

the Pavement

The *FREE* monthly for West Midlands' homeless

April 2011



"I warned you not to be homeless again"



The Pig Society

the Pavement

The Editor

www.thepavement.org.uk

Issue 7 / West Midlands / April

2011

Published by

The Pavement West Midlands

PO Box 15635

Birmingham

B29 9DD

Registered Charity Number 1110656

e: westmidlands@thepavement.org.uk

Editor-in-Chief

Richard Burdett

West Midlands Editor

Ellie Jones

Deputy Editor

Fraser Tennant

News Editor

Amy Hopkins

Web Editor

Val Stevenson

West Midlands Team

Carole Fox, Neil Johnson, Duncan Jones,

Hannah Wilson

Reporters

John Ashmore, Liam Bradley, Lizzie Cernik

Liza Edwards, Rebecca Evans, Lizzie Green

Jasveer Kaur Tracey Kindie, Jackie Lindoe

Nicholas Olczak, Jim O'Reilly

Garnet Roach, Carinya Sharples

Chris Swann, Katy Taylor, Rebecca Wearn

Amber Woodfull

Photographers

Rufus Exton, Bob Henry, Katie Hyams

Contributors

Susie Rathie, Toe Slayer, Evelyn Weir

Cartoonists/Comic Artists

Neil Bennett, Cluff, Pete Dredge, Kathryn

Lamb, Ed McLachlan, Ken Pyne, Steve Way,

Mike Williams, Mike Donaldson

Printed by

Evon Print Ltd, United Kingdom

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

The Pavement (print) ISSN 1757-0476

The Pavement (Online) ISSN 1757-0484

Mostly good news

The Irish Welfare Information Centre and St Martin's in the Bullring are the latest charities being forced to close or reduce their services as government cuts continue to bite. Unfortunately, we expected this trend to continue. *The Pavement* will keep you fully updated on changes to local services in the coming months.

It's not all bad news, though – some projects are still managing to attract funding. There is now no shortage of projects offering Life Skills in Birmingham. Trident Reach will be launching a new three-year project this month (see page 10).

Increasingly, charities are considering the social enterprise option to bring in revenue to support the services they offer. In this edition, we profile Midland Heart's bakery, Frost and Snow, which has helped several formerly homeless people back into paid work.

Finally, it is not just food that gets handed out on the streets these days, but also toiletries and even books. See page 9 and 4 respectively for more details.

Ellie Jones

Editor

westmidlands@thepavement.org.uk

Contents

Cover

One of a pair of cartoons drawn by Neil Bennett – usually seen in the *Times* or *Private Eye*, but who's supported this magazine since the first issue – in response to the byelaw proposed by Westminster City Council, see page 22.

News

Pages

West Midlands News

4–10

Missing People

10

Orderly discharge

11

News-in-brief

12–20

Street Life

Street Shield – our hero is on the protest

22

Foot care – the podiatry column

23

See the nurse – the health column

24–25

Homeless city guide

26

The List (incorporating soup runs)

36–27

West Midlands news

All the homeless news from across the region

Birmingham rough sleepers share in *The Prime of Miss Jean Brodie*

Placing her faith in the power of the written word, Laura James, an outreach worker at Turning Point Birmingham Drugline, applied to World Book Night for some of the million books that have been given to the public by publishers across the UK and Ireland.

Laura received 48 copies of the Muriel Spark classic *The Prime of Miss Jean Brodie*. She earmarked them for the rough sleepers her outreach team supports in accessing drug treatment, housing and health services.

Laura told *The Pavement* how she got involved with the big book giveaway: "In October last year, I heard about World Book Night, a national event which distributes hundreds of thousands of books, completely free. So I applied, explained the kind of work I do and why I would like some books to give to my clients. I made it clear that it would not form part of a treatment plan but was something altruistic, that it was for people who may not have access to books. I also made the point that I work full-time and I can't afford to buy books any more."

Many of Turning Point's clients have a range of complex problems such as drug and alcohol misuse, mental health issues, unemployment and learning disabilities. How did Laura convince them of the virtues of a good book? "A good way to engage with clients is to talk about something unrelated to their treatment," says Laura.

"One client of mine is a very

quiet person. I gave him a copy of *The Prime of Miss Jean Brodie* and he was thrilled. He really loves to read but can't afford to buy books and can't use his local library because he does not have a fixed address. One of the central ideas of World Book Night (which took place across the UK on Saturday 5 March) is that once you've read a book, you can pass it on to someone else or keep it, as it's yours."

The Prime of Miss Jean Brodie was one of a powerhouse literary list compiled by the organisers of World Book Night: it included the likes of *All Quiet on the Western Front*, by Erich Maria Remarque; Margaret Atwood's *The Blind Assassin*; and *The Spy Who Came in from the Cold*, by John le Carré. But for Laura, there was no contest: "Muriel Spark's book is one of my favourites and is unlike anything I have read before. I've said to clients that I will read it again so that we are all on the same page, so to speak. It's not a long novel, but some of the themes are complex, and I really hope it will provoke discussion amongst our clients and perhaps lead to a reading group they can take ownership of."

Rewarding and inspiring, Laura's experience with World Book Night has accurately reflected the holistic ethos purveyed by Turning Point. "We want to work with people in the best way possible and support them however we can," states Laura firmly. "Of course we are here to provide treatment, but we are also innovative, we want to be a wrap-around inclusive service. Turning Point is a very progressive organisation and they have been very supportive of this endeavour, as have the Arts Officers at Birmingham City Council. I believe that reading

is an enriching experience and really does change people's lives."

Turning Point is the UK's leading health and social care organisation. Turning Point Birmingham Drugline can be contacted at Dale House New Meeting Street, Birmingham, B4 7SX or by telephoning 0121 632 6363.

Fraser Tennant

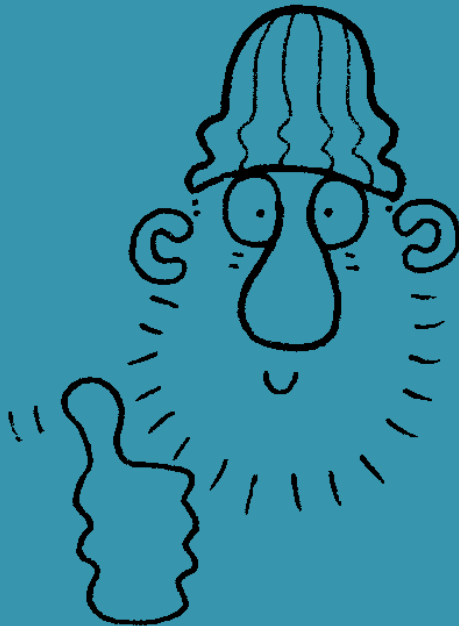
IWIC Loses Funding

The Irish Welfare Information Centre (IWIC) has become the latest victim of Birmingham City Council's spending cuts.

Its 'Supporting People Project' will cease on 31 March 2011; the contract will not be extended. The project lost its funding as a direct result of the coalition government's Local Government Spending Review, which has seen Birmingham City Council's Supporting People budget plummet. The project has supported vulnerable older people to live independently within their communities since 2003; it enabled them to maintain their tenancies, live in a safe environment, and access services and benefits they might otherwise have been unaware of. Its seven staff will be made redundant.

The centre operates primary care and substance misuse projects, as well as a popular social inclusion project that offers food, community social events and a drop-in advice surgery for vulnerable citizens over the age of 50. Hugh Tibbits, CEO of IWIC, said: "This is devastating news... Throughout the last seven years, the service has been recognised as excellent by our commissioners, and through

**You can read the news,
keep informed & search
our directory of services
online @**



www.thepavement.org.uk



EVERY YEAR THERE ARE INJURIES AND EVEN DEATHS RESULTING FROM PEOPLE BEDDING DOWN IN RUBBISH BINS, SKIPS & CLOTHING BANKS. IT ISN'T SAFE! MANY BINS ARE EMPTIED IN THE QUIET HOURS, SOMETIMES BY A VEHICLE WITH A SINGLE DRIVER, DUMPING THEIR LOAD, WITH A LONG DROP, INTO A COMPACTOR - WHO WILL HEAR YOU OVER THE MACHINERY NOISE!

STAY OUT!
STAY SAFE!

the Pavement

no fault of IWIC it will have to come to an end". However, Mr Tibbits reassured those affected by the spending review announcement that IWIC is still capable of providing vital services: "We are only too aware that at a time of austerity, those most in need are at most risk. We are determined to do all we can to adapt to the changing climate and continue to provide accessible, appropriate and quality outcome-driven services".

IWIC will continue to provide important services to the Irish and vulnerable elderly community in Birmingham, though the loss of the Supporting People Project will be a blow to the organisation and its clients. It is a frontline service that provides vital support and advice to people who have few other ways of accessing such services. So, while IWIC's determination is admirable and encouraging, Birmingham City Council's withdrawal of funding is a sign that frontline services are, indeed, at risk, and should serve as a warning to other organisations whose futures depend on the Local Government Spending Review.

Liam Bradley

Home-made for the home-less

Frost and Snow Cupcake Bakery, established in 2010, offer us the cake with a conscience thanks to social entrepreneur Sarah Frost and housing group Midland Heart.

The social enterprise was born as part of a larger £10 million regeneration project in Snow Hill – a re-development of self-contained flats for the homeless with a bakery to employ the residents nestled underneath.

The key to social enterprise is that it operates like a business – it has to make a profit to survive. What makes it 'social' is

the way the revenue is spent: this money is reinvested back into the social heart of the organisation. Frost and Snow makes and sells beautiful (and delicious!) cupcakes, but its true objective is to create training and job opportunities for people who have experienced homelessness and want to work.

The bakery takes on two volunteers at a time for a 12-week training programme. During this period, they are taught invaluable key skills to allow them to progress into full-time employment. Frost involves the trainees in every aspect of the business, from marketing and research to sales and administration – she believes this technique allows each person to begin to find out what they excel at. They can then be encouraged to progress in these areas.

The bakery's first volunteer, Craig Finch, got involved in the project as part of his rehabilitation programme after leaving prison. Living at a hostel run by Midland Heart, Finch came to Frost and Snow after applying for over 300 jobs with no success. "Sarah gave me the opportunity to prove myself", he explains. Where others have closed their doors, Frost and Snow gives those who have experienced homelessness a chance to get themselves back into the job market.

They are now on their third cohort of trainees. Three out of the four previous workers have gone on to full-time employment. Finch now works for a utilities company but regularly comes back to volunteer for the bakery. Sarah explains how this type of behaviour demonstrates the committed work ethic the volunteers learn on the programme. "It's been so exciting to see our trainee's grow in confidence and skill as the weeks go by. I'm really proud of their attitude towards work, and getting back into employment. Each week they become more self-assured

in the kitchen, and it's always wonderful to see creativity at play".

As 'The Snow Hill' is still in development, Frost and Snow currently operate online (www.frostandsnow.co.uk) and at markets and one-off events such as The Clothes Show. February saw the social enterprise head to the city centre for a Valentine's Day promotion with a stand in The Pavillions Shopping Arcade – they sold more than 550 cupcakes over the weekend. All profits are re-invested to help the homeless community in Birmingham.

"We are not an ordinary bakery. We are hoping that everyone will love our cupcakes and, those that do, will be making a real difference to the lives of homeless people," explains Sarah. "The bonus is that every purchase contributes to creating opportunities to help previously homeless people to get back on their feet... and profits will be used to support the homeless to regain their independence".

If you have experienced homelessness and want a slice of the action, call Sarah on **0845 603 6166** or **07827 232 820** to find out more.

Amber Woodful

SIFA Fireside's pampering day

This month saw the 100th anniversary of International Women's Day, and to celebrate, Birmingham-based SIFA Fireside held a women-only pampering day at the centre.

The homelessness charity, working in partnership with Women Acting In Today's Society (WAITS), welcomed all women and, particularly, its female service users, to a restful few hours of pampering, conversation and refreshments. The Body Shop provided facials and hand massages, acupuncture and goodie

bags. Several women said that they had thoroughly enjoyed the afternoon and that it had been “a fantastic opportunity to de-stress”.

The pampering session also acted as a pilot meeting, launching a regular monthly women’s day at SIFA Fireside’s headquarters. The initial idea for the event came after women at the centre commented on the lack of female-oriented services. Several felt that many of the facilities and events – at SIFA Fireside and in society in general – are dominated by, and centred on, men. The aim was to encourage more female service users to access the centre and to improve its facilities for women.

Attendees were asked to complete a questionnaire and to offer ideas for future events. The positive response was overwhelming, with suggestions including women’s health clinics, gym and swimming trips, and benefits talks. The majority of the women commented that they would like to see more similar events. SIFA Fireside’s improvements will be following in the footsteps of Stanhope Community Centre, which offers a range of women’s

activities. Monica, the community worker there, commented: “It’s nice for women to have time for themselves and a break from rushing around.”

Julie Ashford-Martin, the alcohol project worker at SIFA Fireside and the main organiser of the afternoon, commented on the importance of empowering women so that they are confident about celebrating femininity on International Women’s Day.

Lizzie Green

The Insatiable Moon

The *Insatiable Moon* will be showing again at the Mac theatre in Edgbaston, Birmingham, on 10–12 May. *The Pavement West Midlands* reviewed the film (December 2010) after its November preview screening in Birmingham because it is, broadly speaking, about homelessness and mental health issues. What that doesn’t tell you – and what, in fact, may surprise you – is that in places, The

Insatiable Moon is very funny, uplifting and touching, as well as addressing the seriousness of these issues.

The film (stills from the film pictured below and right), set in New Zealand, focuses on a Maori former psychiatric patient named Arthur, who is living in a hostel that is threatened with closure. A lot of the comedy comes from Bob, the owner of the hostel, whose genuine concern and fondness for his residents shines through, despite his having to deal with the frustrations of unrealistic local authorities and unsympathetic neighbours.

The story revolves around Arthur, who proclaims that he is the ‘Second Son of God’ and destined to father a child with the ‘Queen of Heaven’. This thought-provoking depiction of mental health holds nothing back in its honesty and, perhaps, its controversy. Without giving too much away, *The Insatiable Moon* documents the developing relationship between Arthur and a social worker called Margaret, whom he believes is his ‘Queen’. Rather than emphasising Arthur’s mental health issues, the story draws out his compassion. Most viewers will warm to Arthur; in some ways, his ‘madness’ lends him the naïveté and refreshing outlook which makes him endearing. As screenwriter Mike Riddell said, “everyone is a





little bit mad and a little bit sane". The film addresses other difficult and controversial themes such as paedophilia and the crossing of professional boundaries.

The *Insatiable Moon* is a wonderfully engrossing piece of cinema, and it will certainly get you thinking and talking. It lacks the glitz and the star attraction of Hollywood; it was shot in just five weeks on a relatively low budget with a New Zealand cast and crew. Far from being shortcomings, however, these details reinforce the sometimes gritty but often upliftingly honest account of what it means to be marginalised in a modern society, lending the film an authenticity rarely found in high-budget, sentimental Hollywood films.

William West, a service user who attended the preview screening in Birmingham said: "I would recommend that anyone who has ever worked with or been affected by mental health or homelessness should see this film – it will take you on an emotional journey through the twists and turns of an unseen world".

Liam Bradley

Free toiletries

The Staffordshire Council of Voluntary Youth Services Action Team is a group of young volunteers from the Chase district. They decided that they wanted to help homeless people and those suffering hardship by making up soap bags containing everyday toiletries. The completed bags will be donated to a local charity in Cannock which, as *The Pavement* reported in March 2011, is hoping to set up a homeless shelter in the local area.

Jane Reynolds, South Staffordshire youth volunteer advisor, said: "The Youth Action Team decide which projects they would like to support each year, they plan the event and they recruit additional volunteers if required. The idea for the community project came from one of my volunteers who had attended a meeting with Pat Wolfe."

After discussions with Pat, the team also wanted to gain a broader understanding of the issues faced by local homeless people and decided to take the project a step further. Pat recommended that the team contact Peter Fielding, from the Rugeley Lions People in Need charity, with a view to helping him

out. Peter runs the Portacabin in the Beecroft car park in Cannock, giving out drinks and sandwiches four days a week. The team wanted to spend their remaining budget on buying tinned goods for the Portacabin. Bal, the new owner of the NICA shop in Chads Moor, was also keen to support the project and generously supplied the goods at cost price. The team are due to deliver the stock to the Portacabin and will be helping to distribute the goods in the near future.

The young people really enjoyed the experience. Meg Newland, a member of the Youth Services Action Team, commented: "As a young person in the current recession, I can understand how hard it is to keep up with bills. It amazes me that not much is done for those who are homeless, and I am proud to be part of this project."

Staff

Reduction in St Martin's Helpdesk opening hours

The Helpdesk at St Martin's in the Bullring in Birmingham is an open-door drop-in that offers a range of support to vulnerable people. It helps individuals who are homeless to find accommodation, sorts out benefits problems, and links people into drug, alcohol and mental health services. St Martin's pride themselves on being a friendly and flexible service, and offer clients close, individual support.

The charity recently announced that due to loss of funding, particularly from Birmingham City Council, they had been forced to reduce staff numbers. As a result, they will reduce their opening hours by eight hours a week from 14 March 2011.

Helpdesk Co-ordinator Dr Graham Stubbs said: "Like many other organisations, we have been finding the funding situation



Shauna Lee

Age at disappearance: 36

Shauna has been missing from Coventry, West Midlands since 10 November 2010.

There is concern for Shauna's safety and she is urged to call our confidential service **Message Home** on **Freefone 0800 700 740** for advice and support.

Shauna is 5ft 5in tall, of large build and has short blonde hair.

If you've seen Shauna please call the 24-hour confidential charity **Missing People** on **Freefone 0500 700 700** Email: seensomeone@missingpeople.org.uk



increasingly difficult. After much soul-searching, we decided that we had no option but to reduce our opening hours. This was a really hard decision to make. We realise that vulnerable people will not always be able to access support that they desperately need. This is made worse by the fact that other services in the city are also being cut at a time when demand for them is likely to rise... The government has decided that it wants to promote the 'Big Society' as a way of providing local services for people in need. They have indicated that they would like local charities and volunteer groups to be involved in providing these services. At the same time funding is being withdrawn."

He added: "Voluntary organisations can do remarkable things with limited resources, but there is a limit. We all have to pay for rent, phones and a basic level of professional management. If the Big Society is to work, the government needs to understand this and make sure the necessary resources are available."

Please see the entry in 'The List' of services at the back under 'Advice Services' for St Martin's revised opening hours.

Staff

Skills for Life

Trident Reach's new 'Skills for Life Service' project will 'go live' on 11 April 2011. This project has secured funding for three years from the Big Lottery Fund and will provide one-to-one and group support to vulnerable and homeless people in Birmingham.

Trident Reach is one of the main providers of support to homeless people in Birmingham through the Supporting People programme. The charity provides a direct-access hostel offering intensive support for 28 days.

Ben Bradley, its head of social

investment, said: "Each person accessing this new service will be seen as an individual with qualities and weaknesses. We will aim to meet their needs by offering a variety of options, such as advice on how to cook a healthy meal on a budget. This is just part of how we are looking at new ways to support our customers.

"We already have in-house psychologists who can give in-depth support to customers who need to address traumatic experiences. As part of the service, we will also be offering a mobile computer suite teaching numeracy and literacy skills."

Mr Bradley added that one of their service users had spent 37 years "on the road" and had not been in a supermarket in that time. "He will find this service invaluable. He is one of many individuals who have direct access to hostel services but he has become classically institutionalised and marginalised in society. Basic life skills will equip people like him with a better chance of trying to live a normal life again within a community."

When asked how their Project will differ from Crisis Skylight, which already provides basic skills support, cookery, numeracy and literacy classes across Birmingham, Mr Bradley replied: "Support staff will go into the individual's home, if that is what they request, or they can be seen in an accommodation site of their choice. The programme is flexible to suit their needs. Trident will meet other service providers – including Crisis Skylight – to identify any gaps and make sure services are not duplicated."

As part of their 'going live' day, trained staff will be involved in the local community introducing taster sessions regarding healthy living and eating. Posters will be displayed in local areas to advertise the events.

Jackie Lindoe

Orderly discharge

Enlightened hospital policy promises better care for homeless patients

When a female homeless patient was discharged from University College Hospital London recently, she might have expected this to be the point where her care ended. Instead, a London Pathway nurse accompanied her from UCHL to the station and sat with her until her train arrived.

Alex Bax, chief executive of the London Pathway charity, explained: "We plugged her back into Aberdeen Social Services. We arranged the travel and then made sure she could get on the train."

This case study is just one example of range of care being offered to homeless patients by the London Pathway at University College London. The project is overhauling the way homeless patients are cared for at the hospital in an attempt to cut UCHL's high admission rate and reduce lengthy hospital stays. Although there were guidelines for discharging homeless patients, as we've reported in the past, they are only guidelines and practical solutions offered.

Currently the medical problems caused by unstable living conditions mean that homeless people are admitted to hospital four times as often as those who are permanently housed and, on average, their stay there is twice as long. The result is that medical care for homeless men and women costs eight times as much as that for the housed population.

The London Pathway project changes the care given to homeless patients so that it better addresses the causes of their medical problems. It offers patients a more complete or 'holistic' care package, which considers needs arising from their homelessness as well as immediate health concerns.

The project was established because the existing medical care did not seem to address the homeless patient's non-health related problems, such as drug or alcohol addiction or mental health issues. Yet these issues all contribute to homeless patients' health problems and, because they were not being identified, medical problems would persist. "Homelessness is co-related with health problems," said Bax. "If clinicians think about the homeless status of a patient, it may help them to understand why the patient is not getting better or keeps coming back to hospital."

Under the new programme of care being implemented by the London Pathway project, staff spend considerably more time with homeless patients, trying to find solutions to their particular needs. This might mean helping a patient to acquire new identification papers, arranging for them to move to a better shelter or helping them enrol on a detox programme.

"We try to use the time in hospital to put the best plans we can in place around and with the patient," Bax said. "So they have the best chance of not coming back to hospital – and hopefully a pathway off the street."

Alongside the nurses, the project has also introduced "care navigators" – formerly homeless people who can draw on their own experience to help guide homeless patients through the hospital process.

An in-house review of the project published in February this year, indicates that its changes have had some effect. The report states that the average time a homeless person stays in hospital has fallen by 3.2 days, saving the

hospital £300,000. Additionally, 10 times the number of homeless patients now leave UCLH with a multi-agency plan in place

The project has received a grant from the Heath Foundation charity to be implemented in more hospitals. London Pathway's chief executive has said that by September this year, the project should be running in two additional hospitals, Brighton and Sussex University Hospital Trust and Royal London Hospital,

Bax added that the project also hopes to increase post-discharge support for homeless people. This could involve building a sanctuary centre, offering care for those who are deemed healthy enough to leave hospital but are not yet able to return to the streets or hostels.

"More could be done to physically and metaphorically hold people's hands after they leave hospital," Bax said.

Nicholas Olczak

News in brief

The homeless news from around the bazaars

Herefordshire council admits error in homeless figures

Herefordshire Council has admitted it greatly 'overestimated' the number of rough sleepers in the county. A recent article published in the *Herefordshire Times* stated that 42 homeless people were sleeping rough in the area, more than many major cities including Liverpool, Birmingham and Newcastle.

However, John Burnett, spokesperson for Herefordshire Council, told *The Pavement* that the figures were an anomaly. "Having had a closer look at the results and the methodology applied to obtain the figures, it would appear we reported anyone we'd had contact with who may have been in contact with the winter shelter," he said. Mr Burnett explained that it is difficult to obtain precise figures due to the fact that homeless people are often on the move. "Taking this all into account and having reviewed more detailed data we have now obtained, we estimate that, realistically, there could be eight or nine rough sleepers in the county," he said.

The council has announced these numbers are still "too high" and it will be addressing the issue as soon as possible. According to Burnett, an individual action plan will be put in place for all of those sleeping rough and the needs of each will be thoroughly assessed. "We are also working closely with private landlords and those who have been sleeping rough to ensure that people accommodated in the private rented sector receive support to enable their accommodation to remain viable," he

explained. In addition, the council plans to develop a rough sleepers' strategy to address the problem and ensure the root cause of the problem is being tackled. This will also include a more refined methodology for counting rough sleepers, which, in turn, will lead to more consistent reporting on the issue.

Lizzie Cernik

Controversial strategy continues in City of London

The City of London has no plans to end Operation Poncho, the strategy to reduce homelessness in the area to zero.

The Pavement asked whether there were plans to discontinue Poncho, and was told that the City is "not considering ending it". According to Susanna Howard, of the City of London Corporation, the plan has so far succeeded in reducing the number of rough sleepers from 69 to 20.

Operation Poncho has been criticised by some because of 'hot-washing', the practise of spraying hot water over areas where rough sleepers are known to bed down. According to the Corporation, which works alongside City of London Police and the homeless charity Broadway, the sites that are washed down are "chosen by the level of detritus seen by our outreach workers, members of the public and businesses".

Outreach workers aim to house people in private rented accommodation, social housing or hostels. The Corporation explained that the allocation of

housing is "decided on an individual basis according to need."

John Ashmore

Thugs jailed for attack on asylum seeker

Three violent thugs have been locked up for a vicious assault on a homeless man. According to a national newspaper, Jack Williams (20), Jonathon Wood (19), and Ashley Dunn (21) launched the unprovoked attack after a night of heavy drinking.

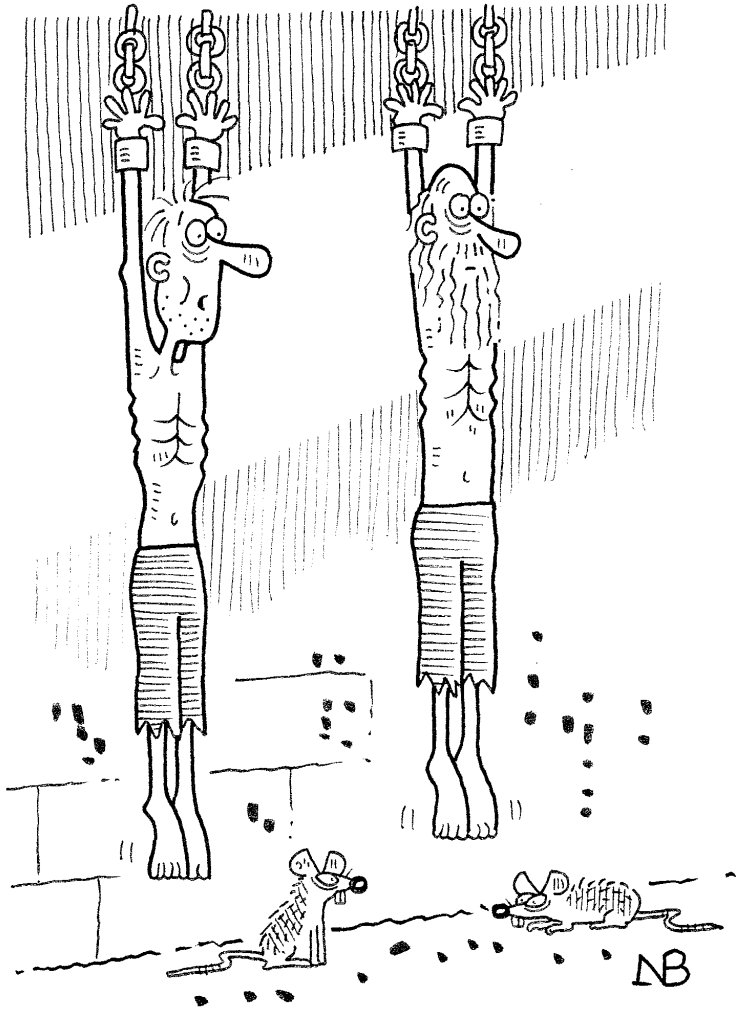
The victim, a failed asylum seeker who was sleeping on a park bench, was kicked and punched repeatedly during the incident, which took place at Broadwalk Park in Salford, Greater Manchester, on 31 July last year.

CCTV evidence resulted in the three men being handed 20-month sentences at Manchester Minshull Street Crown Court on 28 February. "This was a vicious, unprovoked attack by three fit, strong, young men against one person. An attack which was unrestricted in its ferocity in terms of violence," said Recorder Peter Cowan.

According to court reports, all the defendants are from unstable backgrounds and have previous criminal records as well as drug and alcohol addiction problems.

Lizzie Cernik





"It's not being allowed to vote that really gets to me"

Secret camp discovered in Villa grounds

A homeless man has been found living in a makeshift shelter beneath one of the main stands at the home of Premier League football team Aston Villa.

Despite a state-of-the-art security system and regular weekend crowds of 42,000 people, the man remained undetected by Villa staff until a routine sweep of the ground by security teams. His shelter, constructed from cardboard and other items found around the stadium, was found hidden away under the Holte End at Villa Park (pictured below). Since its discovery, the man has not been spotted again.

Club security are struggling to work out how the man managed to leave and enter the stadium repeatedly without being spotted by CCTV or any of the ground staff.

Regular drinkers at the local Aston Hotel pub reported seeing the man regularly in the area. "I know

who he is, but we've not seen him for a few days," said one customer. "No-one believed him when he claimed he was actually living at the Villa."

"It's amazing that he managed to escape detection for so long."

James O'Reilly

Another violent assault

A man who attacked a homeless woman in Bournemouth last summer has escaped a jail sentence.

Daniel Preston, 24, a builder from Poole, assaulted Elin Mitchell while she was asleep in a doorway in the centre of Bournemouth and stole £10 from her. Ms Mitchell, who has been homeless since April 2010, said: "He kicked me in the head and took my money. It makes me scared to be out on the streets now."

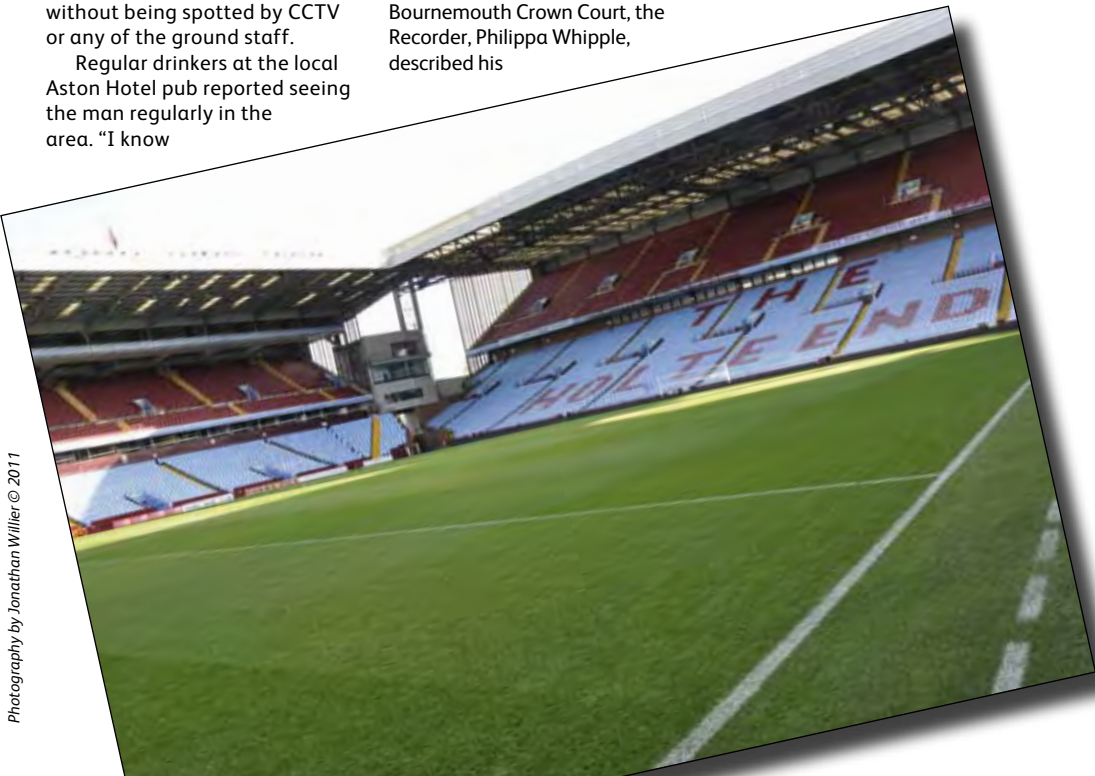
Sentencing Mr Preston at Bournemouth Crown Court, the Recorder, Philippa Whipple, described his

crime as "a really disgraceful act." Ms Whipple added: "You picked on a vulnerable single person and not only did you steal from her what little money she had, you kicked her to the side of the head. It was bullying, intimidating, foul behaviour. You were so drunk at the time you can't remember."

Mr Preston was given a six-month sentence, suspended for 18 months. His lawyer put his client's behaviour down to excessive drinking, saying: "It wasn't motivated by anything. The explanation lies in the fact that he was dead drunk at the time. He did say he was sorry."

Speaking to the *Bournemouth Echo*, Daniel Preston said: "I was very drunk and I am sorry. It won't happen again." As well as his suspended sentence, he has been ordered to do 100 hours of community service and attend an alcohol management programme.

John Ashmore



Bradford body finally discovered

A body discovered in a tent near Bradford city centre could have been there for almost a year, according to local police.

The tent's camouflage and the fact that it was set back from the road resulted in the body remaining undiscovered, officers explained. The deceased is believed to have been a rough sleeper. Following a post-mortem, police said that they are not treating the death as suspicious, but are appealing for information from members of the public.

Det Insp Mark Long said: "Our initial investigations suggest that these are the remains of a rough sleeper, however, we are still working to confirm an identity.

"Having spoken with the pathologist, it is believed that the death could have happened as far back as last summer. We need people's help to bring together the circumstances which have resulted in this discovery and to work out exactly who this person is. I would, therefore, ask that they cast their minds back to last summer and consider whether there is anything they can remember which could assist us further in our enquiries."

James O'Reilly

- If you have any information that might aid police investigation, please contact West Yorkshire Police on **0845 6060 606**.

The Big Issue goes App

The Big Issue, the magazine best known for being sold on the streets by homeless vendors, is to become available as a mobile phone app, according to the magazine's founder, John Bird.

Mr Bird announced the planned development at Is homelessness

set to rise?, a debate held at the London School of Economics to mark the launch of *Street Stories*, St Mungo's oral history exhibition.

Under the new scheme, when a buyer downloads a digital copy of the magazine, the app will register their location and pay the nearest *Big Issue* seller.

At the debate, Mr Bird also mentioned plans to move some vendors in-office to blog and write for the magazine.

Further details on the app are yet to be announced, according to The Big Issue Foundation. Look out for news of developments in the next issue of *The Pavement*.

Carinya Sharples

Rough sleeper's story takes to the stage

When Anthony Delaney was given an ASBO for sleeping rough at an airport, he probably never imagined what his conviction would lead to.

But now the story of the three years Delaney spent living at Gatwick Airport has been made into a theatrical production. *No Particular Place to Go* examines the challenge Delaney faced and celebrates the willpower he showed to survive. Doug Devaney, an old school friend of Delaney's who owns a theatre company and was inspired when he heard the remarkable story, is producing the play.

To try to understand and accurately depict what Delaney went through, the entire cast spent several days sleeping rough at the airport.

"The strip lighting is constant, there's a constant noise and buzz about the place," Devaney told the *BBC*. "Sleep deprivation and the ability to get an hour's sleep every now and then is really the essence of surviving."

As well as telling the story of Delaney's struggle to survive at the airport, the play also explores the seedier side of airport life, including the practice of human trafficking.

The play, by the Chronicle Theatre, was performed at the Lectern Pub, Brighton, up to 2 April.

Nicholas Olczak

More hostel beds lost

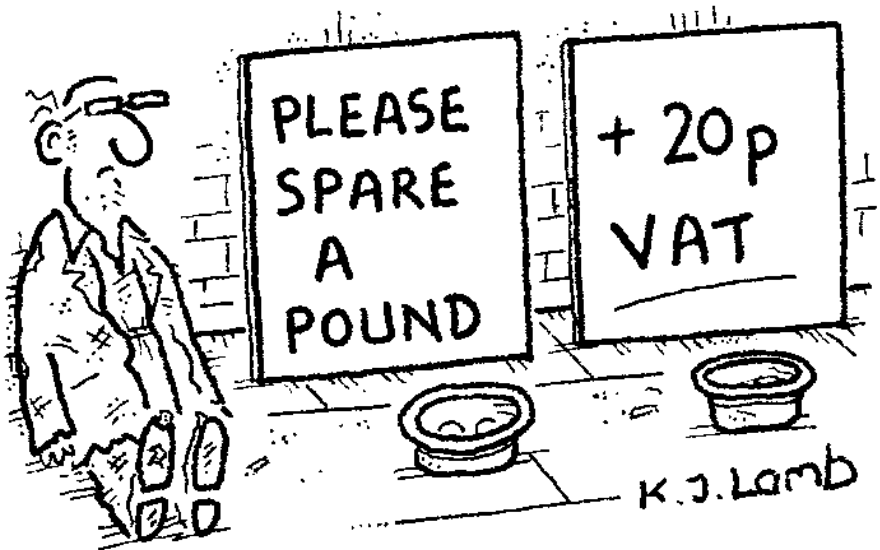
Local government spending cuts have led to a worrying trend of homeless hostels closing down. With the full impact of cuts yet to be felt, there are understandable fears over the provision of services for vulnerable people. Homeless Link has warned that as many as a quarter of beds available to rough sleepers could be lost as a result of reductions in public spending.

At the end of last year, Lambeth Council announced the closure of its 120-bed hostel in Cedars Road, Clapham, a decision that the council claims "will not lead to more homeless people on the street." However, the charity that runs the hostel, St Mungo's, has said that it is "very concerned" about the impact of closure.

Mike McCall, its executive director of operations, said: "We want an open and helpful dialogue with the council about homelessness in Lambeth, the role of Cedars and alternative options.

"Cedars Road is a cost-effective, vital place of safety and recovery for homeless people in Lambeth. The worry is that the number of rough sleepers will continue to rise as a consequence of public spending cuts."

This is in addition to the closure of two Centrepoint hostels at the end of March. The City of London Centrepoint and the Salter's City Foyer have both risen to national attention thanks to the support of Prince William, who spent a night





at one of the hostels last year after visiting both shelters as a child with his mother, Princess Diana.

The reduction in homeless services is not limited to the capital, with the announcement at the beginning of March that four of Nottingham's Framework hostels will no longer receive council funding. Although this does not necessarily mean that the hostels will close down, it does mean they will be unable to provide the same level of support for rough sleepers. Michael Leng, operations director at Framework, said: "this will have a huge, damaging impact on the city."

Mr Leng added: "People will die and, significantly, people will die early as a result of this."

John Ashmore

Guerrilla campaign

A Southampton Solent University student has teamed up with a local homelessness charity to launch a guerrilla campaign to promote homelessness issues.

To raise awareness about the plight of rough sleepers, a plastic skeleton, wearing a beanie hat and sitting in a sleeping bag, has been popping up on the streets of Southampton.

The skeleton – nicknamed Skinny Steve – is the brainchild of 20-year old media communications student Joe Miller.

When the Society of St James, the largest homelessness charity in Southampton, asked Miller to help promote their cause, he decided to turn to so-called 'guerrilla' marketing tactics, which work by grabbing people's attention when they least expect it.

Miller explained: "The skeleton's just got that shock element; you don't expect to see it at all."

But behind the shock value of the stunt, there is a serious message. The plastic skeleton

holds a sign saying "How long until you take notice?" and warns the public that, if homeless people are ignored, they will die.

Trevor Pickup, chief executive for the Society of St James, said: "This guerrilla advertising is a contemporary and exciting way of communicating with a new group of people, who we hope will support our work."

Media student Miller has taken to filming the public's reaction and has reported that most people respond positively to the stunt.

The skeleton appeared in various spots around the city throughout March and Miller hopes that the campaign can be used in other towns in the future.

Whether you view Skinny Steve as a hard-hitting guerrilla campaign or a cheap stunt, his unexpected presence on the streets of Southampton has certainly turned heads.

Amy Hopkins

End to restrictions on Eastern Europeans

The restrictions placed on the countries which joined the European Union in 2004 will come to an end at the end of May, with far-reaching implications for Eastern European migrants, including rough sleepers.

The UK was one of the few countries that gave full access to jobs for workers from the eight Eastern European nations (Poland, Estonia, Hungary, Latvia, Lithuania, Slovakia and Slovenia and the Czech Republic) which joined the EU seven years ago.

In the UK, the ending of these so-called "transitional arrangements" will mean that thousands more migrants will have greater access to state benefits, as Britain had imposed a 12-month restriction for access to certain handouts.

Any Eastern European who is able to show that they have

lived in the UK for three months and can demonstrate a "settled intent to remain" will be able to reside here permanently, and claim jobseeker's allowance, council tax and housing benefit.

At present, around a quarter of rough sleepers in London are from Central or Eastern Europe. Homeless Link, an umbrella organisation for those who work with homeless people, has produced a guide to help service providers and local authorities understand the changing situation.

At the top of their list of guidance, Homeless Link suggests that local authorities should try to make an "offer of connection" to enable Eastern European rough sleepers to return to their home countries. Homeless Link also warns that, despite the lifting of restrictions, access to hostels and benefits is still not guaranteed.

The guidance notes published on the charity's website explain: "All EEA [European Economic Area] nationals are required to show that they are habitually resident and have a settled intention to remain in the UK in order to claim out of work income related benefits.

"There is no automatic entitlement to welfare benefits once the transitional arrangements end for A8 nationals. Each case is determined on an individual basis. Access to hostels or other supported accommodation is not automatic, even if an applicant satisfies the Habitual Residence Test and has an entitlement to welfare benefits. Most local authorities require evidence of a local connection to their area as a condition of access to accommodation or support services."

The ending of restrictions will also mean that A8 nationals who want to work in the UK no longer have to register with the UK Border Agency.

To access state benefits, people from A8 countries will have to

pass the “habitual residence” test, showing that they are have been settled in the UK for three months and plan to stay here. To be allowed to stay, applicants must be working, studying, seeking work or self-sufficient. Homeless Link have pointed out that, “this may not be possible for someone who is currently rough sleeping with an intermittent employment history.”

Worryingly, some local authorities are already contemplating the forced removal of A8 nationals who fail to meet these criteria. In Bognor Regis, West Sussex, for example, Arun District Council is considering deportation for those who refuse to consider a “settled life”, with any forced removals funded by the UK Border Agency.

An Arun spokeswoman said the District Council is interested in becoming the first in Sussex to follow pilot projects run in seven areas – including Westminster and Southampton – where Eastern Europeans and other foreign nationals were removed if they refused to return home of their own accord.

Rebecca Evans

Rough sleeper badly burned

Police have arrested a 27-year-old man following a fire outside a Newport hotel last month, in which a rough sleeper was severely burned.

Officers had to release pictures (right) of the victim’s tattoos in order to identify him and believe that he had also been assaulted prior to the start of the fire.

The victim, who is in his 30s, is still in a critical condition.

In a statement, Gwent Police said: “Inquiries are still on going to

establish the cause of the fire and whether it was deliberately set.

“However, it has now been confirmed, following medical examination, that the man has suffered some other injuries and officers now believe he was the victim of an assault.”



The location and timing of the alleged assault are yet to be confirmed, and police officers are continuing to carry our inquiries in the Chepstow Road area.

The injured man was discovered lying in the forecourt area of the hotel and may have been sleeping or unconscious. Police are still trying to contact his relatives.

Catherine Neilan

- Detectives are appealing for anyone with information, or who was in the Chepstow Road area on 9 March, to call Crimestoppers on **0800 555111**.

Reading man charged over rough sleeper’s death

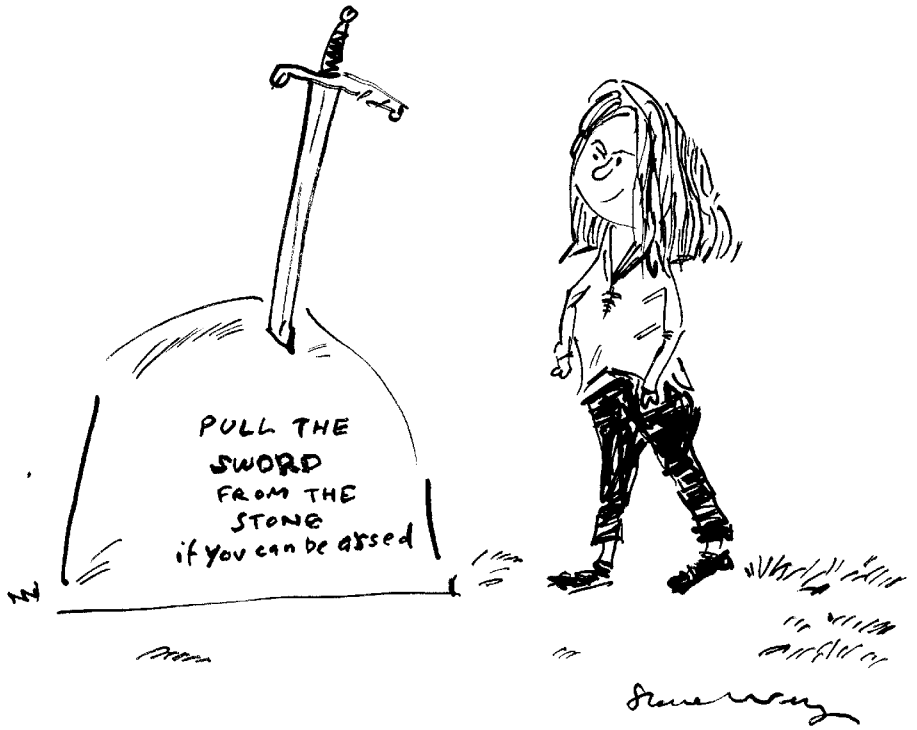
A man has been charged with murder following the death of homeless man Damian Whyte, 33, in Reading at the end of February. Alan Levey, 35, from the Katesgrove area of the city, was charged at Reading Crown Court on 1 March.

Thames Valley police appealed for information from Reading’s homeless community after a dog walker discovered Mr Whyte’s body on a riverside path. A post-mortem revealed he had died from multiple stab wounds.

Officers described Mr Whyte, who grew up in London before moving to Reading, as “a well-liked, sociable and friendly person”, well-known to people in the town.

A second man arrested in connection with Mr Whyte’s death, also from the Reading area, was released without charge on 2 March after questioning from police.

James O’Reilly



Westminster City Council, in the heart of London, has proposed a byelaw to criminalise rough sleeping and stop volunteers giving homeless people food and friendship. People sleeping on the street can be arrested and fined up to £500, and so can anyone giving food to those in need.

Westminster say the homeless people are on the streets because soup runs give out free food, although who would choose to sleep rough just for a cuppa and a sandwich? Westminster says everyone is offered a bed in a hostel, but there aren't enough beds, and many people find hostels threatening places, so take a while to be persuaded inside. Westminster also scares residents with tales of antisocial behaviour and street drinking, although most of this is caused by those in homes and is actually a real threat to homeless people.

Stop the homeless ban!



Westminster City Council's consultation on the proposed byelaw ended on 25 March, but, if they're still deliberating or going ahead with it, you can find details of the campaign and the byelaw at:

www.housingjustice.org.uk or
www.thepavement.org.uk

On **Twitter** use the hashtag **#homelessban** and join the **Facebook** group do not make feeding the homeless illegal.

Health and wellbeing

The Pavement's health team – a podiatrist and a nurse – aim to help keep you well

Easter feet – washing and care

Often it is the simplest things in life that make the difference. We stand on our feet all day and keep them hidden. In a lifetime, they carry us the equivalent of three times round the world. Not bad for appendages that get little conscious attention – until they're sore, that is. So, this Easter, let's spend 10 minutes pampering our feet.

Back in Biblical times, foot washing was very important, mainly because in the agricultural society walking outside made the feet unclean. The lowest house servant usually bathed the feet of house guests, but the ritual also became an honour – it was considered as a mark of respect. Mary Magdalene washed the feet of Jesus with her tears, dried them with her hair and anointed his feet with expensive oils. Christ forgave her sins for this act of humility. Jesus washed his disciples' feet at the Last Supper. When they protested, he reminded his devotees of the significance of foot washing.

'I have done this to give you an example of something that you should do.' Christ's action demonstrated that service rather than status represents greatness. Christians adopted the Hebrew foot washing ceremony and remains one of the three ordinances (sacrament) i.e. baptism, the Lord's Supper, and foot washing. For many, foot washing acts as a renewal of baptism and commitment to living God's way of life. Foot washing is still practised in one form or other throughout the world on the Thursday before Good

Friday, when Christian religious leaders and monarchy honour their commitment to faith and humanity. British king and queens washed the feet of selected poor people until the reign of William and Mary, when the ceremony was replaced by specially minted coins, called 'Maundy Money'. Today, the Queen distributes Maundy coins to the poor in a ceremony that is accompanied by the distribution of alms in the form of food and drink, clothes and money.

Routine foot hygiene consists of daily washing and inspection. Use soap and hand-hot water (46°C) – very hot water is not good for the skin. Bathe the feet for no more than 10 minutes. Dry the skin carefully especially between the toes.

Use a mirror to check for cracks and sores on the heels, the sole of the foot and between the toes. Treat any cuts with an antiseptic like Betadine® and cover them with a clean dressing. Report unhealed wounds to the doctor or podiatrist. Hand creams moisturise the skin, and gentle rubbing will stimulate your circulation and make you feel you're walking on air! Regular washing remove the bacteria that cause smelly feet, and a light dusting of baby talc can help absorb normal sweat. If you suffer from sweaty feet, get some medicated powder from your chemist and sprinkle it on your socks and into your shoes overnight. When the weather permits, mild exposure to sunlight helps air the feet, and bathing them in salt water takes away mild aches and pains. Remember to dry them carefully.

- Only cut the toenails in good light and if you can reach to see them. Cut them carefully across the growing edge, never too short

and never down the sides. You can file them with an emery board.

- Wear well-fitting, comfortable shoes and socks that suits your physical activities
- Be careful when you walk barefoot
- Don't smoke – it reduces the blood circulation to your feet
- Get your healthcare worker to check your feet regularly, and see a podiatrist if your skin and nails get unmanageable.

Important points when buying shoes:

- Buy them in the afternoon when the feet swell and are at their largest size
- Always try shoes on in the shop and walk about in them. They don't need to be broken in – if they're uncomfortable, choose another pair. Check for seams or tears in the lining
- Make sure your shoes are long enough and wide enough. If you are buying shoes for someone else, trace an outline of their foot on paper, cut it out and bring it with you
- You need 5mm–10mm between the tip of the longest toe and the end of the shoe
- Shoes should fit snugly at the heel and arch with ample wiggle room for the toes. Straps or laces help prevent unwanted foot movement
- Choose shoes with soft uppers and with soles that are hard-wearing and suitable for the activities you intend to put them to.

This Easter, take care of that pair, keep well and stay safe.

Toe Slayer

Registered Podiatrist
and Shoe Historian



A basic guide to needlestick injuries Part 2

If you missed last month's column:

Q: What is a needlestick injury?

A: A needlestick injury is when your skin is punctured by a needle that someone else has already used.

Last month we looked at ways to reduce the risk of getting a needlestick injury. But what if you accidentally stab yourself with a used needle?

It's easier than you might think – most nurses and doctors have had near-misses, despite being very careful. If you use a sharps box for your own needles and stay away from other people's used needles, you should be reasonably safe. But accidents happen and if you use needles for any reason, you need to know the first aid. Though I'm mostly talking about needles, this advice is relevant for any sharp object that punctures the skin.

Used needles carry a multitude of health risks – you can pick up hepatitis B, hepatitis C or HIV. They can also be contaminated with the drugs they were used to inject or with bacteria.





you are at risk of contracting. If you can't take the person along, try to find out about if they have hepatitis B, hepatitis C or HIV.

The doctor or nurse will ask you questions about how you got the needlestick injury. It is essential that you're as honest as possible as your answers will help them decide on the best course of treatment. You will probably also be asked to provide a blood sample. Depending on the level of risk, you may be offered antibiotics, immunisation against hepatitis B or treatment to prevent HIV.

You will probably feel stressed and scared by all this, which is normal. Remember that although needlestick injuries are high risk and definitely not a good thing to happen, it is possible to sustain one without getting an infection.

Stay safe, don't panic, and know what to do!

Remember: never share a needle with another person or use one that is not sealed in its original packaging.

If you have sustained a needlestick injury, then this is what to do:

First, bleed the wound as much as possible, preferably under running water. Don't scrub or suck the wound. Squeezing the area around the wound in short bursts is the best way to get blood out.

Next, wash the wound using running water and plenty of soap. Dry the wound and cover it with a plaster if you have one.

You must get medical advice if you have a needlestick injury. Go immediately to your GP or local Accident and Emergency and tell them what has happened. If you know the person who first used the needle, it may be useful to take them with you to help establish what infections

Susie Rathie
The Pavement's nurse



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.

Mental Fight Club
A creative/arts site for those with mental illness.
uk.geocities.com/gabriele-jenkinson@btinternet.com/

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

WEBSITES

UK Human Trafficking Centre
0174 252 3891
8am-8pm daily
Housing info and advice
0808 800 4444
Shelter

SANEline
6 - 11pm
0845 767 8000
Out-of-hours helpline for those affected by mental health

National Homelessness Advice Service
Readers can click on the section 'need advice'
www.nhas.org.uk

The Pavement Online
An online version of The List, amongst other things.
www.thepavement.org.uk/services.htm
Proud to be made
A campaigning site for those with mental illness
www.proudtobemad.co.uk

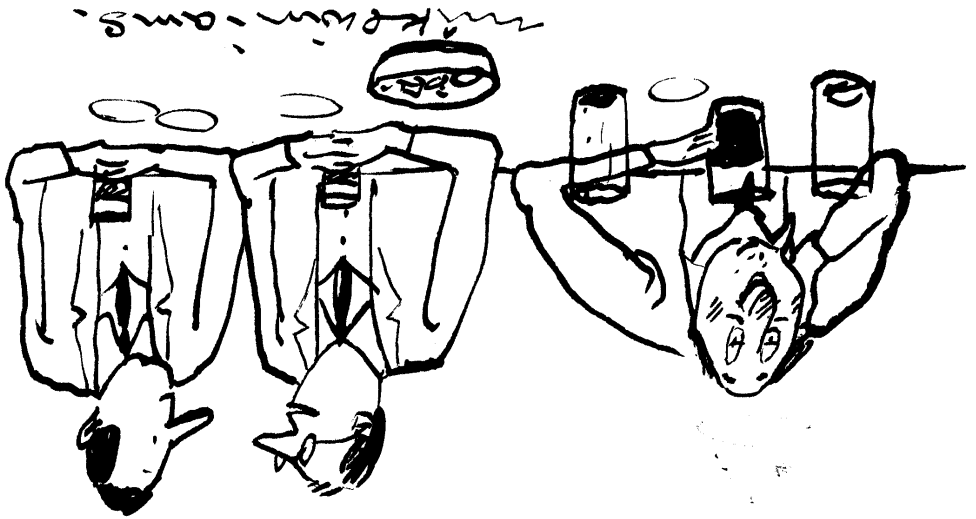
Sock Book
Previously Everyone's Home An 'e-shelter', with a large directory of services.
sockbook.reference.com

Streetmate
An independent site with substantial information on housing, working and learning, built for those homeless who use the internet and want to do-it-them-selves as much as possible.
www.streetmate.org

Stonewall Housing
Addresses the housing needs of lesbians and gay men. Provides temporary, supported housing for 16 - 25 years old lesbians and gay men.
www.stonewallhousing.org

You can read the news, keep informed & search our directory of services online @ www.thepavement.org.uk

"He's trying to crack the genetic code of hops"



The Castle & Crystal Credit Union
25 New St, Dudley DY1 1LT
01384 815771
All credit union members (18+ can apply for a Handillon (£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.

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. AS, AS, C, ET, H, LA, TS
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. Flooding support. BA, H, OW

Dudley Refugee Support Team
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 Refuges: 0800 111 4223
AS, AD, H, LA, SH

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

The What? Centre
23 Coventry St, Stourbridge DY8 1EP
01384 379992
Advice, information and therapeutic counselling for people 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.

for children and young people. 24-hour helpline: 01902 713001
AS, AD, BA, C, H, MH

Pananghar
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: 1am–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
time2talk Mediation Service
DACHS, Dudley MBC, 5 St James's Rd, Dudley DY1 1HP
01384 812422
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, Stourbridge DY8 1EP
01384 379992
Advice, information and therapeutic counselling for people 13–25 in Dudley. AS, AD, BA, C, DA, ET, H, LA, MS, MH, SH

National Debtline
0800 808 4000
Free line for under-18s who have left home

Runaway Helpline
0808 800 7070
Free line for under-18s who have left home

women escaping domestic violence, young homeless people, and young women who are pregnant or single parents. Referrals to other agencies for specialist help. CET, LA, OL

Community Legal Advice
0845 345 4345
Nationwide

Domestic Violence Helpline
0808 2000 247

Free 24-hr drug helpline
0800 776 600
Frank

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

Job Centre Plus (benefits agency)
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

National Debtline
0808 808 4000
Free line for under-18s who have left home

The Samaritans
08457 90 9090

TELEPHONE SERVICES

0121 465 3965
 Mon & Fri: 2:30pm-4:30pm;
 Tues, Wed, Thu: 1pm-4pm;
 Wed & Thu: 9am-1am
 Medical practice for home-
 less people in Birmingham.
 Alrmen and Families Associa-
 tion): Mon - Fri: 9am - 10am

AWOL?
 01380 738137
 Call the 'Reclaim Your Life' scheme
 from SSAFA (Soldiers, Sailors,
 Alrmen and Families Associa-
 tion): Mon - Fri: 9am - 10am

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

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, CET, LA, MH, SH

ENTA
 Mill Wharf
 10 Mill Street
 Birmingham
 B6 4BS
 0121 380 4801
 Mon-Thu: 8.30-4.30; Fri: 8.30-1.30
 CA, ET
 www.entapeople.com/default.aspx

Jericho Foundation
 196 197 Edward Rd
 Balsall Heath
 Birmingham
 B12 9LX
 0121 440 7919
 www.jcp.org.uk/
 Birmingham@jericho.org.uk
 CA, ET
 Help with accommodation,
 benefits, employment and
 resettlement. Help with access
 to mental health services.
 AS, AD, BA, CA, C, H, MH, OB, OL

The Big Issue (West Midlands)
 Pace House, 23-25 Summer
 Lane, Birmingham B19 3TN
 0121 236 1936
 Employment and training
 CA, ET
 Birmingham B4 6HA
 William Booth Lane, Bir-

EX-FORCES
 0121 622 8181
 Birmingham B5 6RD
 2nd Fl, 16 Kent St, Bir-
 mingham B5 6RD
 Mon-Fri: 9am-4:30pm
 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 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 (HOUVulnerablpeper-
 sons@birmingham.gov.uk).
 AS, H

Royal British Legion
 08457 725 725
 Ring the Legionline to see
 how they can help ex-service-
 men and ex-servicewomen
Stonham (Ellesmere)
 Fullwood House, Ellesmere,
 Shropshire SY12 0AA
 01691 623756
 Mon-Fri: 8:30am-5pm
 Supported accommodation
 for ex-services personnel.
 AS, BA, H, TS

Veterans UK
 0800 169 2277
 Free help and advice for vet-
 erans and access to dedicated
 one-to-one welfare service
 www.veterans-uk.info

MEDICAL SERVICES
 0121 685 6970
 Ladycwood, Birmingham B16 8DN
 3rd Fl, Morcome House, Ledzam St,
 Birmingham B12 9JZ
 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.
 AS, AD, AS, BA, CL, C, D,
 ET, FF, H, LA, SH

Community Mental Health Homless Team
 3rd Fl, Morcome House, Ledzam St,
 Birmingham B12 9JZ
 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.
 AS, AD, AS, BA, CL, C, D,
 ET, FF, H, LA, SH

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

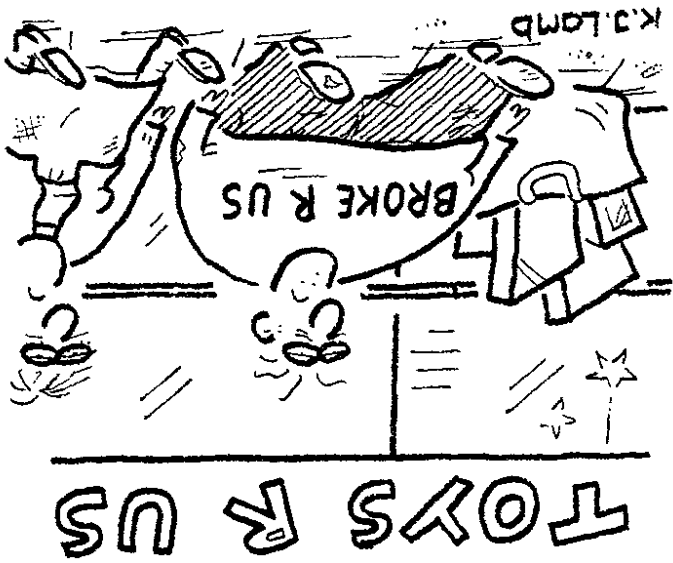
Polish Club Birmingham
 Polish Millennium House, Bord-
 esley St, Birmingham B5 5PH
 0121 643 3577
 Fri: 1pm-3pm
 Advice on employment law,
 social benefits, housing
 and accommodation.
 AS, BA, DA, H, LE

EMPLOYMENT AND TRAINING
 0121 380 4801
 Mon-Thu: 8.30-4.30; Fri: 8.30-1.30
 CA, ET
 www.entapeople.com/default.aspx

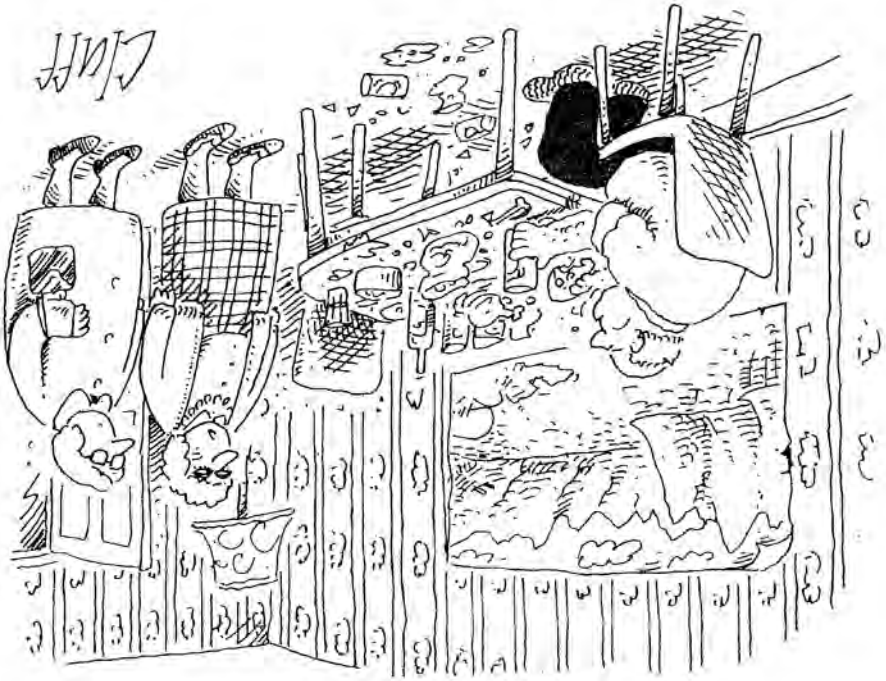
ENTA
 Mill Wharf
 10 Mill Street
 Birmingham
 B6 4BS
 0121 380 4801
 Mon-Thu: 8.30-4.30; Fri: 8.30-1.30
 CA, ET
 www.entapeople.com/default.aspx

MEDICAL SERVICES
 0121 685 6970
 Ladycwood, Birmingham B16 8DN
 3rd Fl, Morcome House, Ledzam St,
 Birmingham B12 9JZ
 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.
 AS, AD, AS, BA, CL, C, D,
 ET, FF, H, LA, SH

The Big Issue (West Midlands)
 Pace House, 23-25 Summer
 Lane, Birmingham B19 3TN
 0121 236 1936
 Employment and training
 CA, ET
 Birmingham B4 6HA
 William Booth Lane, Bir-



*“We couldn’t afford the cruise, so we’re stuffing our faces
in front of this old fjord mural, for two weeks”*



Princip Street Hostel

Waterside House, 33-35 Princip St, Birmingham B4 6LE
 Mon-Sun: Open 24 hours
 For single homeless men aged 25+ with support needs, inc. mental health and/or alcohol problems.
 AD, AW, MH

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.
 AW, BA, D, ET, F, MS, OL

Stonham (St George's House)

Old Hall St, Wolverhampton WV1 3AT
 01902 420536
 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
 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, and those with alcohol or drug problems.
 AS, AD, AW, D, ET, H, MH, TS

Women

tba

Young people (16-25)

Covenry 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.
 AS, AD, CA, ET, H, IT, OL

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.
 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 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 single homeless 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 young single homeless for appointment)
 locals aged 16-25 with medium support needs who are home-less or in housing need.
 AS, C, H, MH

Midland Heart - Rolfe House

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

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.
 AS, AD, H, TS

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.
 AS, AD, BA, CA, ET, H, OB, 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.
 AS, AD, C, D, H, IT, SH

West Bromwich & District YMCA

38 Carters Green, West Bromwich B70 9LG
 For single homeless people aged 16-40 with support needs.
 CA, ET, IT

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)

Aeffgar 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.
 AS, AD, BA, CA, C, ET

DRUG / ALCOHOL SERVICES

Addaction Birmingham
 279 Gooch St, Highgate, Birmingham B5 7JF
 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

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.
 AS, H

Men

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 – Hanwood House
 Leopold St, Highgate, Birmingham B1 2QB
 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 B1 1 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 WV14 6AQ
 01902 490050
 Mon–Sun: Open 24 hours
 Single homeless men, inc. ex-offenders and rough sleepers. D

Coventry and Warwickshire YMCA – Daimler Green

Endevour Court, 20 Chelmarsh, Daimler Green, Coventry
 West Midlands CV6 3LB
 024 7659 7009
 Mon–Sun: Open 24 hours
 Single homeless people and care leavers with low support needs.
 AS, AD, CA, ET, H, IT, TS

Midland Heart – Gibbs Road House

Gibbs Rd, (off Balds Lane), Lyce, 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–11pm (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 skills sessions are also available.
 AD, AW, CA, ET, IT, LA, LF, MS

DIRECT ACCESS HOSTELS/ NIGHTSHELTERS

All with low-support needs

SIFA Fireside
 18–28 Lower Essex St, Birmingham B5 6SN
 0121 666 7023
 Mon–Fri: 9–10:30am (breakfast) 10:30am–1:30am (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 Eugene’s Court (Irish Welfare Drop-In)

77 Rea St, Digbeth, Birmingham B5 6BB, 0121 622 3145
 Mon–Fri: 11am–3pm
 Primarily aimed at the Irish community. Supported accommodation for Irish men aged 55+, with support for alcohol and mental health needs.
 AS, AW, F, MH

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

Advice, support, signposting and referrals to emergency and longer term housing.
 AS, BS, BA, ET, F, H, IT, L, LA, OL

DAY CENTRES AND DROP-INS

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; 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, 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.
 AS, AD, H

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).
 AS, AD, BA, CA, C, ET, OL

St Martin in the Bullring Helpdesk
 The Bullring, Birmingham B5 5BB
 0121 600 6536
 Mon-Fri: 10:30am-3:30pm (closed Mon-Fri: 10:30am-1pm
 12.30-1.30); Sat: 10:30am-1pm
 Listening, advice and referrals. Practical intervention and support in a friendly environment. Many people seeking help are encountering homelessness, addition, mental health problems, bereavement and loss.
 AS, BA, C, FF, H, OW

Soilhill Community Housing (Chelmley Wood)
 6/8 Coppice Way, Chelmley Wood, Soilhill, Birmingham B37 5TX
 0121 704 1515
 Mon, Tues, Thu: 9am-5pm; Wed: 10am-5pm; Fri: 9am-4:30pm; Sat: 9am-1pm
 Outreach and drop-in. Support groups, skills classes, cafe, and drop-in.
 AS, AM, 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, Birmingham W51 3RU
 01922 625687
 Mon - Fri: 9am - 4pm
 For people (18+) who are vulnerable, including homeless, unemployed, drug dependent, mental health issues or socially excluded AS, A, BA, BS, CL, DT, ET, F, H, LA, MS, MH
 www.theglebecentre.org.uk
 Irish Welfare and Information Centre (Older Irish Adults Project)
 77 Rea St, Digbeth, Birmingham B5 6BB
 0121 622 3145
 Mon-Fri: 1am-3pm
 Drop-in centre for older (45+) 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
 AS

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

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
 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, AM, BS, BE, BA, CL, DA, ET, F, FC
 FF, H, IT, L, LA, LF, LS, MS, MC, OB, TS

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 65000 and speak to the duty social worker. General advice will be available on the out-of-hours service (0845 1112836).
 AS, H, 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

the List

Directory of the West Midlands' homeless services

Updated 28 March 2011

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

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

Updated entries: 2
Services added: 0

ADVICE SERVICES

Base 25

Castle House, Wheelers Fold, Wolverhampton WV1 1ST
 01902 572040

Mon-Thurs: 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,CD,ET,H,LA,OL,SH

Derbyshire Housing Aid

Milleshone 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.

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

BA,DA,ET,OL,TS

Info about local services.

etc. Tenancy-related problems.

GP, schools, work and college

ests, debt, registering with a

Advice and assistance on ben-

Mon-Fri: 9am-5pm

01384 237555

01384 237555

Dudley DY2 7DJ

98-99 Dixons Green Rd,

CHADD Outreach Support Service

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

AS, H

call 0300 555 8283 for help.

If you find yourself homeless over

the weekend or outside office hours,

Mon-Fri: 9am-5pm

01384 815035

mingham DY1 1HP

5 St James Rd, Dudley, Bir-

Dudley Area Housing Office