newspaper, one third of the 2,886 individuals using emergency homelessness services in the first six months of this year were accessing services for the first time.
Staff

Homeless exploited in clean-up

Japanese Yakuza gangsters are exploiting homeless men by drafting them in to clean up the Fukushima nuclear plant, which went into melt down following damage in the tsunami in 2011.

According to Russia's RT, the homeless men have been provided by the gangsters because the Tokyo Electric Power Company which operates the plant has not

been able to recruit workers to dismantle the hazardous plant.

One worker who didn't want to be identified told the Russian television network: "We were given no insurance for health risks, no radiation meters even. We were treated like nothing, like disposable people — they promised things and then kicked us out when we received a large radiation dose."
Staff

State support for homeless

New York state's highest court has rejected plans by New York City's mayor which would have meant all single adults had to prove they had nowhere else to go before entering a homeless shelter.

The Court of Appeals sided with lower courts, saying Mayor Michael Bloomberg's administration failed to follow procedure and hold a hearing on the policy.

Under the requirement, single adults seeking a bed would have had to provide details on their recent history and finances.

The City Council filed a lawsuit against the policy in 2011, saying it would keep thousands of homeless people on the streets.

Charities claim New York has not had such an issue with homelessness since the Great Depression.
Staff

Campaign

Rebecca Wearn says so much more needs to be done to make Welfare Fair

This Autumn The Pavement has focused its attention on welfare. The changes to the way people in Britain receive financial support from the Government has undergone a huge change this year – from the introduction of Universal Credit, cracking down on disability benefits and of course benefit sanctions.

And it's those sanctions that have been the most shocking.

According to statistics released by the Department of Work and Pensions last month, 580,000 sanctions were imposed on people claiming benefits between October 2012 and June 2013.

Of these over 52,000 people were given a 'high' sanction, which means they lose their benefits for 13 weeks the first time they are sanctioned. If they fail to comply for a second time this increases to 26 weeks, and then 156 for subsequent transgressions of the departments rules.

The department claimed over a third of all those sanctioned had failed to 'actively seek employment', and a further 30 percent had not taken part in the Work Programme. Others had not turn up for interviews.

Figures obtained by Crisis show that almost half were jobseekers who lost income support for at least a month.

This money is a financial lifeline for many – and when it's cut off, even temporarily, people are hit hard.

When this situation continues for weeks and even months situations become desperate, and horror stories of payday loans taken just for survival are commonplace.

Aside from mounting debts or struggling to get food or shelter, it can put enormous emotional stress on a person when their life is most fragile.

Worse still – unfortunately not that surprising for the Pavement - Crisis found evidence that the sanctions are often imposed in error. So the suffering caused is not only cruel, but also unjust.

At The Pavement we've been campaigning to find out your views on the changes. In November we contacted scores of shelters and homeless charities up and down Great Britain – from Scotland to the South Coast. We found widespread concern about how sanctions were hitting service users.

In Scotland, the Glasgow Homelessness Network has set up a Welfare Reform Working Group to monitor how policy changes are affecting them. Development

Worker Johanna Speirs told us that sanctions were increasing and she had been moved to publish a



survey to ascertain the impact it is having in Glasgow. GHN hope to publish those findings in the new year – and we'll bring those to you, along with any other results.

Another centre carefully monitoring sanctions is The Booth Centre in Manchester Cathedral, where Director Amanda Croome recorded a 24 percent increase in the number of people facing benefit sanctions in the last 12 months.

The Booth Centre helps around 170 people every week, far more this year than last, and is already under pressure. But Amanda explained that the sanctions take up large amounts of staff time that would otherwise be better spent giving direct help to their centre users.

"Its effecting our ability to get people into accommodation assume hostels wont take people who have been sanctioned," she added.

At the other end of the country, Mike Taylor, who runs The Harwell Centre in Plymouth, Devon, said an increase in the use of sanctions had led to more people relying on Food Banks in the area.

We remained concerned about benefit changes - The Pavement will continue to document any stories you have about the impact sanctions have. Our campaign – Make Welfare Fair – has over three months only highlighted how much more needs to be done.

Have you been sanctioned? Tell us: rebecca@thepavement.org.uk



Sandy Davidson Age at disappearance: 4

Sandy has been missing from Irvine since 23 April 1976.

The picture on the right (2nd picture) has been age progressed to give an indication of what Sandy may look like now.

If you think you can help the search please call or text Missing People on 116000 or email at 116000@missingpeople.org.uk.

Sandy, we would love to hear from you. Call. Text. Anytime. Free. Confidential. 116000



If you know a service that isn't listed here, get them to submit their service @ our website:

www.thepavement.org.uk



Or email corrections to thelist@thepavement.org.uk

KEY TO ALL SERVICES

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

Email changes and suggestions to: thelist@thepavement.org.uk
Or write to our address on page 3

Updated: 29 Sep 13

the List

ADVICE SERVICES

ADVISORY SERVICE FOR SQUATTERS

Angel Alley, 84b Whitechapel High Street, E1 7QX. **0203 216 0099** (cheaper to call **0845 644 5814** from land lines outside London) www.squatter.org.uk

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**
AH, AD, BA, C, D, ET, LA, OL, SH

CHADD OUTREACH SUPPORT SERVICE

98-99 Dixons Green Rd, Dudley, DY2 7DJ
01384 237555
Mon–Fri: 9am–5pm
Advice and assistance on benefits, debt, registering with a GP, schools, work and college etc. Tenancy-related problems. Info about local services.
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)
Assessment service for all single homeless people in Derby. Emergency accommodation.
AH, BA, BE, BS, DA, L, LF

DUDLEY AREA HOUSING OFFICE

5 St James Rd, Dudley, Birmingham, 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.
AH

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

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
AH, AD

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; Thu: 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.
AH, BA, OW, TS

NACRO SERVICES – COVENTRY YOUNG HOMELESS ACCOMMODATION PROJECT

1st Fl, Koco Building, The Arches, Spon 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.
AH, AD

ST BASIL'S LINK

The Tollhouse, 180-182 Fazeley Street, Birmingham, B5 5SE
0300 3030099
Mon–Thu: 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)
AH, AD, BA, CA, C, ET, OL

SOLIHULL COMMUNITY HOUSING

(Chelmsley Wood), 6/8
Coppice Way, Chelmsley
Wood, Solihull, Birmingham,
B37 5TX

0121 704 1515

Mon, Tues, Thu: 9am–5pm; Wed: 10am–
5pm; Fri: 9am–4:30pm; Sat: 9am–1pm

AH

SOLIHULL COMMUNITY HOUSING (KINGSHURST)

Church Close, Kingshurst, Solihull,
Birmingham, B37 6HA

0121 717 1515

Mon, Tues, Fri: 9am–4pm;
Thu: 10am–3pm

AH

SQUATTERS LEGAL NETWORK

Based in London, but providing help in
England and Wales, provides emergency
advice and legal support for people
threatened with arrest or arrested for
squatting. 24h emergency phone:

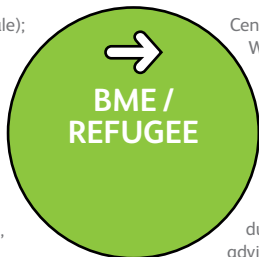
07925 769858

sln@aktivix.org

network23.org/squatterslegalnetwork

WALSALL METROPOLITAN BOROUGH COUNCIL

(Homelessness and
Housing Advice Service), 2nd Floor, 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).

AH, 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.

AH

ANIMALS / PETS

BROMSGROVE REHOMING CENTRE

Also has a pet care clinic for people who
can't afford private vets' fees in the B60,
B61 and B97 postcode areas. Ring for
more information.

Wildmoor Lane, Catshill, Bromsgrove,
Worcs, B61 0RJ

0300 777 1460

ARTS

THE CHOIR WITH NO NAME BIRMINGHAM

Carrs Lane Church Centre, Carrs Lane,
Birmingham, B4 7SX

07794 100938

Thursday: 6.30 - 8.30pm

Choir for people who have experienced
homelessness

www.choirwithnoname.org

FF, MD

CRISIS SKYLIGHT BIRMINGHAM

PO Box 15850, Birmingham, B9 9HL

0121 348 7950

Running at various locations – call for
details

www.crisis.org.uk

AC, ET, IT, MD

BENEFITS AGENCY

JOBCENTRE PLUS

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 606 0265

BME/REFUGEE

COVENTRY REFUGEE CENTRE

15 Bishop St, Coventry CV1 1HU

024 7622 7254

Mon–Thu: 9am–5pm; Wed & Fri: 1pm–
5pm; Fri: 9am–4pm

Helps asylum seekers and EU citizens.

Helps refugees given leave to remain to set
up home. Women's and youth groups.

AH, C, ET, LA, TS

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.

AH, BA, OW

WALSALL METROPOLITAN BOROUGH COUNCIL (REFUGEE SUPPORT TEAM)

2nd Fl, Civic Center, Darwall St, Walsall
WS1 1TP

01922 653827, 653840, 653476

Mon–Fri: 9am–5pm

AH, BA, OL

KEY

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

<i>FC</i> Foot care	<i>LS</i> Luggage storage
<i>IT</i> Internet access	<i>MD</i> Music/drama
<i>L</i> Laundry	<i>MH</i> Mental health
<i>LA</i> Legal advice	<i>MS</i> Medical/health services
<i>LF</i> Leisure facilities	

<i>NE</i> Needle exchange
<i>OL</i> Outreach worker links
<i>OH</i> Outreach workers
<i>SH</i> Sexual health
<i>TS</i> Tenancy support



DAY CENTRES AND DROP-INS

CHACE CENTRE

Chace Ave, Coventry CV3 3AB
024 7630 2694

Mon–Fri: 9am–12am; Mon–Thu: 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
AH, BA, BS, CL, DA, F, L, OW, 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, café, and drop-in.
AH, BA, BE, BS, CL, DA, ET, FF, FC, IT, L, LA, LF, LS, MS, MD, OW, TS

THE GLEBE CENTRE

Wednesbury Rd, Walsall, WS1 3RU
01922 625687

Mon - Fri: 9am - 4pm
For people (18+) who are vulnerable, including homeless, unemployed, drug dependent, mental health issues or socially excluded. *Alcohol Drinking Lounge* open to public: 10am–3pm
A, AH, BA, BS, CL, DT, ET, F, LA, MS, MH
www.theglebecentre.org.uk

KEY

<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
<i>AC</i> Art classes	<i>BA</i> Benefits advice	<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
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	<i>C</i> Counselling	<i>DT</i> Dentist	<i>FF</i> Free food

MAGGS DAY CENTRE

St Albans, Deansway, Worcester, WR1 2JD
01905 25027
www.maggsdaycentre.co.uk

AD, AH, 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; Thu: 9:30am–12:30am; Sat: 9:30am–11:30am
Advice, support, signposting and referrals to emergency and longer term housing.

AH, BA, BS, ET, F, IT, L, LA, OL

SIFA FIRESIDE

48-52 Allcock Street, Birmingham, B9 4DY
0121 766 1700

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.

AH, BA, BS, C, DA, ET, FF, LA, MS, OW, 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.

AD, AH, BE, CL, F, 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 misusers and others who are often barred from other services and facilities. Practical advice, support and guidance, and signposting to other services. Big Issue distributor.

AD, AH, BA, D, ET, F, LA, LF, OL

DOMESTIC VIOLENCE

DOMESTIC VIOLENCE HELPLINE
0808 2000 247

GILGAL

PO Box 3918, Birmingham B9 5AQ
0121 773 1431

Mon–Sun: Open 24 hours
Emergency accommodation for women and children escaping domestic violence. Birmingham Domestic Abuse Refugeline: 0800 111 4223
AD, AH, LA, SH

<i>FC</i> Foot care	<i>LS</i> Luggage storage
<i>IT</i> Internet access	<i>MD</i> Music/drama
<i>L</i> Laundry	<i>MH</i> Mental health
<i>LA</i> Legal advice	<i>MS</i> Medical/health services
<i>LF</i> Leisure facilities	

→
HEALTH /
MEDICAL
over the page

PANAHGHAR

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.

AH, C, OL

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.
CE, LA, OL

DRUGS / ALCOHOL

ADDICTION BIRMINGHAM

279 Gooch St, Highgate, Birmingham, B5 7JE

0121 465 4030

Mon–Fri: 10am–6pm
Information, support and advice for those with alcohol or drug problems.
A, AD, AH, BA, C, D, DA, MS, NE, OL, OW, SH
www.addaction.org.uk

AQUARIUS

2nd Fl, 16 Kent St, Birmingham, B5 6RD
0121 622 8181
Mon–Fri: 9am–4:30pm
For people with alcohol, drugs and

<i>NE</i> Needle exchange
<i>OL</i> Outreach worker links
<i>OW</i> Outreach workers
<i>SH</i> Sexual health
<i>TS</i> Tenancy support

→
EX FORCES

gambling addictions. **0121 685 6340** (North B'ham); **0121 414 0888** (South B'ham)
C, D

BIRMINGHAM DRUG & ALCOHOL TEAM

1st Floor, Technology Block, Gee Business Centre, Birmingham, B7 5PA
0121 465 4930
0800 073 0817 Helpline. Daily 9am–5pm
A, D, ET

FRANK

0800 776 600, Free 24-hr drug helpline

NORMAN IMLAH DAY CENTRE

2nd Fl, The Matthews Centre, Duddeston Manor Rd, Duddeston, 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.
AD, AH, C, ET, LA, MH, SH

TURNING POINT BIRMINGHAM DRUGLINE ROUGH SLEEPERS VULNERABLE PERSONS TEAM (RSVP)

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, homelessness and/or the male sex industry
AH, BA, C, D, ET, NE, OW

KEY

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

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 EUROPEANS

POLISH CLUB BIRMINGHAM

Polish Millennium House, Bordesley St, Birmingham, B5 5PH
0121 643 3577
Fri: 1pm–3pm
Advice on employment law, social benefits, housing and accommodation.
AH, BA, DA

ELDERLEY PEOPLE

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.
AH, BS, CL, F, MS, MH, OW, TS

EX-FORCES

AWOL?

Call the 'reclaim your life' scheme from SSAFA **01380 738137 9**–10am Monday to Friday (answering machine for call back outside these times)

BIRMINGHAM CITY COUNCIL (HOUSING PATHWAYS)

PO Box 13254B1, Birmingham B15 1DL
0121 675 1683
If you are leaving, or have left, the armed forces, you can apply directly. Phone or email:
HOUVulnerablepersons@birmingham.gov.uk
AH

ROYAL BRITISH LEGION

08457 725 725
Ring the Legionline to see how they can help ex-servicemen and women

STONHAM (ELLESMERE)

Fullwood House, Ellesmere, Shropshire SY12 0AA
01691 623756
Mon–Fri: 8.30am–5pm
Supported accommodation for ex-services personnel.
AH, BA, 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

<i>FC</i> Foot care	<i>LS</i> Luggage storage
<i>IT</i> Internet access	<i>MD</i> Music/drama
<i>L</i> Laundry	<i>MH</i> Mental health
<i>LA</i> Legal advice	<i>MS</i> Medical/health services
<i>LF</i> Leisure facilities	

EX-OFFENDERS

If you can't find it here, it'll be on our website – **www.thepavement.org.uk**

FOOD / SOUP RUNS

THE LEAF NETWORK

Sat: 6:30–7pm outside Waterstone's, corner of High Street and New Street, near Bullring, **0844 586 5710**
Provided by a group of Muslim organisations
FF

HEALTH / MEDICAL

COMMUNITY MENTAL HEALTH HOMELESS TEAM

3rd Fl, Morcome House, Ledsam 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.
AD, AH, BA, C, CA, MH, OW, OL

THE HEALTH EXCHANGE

William Booth Lane, Birmingham B4 6HA
0121 465 3965
Mon & Fri: 2:30pm–4:30pm; Tues, Wed, Thu: 1pm–4pm; Wed & Thu: 9am–11am
Medical practice for homeless people in Birmingham.
MS



<i>NE</i> Needle exchange
<i>OL</i> Outreach worker links
<i>OH</i> Outreach workers
<i>SH</i> Sexual health
<i>TS</i> Tenancy support

VISION CARE FOR HOMELESS PEOPLE

William Booth Centre, Shadwell St,
Birmingham B4 6HA
Mon: 10am–1pm (except bank holidays)
Comprehensive eyecare services, totally
free of charge

MS

HOMELESS PERSONS UNIT

If you can't find it here, it'll be on our
website – www.thepavement.org.uk

LGBT

STONEWALL HOUSING

Housing advice for LGBT people of all ages
020 7359 5767 (advice line)
(Mon, Thu, Fri 10am–1pm; Tue & Wed 2
–5pm)
www.stonewallhousing.org

MISCELLANEOUS

ANAWIM

PO Box 8902, Birmingham B12 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**.
[AD, A, BA, CL, C, D, ET, FF, LA, SH](#)

KEY

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

BIRMINGHAM CITY COUNCIL

Click through 'housing'/'finding a home'/'
'help for homeless people'
www.birmingham.gov.uk

THE CASTLE & CRYSTAL CREDIT UNION

25 New St, Dudley, DY1 1LT
01384 815771
All credit union members (18+) can apply
for a Handilano (£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, AH, CA, ET](#)

COMMUNITY LEGAL ADVICE

0845 345 4 345, Nationwide
www.communitylegaladvice.org.uk
Mon–Fri: 9am–8pm; Sat: 9am–12:30pm
Free, confidential service, offering
specialist advice on housing,
benefits, tax credits, debt etc.
[AD, BA, DA, H](#)

EAVES

Helps victims of trafficking for prostitution
020 7735 2062

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**
[AD, AH, BA, C, MH](#)

HELP FOR DEPRESSION

A comprehensive explanation of the
various approaches and treatments for
depression
www.helpfordepression.com
[MH](#)

MESSAGE HOME HELPLINE

0800 700 740, 24 hrs daily
NATIONAL DEBTLINE
0808 808 4000

NATIONAL HOMELESSNESS ADVICE SERVICE

Readers can click on the section 'need
advice'
www.nhas.org.uk

OPEN FILM CLUB

www.opencinema.net
[FF, LA](#)

POPPY

020 7840 7141
Helps women who have been
trafficked for sexual exploitation

FC	Foot care	LS	Luggage storage
IT	Internet access	MD	Music/drama
L	Laundry	MH	Mental health
LA	Legal advice	MS	Mental health services
LF	Leisure facilities		

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

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, C, CA, D, MS, OW, OL, SH](#)

SHELTER

0808 800 4444
Housing advice, 8am–8pm daily

SOUP RUN FORUM

For those using or running soup runs, or
just concerned with their work.
www.housingjustice.org.uk/pages/soup-runs.html

SURVIVORS UK

Mon, Tue & Thur: 7–10pm
020 7404 6234

NE	Needle exchange
OL	Outreach worker links
OW	Outreach workers
SH	Sexual health
TS	Tenancy support



Helpline for men who have been sexually assaulted at any time in their lives

TIME2TALK MEDIATION 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

UK HUMAN TRAFFICKING CENTRE

0114 252 3891

NIGHT SHELTERS

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.

AH, TS

CHADD – ON ROUTE PROJECT

6 Dixons Green Rd, Dudley DY2 7DH

01384 455464

Mon–Fri: 9am–10pm; Sat & Sun: 7pm–10pm

Accommodation for men aged 16–27, inc. ex-offenders or those at risk.

AD, AH, ET, OL

COVENTRY FOYER

Holyhead Court, Lower Holyhead, Rd, Coventry CV1 3AX

024 76251001

Mon–Sun: Open 24 hours

For young people 16–24 who require support around independent living.

AD, AH, CA, ET, IT, OL

COVENTRY AND WARWICKSHIRE YMCA – DAIMLER GREEN

Endeavour Court, 20 Chelmarsh, Daimler Green, Coventry, CV6 3LB

024 7659 7009

Mon–Sun: Open 24 hours

Single homeless people and care leavers with low support needs.

AD, AH, CA, ET, IT, TS

HELEN DIXON HOUSE

76 Alcester Road, Moseley, Birmingham, B13 8BB

0121 449 3748

For women aged 16–45

MIDLAND HEART – HANWOOD HOUSE

Leopold St, Highgate, Birmingham, B12 0QB

0121 753 1386

Mon–Fri: 8am–7pm (phone for appointment)

For single homeless men 25+.

AH, F

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.

AH, 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.

AH, 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 homeless or in housing need.

AH, C, MH

MIDLAND HEART – ROLFE HOUSE FOYER

69 Rolfe 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.

AH, CA, ET, IT

➔
NIGHT SHELTERS continues this way

MIDLAND HEART – ZAMBESI PROJECT

185 Stratford Rd, Sparkhill, Birmingham B11 1AG

0121 766 7645

Mon–Fri: 8am–7pm

For single homeless men aged 45+.

AH, D

NACRO – 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.

AD, AH, TS

P3 – BILSTON HOSTEL

53 Wellington Rd, Wolverhampton, WV14 6AQ

01902 490050

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

01902 572162

Mon–Sun: Open 24 hours

Single homeless men, inc. rough sleepers, ex-offenders, people with mental health needs and those with alcohol or drug problems.

AD, AH, D, ET, MH, TS

KEY

<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
<i>AC</i> Art classes	<i>BA</i> Benefits advice	<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
<i>AD</i> Advocacy	<i>BE</i> Bedding/shower	<i>D</i> Drugs workers	<i>ET</i> Education/training
<i>AH</i> Accommodation/housing advice	<i>BS</i> Bathroom/showers	<i>DA</i> Debt advice	<i>F</i> Food
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<i>IT</i> Internet access	<i>MD</i> Music/drama	<i>OL</i> Outreach worker links
<i>L</i> Laundry	<i>MH</i> Mental health	<i>OW</i> Outreach workers
<i>LA</i> Legal advice	<i>MS</i> Medical/health services	<i>SH</i> Sexual health
<i>LF</i> Leisure facilities		<i>TS</i> Tenancy support

➔
WORK / TRAINING

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.

AD, AH, BA, C, DA, D, ET, LA, LF, MH, OL

PRINCIP STREET HOSTEL

Waterside House, 33–35 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, MH*

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 skills sessions are also available.

AD, CA, ET, IT, LA, LF, MS

SALVATION ARMY (WILLIAM BOOTH CENTRE)

c/o Homeless Single Point of Access, Midland Heart – Homeless Services Centre,

44 Bradford 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. *AH*

A Alcohol workers	B Barber
AC Art classes	BA Benefits advice
AD Advocacy	BE Bedding available
AH Accommodation/housing advice	BS Bathroom/showers
	C Counselling

ST ANNE'S HOSTEL

112 Moseley St, Birmingham B12 0RY

0121 772 4406

Mon–Sun: Open 24 hours
For single homeless men aged 25+. May accept dogs.

BA, D, ET, F, MS, OL

STONHAM (GILSON WAY HOSTEL)

c/o Morris House, 430–432 Chester Rd, Castle Bromwich, Birmingham B36 0LF

0121 770 9360

Mon–Fri: 9am–5pm
For single homeless people 16–25.

AD, AH, BA, CA, ET, OW, TS

STONHAM (MORRIS HOUSE)

430–432 Chester Rd, Castle Bromwich, Birmingham B36 0LF

0121 770 9360

Mon–Fri: 9am–5pm
For single local homeless aged 16–25 with support needs.

AD, AH, C, D, IT, SH

STONHAM (ST GEORGE'S HOUSE)

Old Hall St, Wolverhampton WV1 3AT

01902 420536

Mon–Sun: 8am–10pm
Single homeless men and ex-offenders.

AD, AH, ET, OL, TS

WEST BROMWICH & DISTRICT YMCA

38 Carters Green, West Bromwich B70 9LG

For single homeless people aged 16–40 with support needs.

CA, ET, IT

CA Careers advice	EF Ex-forces
CL Clothing store	EO Ex-offenders
D Drugs workers	ET Education/training
DA Debt advice	F Food
DT Dentist	FF Free food

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.

C, D, ET, IT, LF, OW, OL

WOLVERHAMPTON YMCA (RUGELEY FOYER)

Aelfgar House, Church St, Rugeley, Staffordshire WS15 2WH

01889 585232

Mon–Fri: 9am–6pm
(call in or phone for appointment)
Young single homeless people 16–25.

AH, AD, BA, CA, C, ET

HOMELESS ORGANISATIONS

If you can't find it here, it'll be on our website – www.thepavement.org.uk

WINTER SHELTERS

Please see our website for updated details.

FC Foot care	LS Luggage storage
IT Internet access	MD Music/drama
L Laundry	MH Mental health
LA Legal advice	MS Medical/health services
LF Leisure facilities	



WORK / TRAINING

ENTA

Mill Wharf, 10 Mill Street, Birmingham, B6 4BS

0121 380 4801

Mon–Thu: 8.30am–4.30pm; Fri: 8.30am–1.30pm

CA, ET
www.entapeople.com

JERICO FOUNDATION

196-197 Edward Rd, Balsall Heath, Birmingham, B12 9LX

0121 440 7919

www.jcp.org.uk
birmingham@jericho.org.uk

CA, ET

THE BIG ISSUE (WEST MIDLANDS)

Pace House, 23-25 Summer Lane, Birmingham B19 3TN

0121 236 1936

Employment and training. *CA, ET*

YOUNG PEOPLE

GET CONNECTED

0808 808 4994

Free, confidential advice for young people (under 25): 1–7pm daily

THE WHAT? CENTRE

23 Coventry St, Stourbridge DY8 1EP

01384 379992

Advice, information and therapeutic counselling for people aged 13–25 in Dudley.

AD, AH, BA, C, DA, ET, LA, MS, MH, SH



'Why yes that seems quite reasonable, Oliver. That can be easily arranged....'