

the Pavement

the free magazine for homeless people



Issue 153 : Solidarity
December 2024 – January 2025

Missing



Svetlozar Yotov

Svetlozar Yotov has been missing from Islington, London, since 8 October 2021. He was 30 at the time.

Svetlozar, use our free and confidential helpline; we can offer support and advice without judgement, and the opportunity to send a message to loved ones. Call or text 116 000. Or, email us on 116000@missingpeople.org.uk.



Edward Dallas

Edward Dallas went missing from Paisley, Renfrewshire, on 2 March 2010. He was 38 at the time of his disappearance.

Edward, we're here for you whenever you need us; we can talk through your options, send a message for you and help you be safe. Call or text 116 000. It's free and confidential.

If you think you may know something about Svetlozar or Edward, you can contact our helpline anonymously on **116 000** or 116000@missingpeople.org.uk, or you can send a letter to 'Freepost Missing People'.

Our helpline is also available for anyone who is missing, away from home or thinking of leaving. We can talk through your options, give you advice and support or pass a message to someone. It's free and confidential.

**missing
people**

Registered charity in England and Wales (1020419)
and in Scotland (SC047419)

A lifeline when someone disappears

**TURN TO PAGES A – P
FOR THE LIST OF SERVICES**



Our cover artwork this issue is by an unnamed artist featured in the 2024 Koestler Awards. The awards are organised by Koestler Arts, a trust supporting and empowering artists in criminal justice settings. The pastel work is named *The Tea Towel*, made by an artist at HM Prison Magilligan. Read more about the Koestler Awards on page 7. © Koestler Trust

The Pavement magazine

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St Martin-in-the-Fields the day of the service. © *the Pavement*

Commemoration

The annual service of commemoration for people who have died experiencing homelessness was held at St Martin-in-the-Fields church on 7 November.

There were performances by the Gavin Bryars ensemble, The Choir with No Name and Streetwise Opera, as well as readings from the Reverend Richard Carter and names were read out by an assortment of figures involved in the homeless community.

Bonnie Williams, chief executive of Housing Justice, said: "The service of commemoration is a poignant reminder of the life-limiting nature of homelessness... Our thoughts and prayers are with those we remember with love and dignity today."

- **Read a report on the Southampton service for people who died homeless on page 26.**

Welcome to *the Pavement*: a magazine for homeless readers

We're a small charity, founded in London in 2005, producing a pocket-sized mag full of news, views and cartoons that helps people in moments of crisis as well as giving info which may be needed to move on. Right in the centre is a list of places to help you.

We believe that sleeping rough is physically and mentally harmful, but reject the view that a one-size-fits-all approach to getting people off the streets works. Each issue we print 8,500 FREE bimonthly magazines written for homeless and insecurely-housed readers in London and Scotland. You can find *the Pavement* at hostels, day centres, homeless surgeries, soup-runs and libraries.

Help needed

We are always looking for volunteer journalists and photographers to create exclusive content that's written with our readers in mind. We particularly welcome those who've experienced homelessness. Or can you fundraise or donate so we can keep providing *the Pavement* for free? We also need London volunteers to help with distribution.

A big thank you to our readers and writers.

- editor@thepavement.org.uk

Solidarity

Solidarity in the winter is essential, it shows itself in an increase in volunteering, winter shelters opening up for the season and a whole host of services designed to keep people safe from the cold.

But what does solidarity mean to people with experience of homelessness? Emdad shares his thoughts on the topic on page 20. Meanwhile, Darren muses on the solidarity found in friendship on page 18. Other pieces on the theme include stories on winter events, such as the service of commemoration in Southampton and the One Roof Festival in London. You can also find all of the regular news, views and cartoons elsewhere in the magazine.

the Pavement team

www.pavement.org.uk

The Anti Santa

By André Rostant

Low on his fetid cardboard throne the Anti Santa sits.
Face, beard, greatcoat, all charcoal grey, his hair festooned with nits.
Muttering imprecations in an alcoholic haze: foul, spit-flecked exhortations
From the sprite of the latter days.

'Fuck you! FUCK YOU!' His eyes ignite, glare;
Just as quick, fade back. 'WHORES! Every one...'
His voice trails off, and he slumps like a bloated sack.
Where Christmas lived, when Christmas died, are worlds he will not recall.
Pigeons shall pull his throne aloft. If he could, he would kill us all.

High over London, furious, a yellow vapour stream,
To taint turkey dinners, mistletoe, and darken the child's bright dream.
To take and take – till there's nothing left but a bitter empty hope
That the pigeons will set him down upon a chair, with a length of rope.

Like thistledown blown in the spring, the day will see him sail,
Freed from his jumpers, string and bags by an angel with sword and mail.
But the cold will wake him soon enough. The rain will caress his face
On this sacred night of the dawning bird, in this God-only-knows-where place.



© Rey Trombetta

Streetwise Opera, the opera company working with homeless people across the UK, is facing a fight to survive. The company needs £120,000 to guarantee its future and has launched an emergency appeal. As Rachael Williams, chief executive of Streetwise Opera, explained: “This emergency appeal is vital to ensure that Streetwise Opera can continue to support people experiencing homelessness as they rebuild their lives. Every contribution will help to sustain our work providing life-changing opportunities that empower individuals and challenge the way society views homelessness.”

- To learn more about Streetwise Opera and how to get involved, visit the website: streetwiseopera.org

130 unique names of homeless people who had died in the past year in London submitted to the St Martin-in-the Fields commemorative service, as of a week before the service.

87 unique names read out the previous year.



Free as a Bird in Prison, by an unnamed artist at HM Prison Wormwood Scrubs. This artwork was commended in the 2024 Koestler Awards TVMole Award for Sculpture. © Koestler Trust

Awards show: The Koestler Awards 2024 edition runs from 1 November to 15 December, held at Royal Festival Hall on the Southbank, **London**. This is the 17th annual awards show run by the trust, which features artworks created by people in the criminal justice system, such as prisons, secure hospitals, secure children's homes and immigration removal centres, as well as those on probation, community sentences and youth offending teams. The 2024 exhibition is titled 'No Comment' and is co-curated by Turner Prize winner Jeremy Deller and former prisoner-turned-artist John Costi.

- Visit the Koestler Arts website to learn more about the show and the trust: koestlerarts.org.uk

Refugee crisis

Research by Naccom, the umbrella organisation representing numerous charities and organisations working with migrants, refugees and asylum seekers, revealed in November that refugees experiencing homelessness in the UK has risen by 99% in the past year, up to 1,941. Meanwhile, the figure jumps to 4,146 when factoring in asylum seekers and other migrants, reports *The London Economic*. Bridget Young, the director of Naccom, said: “Our research shows that thousands of people each year are needlessly pushed into destitution as they go through the asylum and immigration system. Urgent change is needed to ensure that the system doesn’t keep driving up levels of homelessness.”

Far from home

According to the *Manchester Evening News*, homeless families are being relocated from London to **Manchester**, often with little say in the matter. MPs heard numerous such stories at the parliamentary inquiry into children living in temporary accommodation, held on 5 November. Dr Laura Neilson, CEO of the Shared Health Foundation, which supports homeless families in Greater Manchester, told the Housing, Communities and Local Government Committee: “I’ve seen

families arrive up North from all over the country. I know that, as an area, we’ve also sent families. We had one family who were homeless in Oldham and got sent to Hastings for some bizarre reason. The distances are huge. But we don’t have a national picture because we don’t collect the data.”

Man with a plan

London mayor Sadiq Khan is aiming to end rough sleeping in the capital by 2030. To help achieve this his office is running a Plan of Action, asking for feedback from people in the city on how to structure the framework of reaching the project’s desired goal. Although the feedback form is open to everyone, the mayor’s office is particularly keen to hear from people with lived experience of homelessness or rough sleeping and from people working with the homeless community. The feedback form and call for evidence closes on 3 December 2024.

- **You can fill out the form here:** www.london.gov.uk/programmes-strategies/housing-and-land/homelessness/rough-sleeping/mayors-rough-sleeping-plan-action/call-for-evidence

Law breakers

Homelessness charity Centrepoint has recorded 564 instances of English councils breaking the law by turning young people away when they ask for homeless support. The figure is for the year 2023-24 and includes cases of young people with children or were pregnant being turned away by their local authority. Under the Homelessness Reduction Act and Housing Act, it is incumbent on local authorities to provide homelessness assessments and temporary accommodation to vulnerable people. However, councils

complain of a lack of funding to carry out this duty. Paul Brocklehurst, Centrepoint's senior helpline manager, is in agreement: "The blame can't just lie with councils," he told *the Guardian*. "Decades of chronic underfunding from central government have forced many to make impossible decisions around who gets what support."

TURN TO PAGES A – P
FOR THE LIST OF SERVICES

£5m 'village' for homeless people to be built in **Manchester** by support charity Embassy, reports the BBC.

40 single-occupancy homes for men to be built as part of the project, which aims to open in late 2025.

4,780 people counted sleeping rough in **London** in July, August and September 2024, the most since quarterly counts were introduced in 2014.

681 people are now considered living permanently on the streets, according to the same count, compiled by CHAIN, up 42% on the previous year's figures.



Hotel headache

Edinburgh City Council is moving hundreds of people out of unlicensed temporary accommodation, following an emergency housing committee held on 13 November. The move comes after the council was heavily criticised for breaking a law it put in place to protect people experiencing homeless. In 2024 it was revealed the council was using 700 rooms across 30 unlicensed homes of multiple occupancy to temporarily house homeless people. This went against a law requiring temporary accommodation to be licensed if it used for multiple occupancy. So, the council has moved to end its use of these homes by early December 2024, only, it hadn't found appropriate replacement accommodation at the time *the Pavement* went to print in late November. *STV News* reported charities' concern that the upheaval would cause stress to the people affected and that many will end up sleeping rough, due to a lack of suitable accommodation.

Footy corner

Celtic Football Club invited members of the public to sleep out overnight at Celtic Park, **Glasgow**, the team's home stadium in November, managing to raise an impressive £50,000 for the Celtic FC Foundation. The foundation supports people experiencing homelessness, as well as local families facing poverty, refugees and pensioners. *Glasgow Live* reports more than 125 people took part in the sleep out, which saw fans brave freezing temperatures in sleeping bags and tents. Meanwhile, the Rangers FC Charity Foundation, which similarly supports vulnerable people, held its 7th annual sleep out event at the club's Ibrox stadium. In those seven years, participants have raised a whopping £240,000 for the foundation. Rangers have gone a step further in their charitable endeavours this winter, gifting three points to whatever team is in desperate need over the festive period. The Christmas spirit is truly alive and well!

51 people died experiencing homelessness in **Glasgow** in the past year, according to the Museum of Homelessness's Dying Homeless project, released in October 2024.

41 homeless people died in Edinburgh during the same timeframe.

Scot free

Glasgow City Council service manager Lisa Ross has been offered an alternative to prosecution, having been arrested for hurling abuse at Homeless Project Scotland volunteers in August 2023. Founder of the charity Colin McInnes lodged an official complaint, telling the council Ross approached volunteers in an “extremely aggressive manner” and directed “derogatory slurs” and “offensive remarks” towards him and his team. Fast forward to October 2024 and Ross has avoided serious punishment. “I’ve seen people taken to court and hammered for less. I want an investigation into every inch of how that case was dealt with,” McInnes told the *Daily Record*.

New target

Wheatley Group, a housing, care and property-management group, is planning to build an additional 1,000 homes for council use to alleviate the homelessness crisis in Scotland. The group had already committed to providing 10,000 properties to homeless people by 2026. According to *The Scotsman*, more than 8,300 people experiencing homelessness have been provided accommodation by Wheatley Group since it started building the homes in 2021. About 60% of all new properties built by Wheatley Group in the country’s central belt are offered to homeless people, says a press release announcing the additional homes.

10,110

children living in temporary accommodation such as hotels and B&Bs in Scotland, as of March 2024.

5%

rise on figures from March 2023, according to *Inside Housing*.

90%

rise in homelessness across Scotland by 2040, if current trends continue, a study by law firm Shakespeare Martineau has suggested.

4,100

homeless applications predicted to be made per year by 2040.

Ian Kalman obituary

Colleagues of Ian's at the magazine remember and pay tribute to him

In October 2024 Ian Kalman, a veteran reporter at *the Pavement*, passed away, following a spell of health problems. For this obituary, the magazine has printed some words from people involved with *the Pavement* who knew him well.

“Ian Kalman was so welcoming when I became editor of *the Pavement* in 2017. Soon I met him and the magazine's other talented writers at the Groundswell offices in Brixton regularly. Ian had a real passion for theatre, particularly Cardboard Citizens. He also generously shared his tech wisdom with the mag, ranging from best apps, to ways of formulating a password and then went on to make his own podcast. For many issues, Ian shared ways to help people with homelessness experience cope with bureaucracy – especially older readers. His useful columns range from coping with the slow move to Universal Credit to how to cope with the boredom of lockdown (and all can still be read on *the Pavement* website).

“As editor I remember meeting him at a homelessness film festival at Elephant & Castle; encouraging me to go to Cardboard Citizen's



Ian hosted a weekly podcast, inviting a range of experts – including many involved with the homeless community – to speak about the projects they work on. You can listen back to every episode of *Stand Up Speak Out UK* on this website: www.buzzsprout.com/2273586/episodes © Ian Kalman

interactive version of Cathy Come Home and exchanging piles of *the Pavement* at Blackfriars Station during the 2020 lockdown. Listening to Ian's questions about homelessness – in person and in print – made it clear he was proud to be part of *the Pavement* writing team. He was also on the National Advisory Panel that reports to government about ways to end homelessness. It's very sad to lose Ian Kalman – such a wise, kind voice.”

- Nicola Baird, previous editor of *the Pavement*

“I met Ian on the first day I came into contact with *the Pavement*. We were both on a course to learn about storytelling. That was about eight years ago and since then I’ve bumped into Ian on countless occasions. He was incredibly proactive and caring, always finding ways to get involved and share his unique brand of humour that he honed as a stand-up comedian. He’s written pieces, poems and produced podcasts among a load of other stuff. He was a kind man and above all a unique individual who was motivated by a desire to change people’s lives for the better.”

- **Mat Amp, deputy editor**

“Ian was valued at *the Pavement* for his humour and kindness. He could hold his own on a huge range of issues, but his journalism for us was proper storytelling, revealing the real people behind cold facts.”

- **Val Stevenson, trustee**

“I had the great pleasure of working with Ian since 2017. He had the canny ability of putting his mind to something and getting it done. Ian loved to discuss ideas with people who are experts in their field, he was constantly on the phones, texts and emails, reaching out to prospective interviewees. So successful was he in this endeavour that he started a podcast involving long-form interviews.

“Persistent, persuasive and ultimately an extremely engaging conversationalist, Ian could no doubt have convinced a monk who’d undertaken a vow of silence to hop on his podcast and natter away for an hour or two. He was comfortable talking about any topic, but he was a genuine expert in the fields of theatre, Tottenham Hotspur and homelessness.

“One of Ian’s greatest passions was shining a light on the plight of homeless people. Having experienced homelessness himself, Ian approached the topic with empathy and righteous anger. Like the best writers, he wrote how he spoke: acerbic, uncompromising and witty. Ian was determined to help others who found themselves homeless. Reading back through some of the articles he wrote for the magazine, it struck me how many pieces were focused on sharing practical, vital support and advice.

“That’s the Ian I’ll remember: helpful, kind-hearted and a dear friend to everyone at *the Pavement*.”

- **Jake Cudsi, editor**

- Ian’s writing can be found on *the Pavement* website, where back issues can be downloaded for free www.thepavement.org.uk
- Thank you to Frank Pittal, a good friend of Ian’s, who organised a funeral service Jake and Nicola were honoured to attend. ■

How many people are you?

A message of hope as the new year arrives. Reflecting on who you are, how you can change and the impact you can have on others.

Words by *André Rostant*

Thou art surely but one person, yet no confusion ariseth from my addressing thee as you – the plural having centuries ago eclipsed the familiar nearly everywhere outside Yorkshire and Lancashire. When Queen Elizabeth referred to herself as ‘We’, nobody was perplexed. Say, if someone hits you, should you hit them back? Bloody pronouns! But are you just one person, though? You may put on a uniform to go to school, to work, changing into a train driver or nurse. Perhaps you come home and become Franklin, somebody’s wife, husband or parent, then metamorphose at the weekend into a rugby player, a ballet teacher. Which of those characters is the most you? Sometimes people new to the business called Scrooge Scrooge, and sometimes Marley, but he answered to both names. It was all the same to him.

Then there are outright impostors: that police officer who surprised you and the other nuns at your hen party, little witches and vampires knocking for Halloween, or shop Santa, who turns out to be some old drunk guy with padding and a fake beard. Not to mention all those theatres and screens crowded with

people parading around pretending to be somebody else. What are we to make of it all? Wait, it gets more complicated: whoever you were 10 years ago might not even recognise the person reading this now. Some of us have become, quite literally, different people. And, what if there’s reincarnation? She shook her head... “You are changed.”

Fred’s mum, Jenny’s sister, Scrooge’s clerk – have we a discernible identity beyond our connexion with other people, what we do, or where we are? Time was when folk were typically known and named accordingly. Baker, Forest, Smith, Johnson, Underhill, Weaver, Tanaka. We still do it, look on circumstance, on role, as identity. A homeless bloke, postie, orphan, sex worker, actor, magistrate, baseball player, dimensionless beyond the label. How wrong can those labels be? George Michael, much maligned alive, turned out to be a secret saintly philanthropist. Compare and contrast with Jimmy Savile.

It’s 1999. You are going out to dance your life away at a party. There are two shivering teenagers dosed down in a filthy stinking doorway, which tableau you simply

pass and don't notice 'cos you wanna go ♀. Whoever she was then, now one of them is Sabrina Cohen-Hatton, chief fire officer of West Sussex. "I told you these were shadows of the things that have been," said the Ghost.

Here's the thing: nearly 4,000 people are sleeping rough tonight in England ('Are there no prisons?'), students, teachers, scientists, priests, artists, dreamers, mothers... human beings ('And the union workhouses... are they still in operation?'). This same evening, thousands of former and future homeless people are cheerfully touring exotic countries, lounging comfortably in front of their TVs, out dining or tucking their children in for the night. One of them might be you.

This edition of *the Pavement* is distributed before Christmas, which superlative proclamation of identity challenges us – regardless of creed or conviction – to reflect upon who, what we are, whether we have purpose or what such purpose could be. You and I might make New Year's resolutions, anticipating next summer's beach body, imagining some new dynamism. We might reach out to perennially ignored relatives, friends. There is an outpouring of solidarity with others. Generosity abounds; Christmas spirit. Bells chime, the streets sparkle and echo with merriment. Much of this euphoria will dissipate in the face of

hangovers, the fog of January bills, our reversion to the daily grind, or into the shadow of the valley of debt, leaving many a terrified whimpering puppy to cower, discarded and exposed. Are those bells ringing or tolling?

The Christmas story is one of incipient transcendence, marking the first perceptibly longer days of the northern year, lauding the Sun's return. Light – or for Christians, God – has not, after all, abandoned us. Darkness is overcome. In the porches, and under railway arches, those nearly 4,000 people persist, now complemented by a cohort of abandoned pets. Around the world wars continue to rage, storms erase whole communities, children shamble about scavenging on rubbish tips. "Spirit!" he cried, tightly clutching at its robe, "hear me! I am not the man I was... Why show me this, if I am past all hope!"

Well, because there is hope: humanity repaired the hole in the ozone layer, for a start.

Christmas reveals that there is no more such a thing as one person than there is one ant... John Donne puts it beautifully: no man is an island. (You might encounter the odd peninsula!) Consequently it behoveth thee to reflect upon how thou relatest to others, what thou meanest to them, to thyself – and how that meaning doth condition who thou art. ■



"HAVE YOU EVER THOUGHT OF STARTING A UNION?"



“In this country there’s too much standing in dog poo and not enough standing in solidarity!”

Solid as a rock

Solidarity and friendship can be forged in unlikely places.

An interview by *Darren Harvey*

“He’s my bro”, “She’s my sis”, retort Lyndon and Jill in unison. They form the most unlikely of friendships, having met as residents at a supportive accommodation project for homeless people.

Six years ago, Lyndon arrived at the Solace Community in search of a place to stay. He was suffering from a mental breakdown. On top of that, he had been diagnosed with leukemia. Isolated, depressed and homeless, Lyndon ventured to the reception area of the hostel where he first met Jill.

She recalls the day. “When I first met Lyndon, he had a lot on his mind. He looked lonely, lost and confused. I started talking to him and he broke down into tears. I literally had to take him by the hand to staff members so that they could take care of him.

“Something clicked that day and it was Jill who gave me every reason not to give up,” explains Lyndon. “We weren’t related. We had nothing in common. We didn’t know each other until the day we met, but there was this instant inseparable bond we had almost immediately.”

Jill came from equally harrowing circumstances. A survivor of domestic and substance abuse,

she found solace in “the Solace Community”, an organisation that assisted her mental health recovery from the traumas she had endured in her life.

From that very moment, their friendship blossomed. For two years, they lived separately in the main hostel that provided them with round the clock support in their mental health recovery. Four years ago, they were deemed strong enough to begin life together as “bro and sis” in a semi-independent home away from the main hostel.

“We both share the cleaning and the cooking. But I must admit, nobody can beat Lyndon’s brown stewed chicken. The best in the world,” Jill smiles.

The support staff of the Solace Community saw how a drastic improvement in their mental health had derived from their bond of friendship.

Recently, Lyndon passed the 10-year anniversary of his leukemia diagnosis. It is a testament to Jill’s friendship that he has remained healthy and stable for so long.

“Whenever I visit the hospital for a blood test and check-up, Jill comes with me, supported by Solace staff. Whenever I am in bed feeling unwell,

Jill asks me if I want anything from the shop. Without a doubt, if Jill were poorly, I would be there for her too.”

Lyndon is also very protective of her. “If anybody says anything hurtful about Jill in the hostel, I get very defensive. I simply wouldn’t let anything or anyone harm her.”

Vice versa, if anyone says anything about Lyndon, Jill is quick to defend him. “Don’t worry about it,” is her motto when he is visibly affected by his past.

So, what would their lives be like without each other? Jill’s answer is honest and conveys the depth of their sibling-like bond. “My depression would deteriorate very quickly. Knowing that there is someone there who understands me when I am feeling down and depressed, helps me tremendously to get through life. When Lyndon comes out with something funny and sarcastic, he always puts a smile on my face. That’s why I call him Mr. Sarcastic.”

Jill further adds, “Bro is a good listener. Although he can’t solve my problems, having somebody there to talk to gives me the courage I need. When he gives his point of view and perspective on things, they don’t seem as bad as I thought they originally were.”

For Lyndon, Jill’s strengths lie unequivocally in her ability to be brutally honest. “Sis tells me exactly what I need to know, even though I



© Chris Bird

don’t like hearing it. Her perspective on things is always spot on and I have learnt the hard way to follow her advice rather than blindly following my own when it comes to decision making.”

Their friendship came out of nothing, a chance meeting. The only thing that they had in common was their differences. It is very rare in this world to find two lost souls who have found their respective soulmates, but Lyndon and Jill are testament to that possibility. They embody strength and endurance and their story is an inspiration to anyone who is lonely and losing the will to fight life’s battles on their own. In the face of adversity, Bro and Sis found each other. Whether it was fate that they met or by chance, their unbreakable alliance represents the true spirit of solidarity. ■

Solidarity on the streets

What does solidarity mean to the homeless community in the winter months, and how can we practice it? *By Emdad Rahman*

When we talk about homelessness, it's easy to think of it as someone else's problem. But the reality is that homelessness touches every part of society and could impact almost anyone. People can end up homeless for many reasons, such as losing a job, facing a medical crisis, leaving a dangerous relationship, or struggling with mental health issues. And while the most immediate needs like food, warmth and shelter are vital, there's something equally important that doesn't get talked about enough: solidarity. Real solidarity means seeing, supporting and standing up for people who are homeless, not just out of charity but as part of a shared responsibility.

Homelessness isn't just about individual missteps or 'bad choices', it's often about systemic issues like unaffordable housing, lack of mental health support, or social safety nets that leave people behind. When we practice solidarity, we acknowledge that homelessness is a problem rooted in a broader social context and we commit to working towards solutions that get at these deeper causes.

Empathy is a powerful first step toward solidarity. For many people, it's natural to think of homeless



Emdad (right) with volunteers at an east London-based night shelter.
© Emdad Rahman

individuals as somehow 'different' or even as people who made poor choices that led them to where they are. But when we think like this, we create distance between 'us' and 'them'. In reality, homelessness could happen to almost anyone, and for people experiencing it, it's not a lifelong identity, it's something they're trying hard to overcome.

Empathy lets us see that the causes of homelessness are

complicated and varied. Not everyone has a support system to lean on during tough times. Many homeless individuals are battling issues that make stability hard, like the challenge of getting a job without an address, or managing chronic illness without healthcare. When we step into their shoes, even briefly, we start to understand the resilience it takes just to survive on the streets, never mind build a better future. Empathy makes it easier to see homeless individuals as people with their own dreams and struggles, not just as homeless.

Solidarity can start with small acts, but it can grow into something much larger and more impactful. One simple but meaningful action is to acknowledge homeless people with basic human kindness. A smile, a hello, or even a short conversation can mean a lot to someone who often feels ignored or invisible.

Beyond that, volunteering with local shelters, food banks, or outreach programmes can make a big difference. These organisations are usually underfunded and rely heavily on volunteers to provide essentials. When we show up and lend a hand, it creates a supportive community environment that helps people feel less alone. And by supporting long-term solutions, we can push for change that prevents homelessness instead of just

addressing its symptoms.

Advocacy is another powerful form of solidarity. By local action, speaking up, signing petitions, or even just staying informed, we can help push for policies that make it easier for people to find affordable housing, access mental health resources, or avoid getting penalised for things that are often out of their control.

When communities choose solidarity over exclusion, it creates a ripple effect that strengthens everyone. Supporting those who are vulnerable or struggling makes communities more compassionate, connected and resilient. This isn't just about helping homeless people, it's about creating a society where everyone feels valued and safe. It's about choosing a path that doesn't look away from people in need but instead works to lift everyone up.

This kind of solidarity can also help break down the 'us versus them' mentality. Homelessness isn't just 'their' problem. It's a social issue that affects all of us.

Solidarity with homeless people is a powerful, meaningful way to respond to one of our society's biggest challenges. By looking at homelessness through a lens of empathy and action, we can move beyond simple charity and work towards solutions that respect every person's dignity and right to a stable life. ■

Listening, the key to visibility

Our deputy editor discusses the lessons he learned while working on Groundswell's Listen Up hub project. By *Mat Amp*

For the last seven or eight years my professional life has been focused on storytelling. As a researcher and interviewer I've listened to people tell their stories, while as a writer and public speaker I've shared experiences through a range of different mediums that include this column.

While any good story will have a foundation in people's experience, the type of storytelling referred to here is factual rather than fictionalised. They are stories told by people who have faced the myriad, complex challenges that homelessness offers including mental health issues, addiction, loneliness, financial setbacks and, of course, health complications.

There are two major positive gains from the telling of these stories: the impact on the storyteller and the person the story is told to. People sharing their stories benefit from being heard. It can bolster their self-esteem and help them to overcome the shame of having to keep experiences to themselves. The other major benefit is to the people hearing these stories, who are helped to understand that we are all individuals, not identical products of lazy, ill-informed stereotypes.

In the case of Listen Up, the stories came from two major sources. On the one hand there were up to 20 reporters at a time submitting reports that focused on either their first-hand experiences or what was happening around them in their day-to-day lives. On the other hand, we conducted hundreds of qualitative research interviews across the country, talking to people with experience of homelessness about various issues, from digital inclusion to their views on 'community'.

"In my opinion the problem is not that people experiencing homelessness are not seen, it's that we are not heard."

We shared the 'findings' of these reports and interviews through webinars and briefings with service providers – in order to improve front line service delivery – and with the public through our Listen Up hub. So often in this sector, people have been told what they need and provided with the solutions regardless of what they want. There has been a pervasive view held, even among

some of the most liberal people in our society, that homeless people are homeless because they don't know what is good for them. In other words, they need to be looked out for and looked after.

People who have experienced homelessness often talk about the problem of being invisible, which is a strange thought when you consider the rising number of people that we are seeing every day on the streets of every city in the country.

In my opinion, the problem is not that people experiencing homelessness are not seen, it's that we are not heard. And it's not enough that someone just listens and does fuck all squared to help either. That's the equivalent of the millions who walk past homeless people on the street every day, doing their best to pretend that they don't exist or that they choose to live this way. I mean what an insane thought that is, that anyone would chose to be out on the streets over a decent place to live. Sure, there are a few people out there who would rather stay on the streets than go into a homeless hostel but that doesn't mean they are choosing to be homeless because it's their desired lifestyle. It just means that they don't want to put themselves through the often dehumanising process of homeless warehousing that hostels can sometimes feel like.

And this is where projects like Listen Up come in. If we allow people experiencing homelessness to express themselves and provide a forum to share their stories we not only start to tackle some of the lazy and horrendous stereotypes out there, we also learn how to provide solutions. While people's first-hand accounts of their experience tackles stereotypes and provide the information necessary for case workers and health professionals to improve service provision, there is often a positive impact on the storyteller's wellbeing.

Shame breeds in the dark and shining light on the experiences that create that shame can help people to move past it. It can also help others who have had similar experiences by showing them that there is nothing to be ashamed of: 'If they are managing to talk about it so openly then there is nothing to be ashamed of' sort of thing.

For example, one of the Listen Up reporters wrote a piece about the severe abuse he suffered as a child. He described the feeling he got from doing that as tantamount to having a huge weight lifted from his soul. Somebody else who read that piece told me that reading it had the same impact on them.

Listen Up started as an NHS-funded project called 'the Covid Monitoring Project' that did what

it said on the tin. It was a response to the Covid-19 pandemic and an attempt to find out what had changed for people experiencing homelessness. What soon became evident was that people without a safe and secure home weren't facing a Covid crisis. They were facing a crisis full stop. In other words there had always been a reason to ask people about the issues they faced living without a safe and secure space to call home.

This realisation and the success of the Covid Monitoring Project inspired us to apply for Comic Relief funding for a three-year project based on the same model. Listen Up was born. If you work in the charity sector you will probably be aware that many three-year projects follow a similar curve. The first year is usually about learning what works, the second is about consolidation and, by the final year, the project fires on all cylinders. The difference with the Listen Up project is that it was built on the foundation of that first year as the Covid Monitoring Project. As a result we knew what we were doing from the outset.

This was one of many reasons why the project was so successful. Not only did we share the learning from the incredible stories submitted by reporters and the countless research interviews conducted with people experiencing homelessness

across the country, but we provided reporters with a platform to share their experiences. This has helped to shape and improve services as well as offer a springboard for recovery, both for reporters and for people reading their reports. Those reports remain accessible on Groundswell's Listen Up hub, by the way [just Google that and you'll find it]. The stories are tagged and if you're looking for a bit of inspiration, I seriously suggest you check it out.

If we are going to provide truly holistic care, fuelled by the experience of those who have lived it, we must learn to work with the people going through that experience and not for them. We need to actively listen to their stories and act upon them.

We all make generalisations and fall prey to stereotyping in some form or another, but try to remember that we are not homeless people. We are people who don't happen to have a safe and secure place to call home. We are people made up of thousands of unique experiences that makes us the incredible individuals that we know we are.

- **Read reports from Groundswell's Listen Up hub on its website: groundswell-listenup-hub.org** ■

**TURN TO PAGES A – P
FOR THE LIST OF SERVICES**

Asking not begging

On the difficulties finding support with serious mental health issues. By *Greta Gillett*

I have an SMI: serious mental illness. The categories are schizophrenia, bipolar personality disorder and psychosis. I suffer with being both unstable and experiencing psychosis. And yet I am not seen by doctors, under a care plan, or on any medication (for my mental health; I take a lot for the physical).

Those who are or have been homeless have a high possibility of having SMI – significantly higher than the general population.

Mental health problems are often associated with being an addict, impoverished or just a bit weird. You win the prize if you tick all three! Despite that, there is evidenced and researched and agreed understanding that SMI is most often developed from childhood trauma and adversity.

Accessing mental health support is a lottery, not only a postcode one, but one dependent on how well you can articulate your health concerns, your needs and what is happening right now inside your grey matter.

If, like me, you become unwell and are ignored despite sitting up straight and speaking nicely – yet still nothing happens – you feel like you are being made to beg or demand,

Finding help

- You are entitled to sign up to a GP, you don't need an address
- Check out the List of services in the centre pages of the magazine for information on a variety of local services, including health settings.

worsening your mental health.

In your mind you are the little girl asking for attention, or love, or time, or food once again.

Homeless people can often stay away from soup kitchens and food banks because it can feel like begging and therefore be intrinsically traumatic and triggering.

There is a radical idea that you should be able to access much-needed mental health support, food, housing and benefits without either:

1. Playing a game of sitting up straight and speaking nicely (despite being unwell or distressed)
2. Begging like Oliver Twist with your wooden bowl.

“Utopia!” I hear you say, but is a fair and just society a fantasy, or is it simply one where prevention and support exists in abundance? ■

Remembrance

An on-the-ground report of Southampton's service to commemorate people who have died while experiencing homelessness, held Friday 8 November. Words by Pam Campbell

For the second successive year, the city of Southampton hosted its annual memorial service to remember those who have died while experiencing homeless. Powerful tributes were shared and collective grief was held at Saint Mary's Church, just a stone's throw away from the city centre.

An act of remembrance is a powerful and emotive thing. Multiplied by 32, and amplified by the knowledge that so many died so young and often so alone. The names of 32 people who have died in the past year having experienced homelessness in Southampton were read with deep reverence and affection. One amongst them, whose name is unknown, was remembered here despite no details of his life, and a comparison to the unknown soldier was made, in that he symbolises the loss of so many families who have never discovered the destiny of their loved one.

"It was emotional obviously. I was impressed with the setup and the way that the organisers went about it – it was good to connect with some of the groups working down here." These were words shared by Gary Birdsall, who made the trip



The service in Southampton.
© Matt Turtle

to Southampton to represent the Museum of Homelessness, whose own work to remember people who die homeless has seen them build relationships with service organisers across the UK.

The coming together today was more than an act of remembering, revering and celebrating, it was also a call to action. An opportunity to harness the energy of services and experts by experience to press for change, so that no more lives will be blighted by homelessness or cut short by lack of housing and support. A fervent wish that they may all come home. ■

Festive season

An update on this winter's One Roof Festival, the annual arts festival for people with lived experience of homelessness.

By *Claire Rivers*

Old Diorama Arts Centre (ODAC) has announced its next One Roof Festival, plus some additional programme news as well.

One Roof Festival is a two-week festival for artists of all levels, consisting of numerous workshops and sessions spanning a wide-range of different art forms, from visual arts to performance, writing to sculpting and more.

Some workshops will be back by popular demand, such as graffiti art and wire sculpture, plus some new avenues that the One Roof team can't wait to explore. Programme Manager Claire Rivers said: "We want to create a space for loads of different people to express themselves through the arts. One Roof is a festival that welcomes everyone, and allows you to experience the festival on your own terms: you can go along to every workshop and learn a dozen new skills, or if you'd rather stake out a quiet space to doodle into a notebook, we promise you won't be pestered to join in. One Roof champions creative and personal freedom: no sign-ups, no obligations. Anyone is welcome to drop by ODAC 13-24 January, and see what it's all



A display from the 2024 One Roof Festival. © *Claire Rivers*

about."

In other One Roof news, ODAC has received funding from Linbury Trust, Arts Council England and Tedworth Charitable Trust, to develop One Roof into a year-round programme. A range of workshops and courses will be offered, plus mentoring and project support – all free of charge and open to anyone with experience of homelessness. Details of the expanded One Roof programme will be announced in the new year.

- **One Roof Festival will run Monday – Friday, 10am – 4pm, 13th – 24th January 2025. You can find more info at odac.uk/oneroof or by calling ODAC on 0207 383 0727 and asking for Claire.** ■

The Lip Service

A new story from *the Pavement's* resident satirist, starring a freelance accent named 'The Tone'. By *Chris Sampson*

"I shited and shited but couldn't be hard!"

"Well," I thought, "there's something you don't hear everyday..."

My name is The Tone. I had joined The Lip Service after escaping the lips of my previous owner, who was still rotting in a 19th Century gaol as far as I knew. The Lip Service would dispatch freelance accents like me to provide appropriate intonations to whosoever required them to be on their lips – or those of their unsuspecting underlings.

My first mission was one of the latter. I was then sent back to the 1980s, an era of high unemployment, where the only work available was to listen to blank C90 cassettes all the way through to make sure they really were blank, at the behest of a Thatcherite businessman who was paranoid that the manufacturer of the cheap tapes he imported into the UK had already been recorded on by what he termed "swarthy, swan-eating foreigners". This would have come as a surprise to the country they actually came from: Finland!

The accent on the lips of the man I was assigned to was a suitably dull monotone. For hour after

hour he sighed as he listened to nothingness. How many hours of mindless boredom? I lost count; no doubt he did, too. Then, one day, a voice appeared on one of the thousands of cassettes I'd been listening to. It was not a Finnish accent, so the Thatcherite's paranoia was unjustified. No, it was a British accent. And it said: "I shited and shited but couldn't be hard!"

I made a recording (not on crappy 1980s tapes but on a splendid 21st century digital device) and reported my findings to my Lip Service manager. He dispatched me on my next mission.

I soon found myself in the 1930s. The woman who had made the extraordinary statement was posh; she looked posh and dressed posh – 1935-style. The archetypal formidable 60-something battleaxe deployed by the upper crust between the wars. The shrill hectoring voice was part of her aristocratic armoury, frequently used to intimidate the lower orders into submission. Which was pretty much her job.

For Rupertitia Cavendish ran a refinement class named Overcoming Frightfulness, and was, I soon learned from Bert, a pupil who explained – as he slicked down his



© John Sheehy

Brylcreem'd hair – “Teaching us proles how to talk proper, like wot she duz.”

“Thereby overcoming the natural frightfulness of the working class, as the Toffs think of it?”

“Indubitably!” Bert replied, in as aristocratic a manner as he could manage.

“Hmm. Sounds a lot like plain old snobbery to me,” I said. This attracted the tutor’s attention.

“Chully?” Rupertitia emitted in her piercing tone. “Is that you? You’re late.”

I realised she meant me; I was on the lips of Bert’s fellow prole,

seemingly called ‘Chully’. Unless she meant... I deciphered her intonation: she’d meant to say Charlie.

“Erm, yes?” I ventured from Charlie’s lips.

“Ah! Good-oh!” she boomed. “Well, you’re here now. So, let’s hear you enunciate, shall we? The sentence on the blackboard?”

I followed her instruction: “Erm... I also shouted – or rather shited – but couldn’t be heard. I mean hard.”

“By Jove! I think he’s gort it!” Rupertitia boomed. “Now, Albert, you must follow Chully’s lead. Chop, chop!”

Bert did as he was bid; ‘shited’ but couldn’t be ‘hard’ to his teacher’s apparent satisfaction.

She went on to teach Bert how to politely explain that “that nice Mister Hitler”, as she called him, was merely “a little high-spirited”, and not the fascist lunatic that the post-WW2 world knows to be the case. But how had her voice been on a supposedly blank cassette tape 50 years in the future?

Such tapes had yet to be invented. So, someone with a digital device such as mine must surely have been here in 1935 and for some reason time-travelled to 1985 and played back Rupertitia’s remarks in front of a tape recorder.

Overcoming Frightfulness in pre-war London had been an eye-opening – indeed lip-smacking – experience, but I would have to report back in my own, 21st century, day.

I couldn’t resist a little dig before departing, however. “So, Rupertitia... Unusual name. Didn’t they shorten it to ‘Titty’ when you were younger?”

“Good Lord, no!” she snorted. “The very idea! No, my nickname was ‘Rupert Bare’.

“You mean Rupert the Bear? Like the comic book character?”

“No,” she insisted. “Rupert Bare... As in nude. I was an artist’s model, you see. He liked us to pose naked for him.”

“I bet he did! Dirty old... Hold on, ‘us’? There were other nude models?”

“Oh, yes. Four or five of us, I think. Over a year or so.”

“Hmm. So, what became of him, this so-called artist?”

“Oh, Pentonville, I think. Or was it Wormwood Scrubs? Parkhurst? Oh, one loses track after a while, doesn’t one? The man was a thorough nuisance, now I come to think of it. Possibly he was hanged.”

Hmm. Well, from what she said of him it seemed possible. I made my excuses, left Charlie’s lips to their own devices, bade Bert a fond farewell and was soon off to my time for a brief, erm, debrief, then to the future.

*

“Hi there! Fans of rasping flatulence and celebrities are in for a treat! Ever wished that your two favourite things could be brought together? Well, now they can, thanks to the New! Improved! Flatulence Visualizer™! Now, every time you or a loved one breaks wind, you’ll be treated to a holographic image of a fave celeb! Or maybe even the historical figure of your choice! Banish the embarrassment previous generations felt when letting rip, because you know that cutting the cheese can summon 3D visions of bewigged former US president Donald Trump, obnoxious actor James Corden, or

murderous Cambodian dictator Pol Pot! Let off a real sandwich-curler to see ex-boy band members! Or long-forgotten former shadow home secretaries! Or even personalise your Flatulence Visualizer™ to include vanity images of yourself! For just £399.99, the Flatulence Visualizer™ can be yours! Today...!”

“This slop is what they wanted me to read?!?”, I thought. “Welcome to the future!” Is this the only sort of voice work a time-travelling accent will be able to get in 2035? Advert voiceovers that even an AI would balk at? The Lip Service had other ideas, it seemed. The voice-overing for tacky commercials was merely a cover story. I’d been sent to the future to report on ‘Bunter Hunters’, or BH’s.

A previous government had, over a decade previously in the 2020s, initiated a seemingly ludicrous scheme to inject obese unemployed people with a corpulence ‘cure’, the better to get them back to work, take the burden of their implied gluttony off of the NHS and send UK taxpayers’ cash to the private company which manufactured the Flab Jab. But by 2035, it seemed that roaming gangs of Bunter Hunters had gone rogue, tracking down anyone who looked a bit chubby, injecting them randomly with the ‘remedy’ – regardless of the consequences – and bagging them

with converted windsocks.

“But what about Fat Cats?” I had wondered on arrival in 2035, on the lips of Billabong Smythe, a borderline chubby researcher at BHHQ.

“Oh, they’re fine,” I was assured by Chimpo Stockley, a BH section leader. “The rich are exempt from the Flab Jab. Their obesity indicates success.”

“Whereas prole flab equates with failure?”

“Exactly! Now you’re getting it...!”

But what, if anything, had this to do with a bizarre statement from a woman a hundred years previously? And why had her voice stopped off halfway between the two eras, to be captured on now-archaic recording equipment? Could Chimpo hold the key to the mystery? Or would it be dragged out until the next episode, so as not to ruin the Christmas and New Year festivities by disappointing anyone who hasn’t nodded off yet with an unsatisfactory ending?

Spoiler alert: could Nostril-Damus be significant to the resolution of the story? Or is he – or she – merely a red herring? Tune in next ish to find out (possibly).

*

Here’s wishing our readers a merry Christmas and a happy New Year. I hope Santa brings them a new home at last.

To be continued...

My notepad...

Make sure you read...

*the***Pavement**

online at
www.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
SF	Step-free access
SH	Sexual health advice
TS	Tenancy support

Updates: web@thepavement.org.uk
Compiled: December 2024

This is a partial list, tailored for this issue of *the Pavement*. Full list at thepavement.org.uk/services.php

London List

EX-OFFENDERS

FORWARD TRUST

020 3981 5525; forwardtrust.org.uk
Empowers people to break the cycle of crime and addiction, tailored to individuals' needs. Harm reduction, care and assessment, motivation, inspiration and support to transform your life.

[A, C, DW](#)

WORKING CHANCE

www.workingchance.org

Mon – Fri: 9am – 6pm

Supports women with criminal convictions and those leaving the care system into sustainable, quality employment. Help with CV writing, interviews and disclosing convictions.

[AH, AD, BA, C, DA, ET, TS](#)

EX-FORCES

COMBAT STRESS

combatstress.org.uk

0800 138 1619 (24/7 helpline)

01372 587 000 (urgent enquiries)

Mon – Sun: Open 24 hours

Residential clinical treatment and community outreach.

Helping former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression.

[MH, AD, C, OL](#)

SSAFA FORCESLINE

0800 260 6767; www.ssafa.org.uk
Monday – Friday: 9am – 5pm
SSAFA helps combat homelessness among ex-Service personnel. Their London Homeless Division works with rough sleepers. If you have gone AWOL, contact their Reclaim Your Life scheme and get your life back on track.

AH, EF, TS

NEED TO TALK

FRANK

0300 123 6600 or 82111 (text line)
www.talktofrank.com
24hrs, 7 days a week (phone lines open)
Live online chat available daily 2 – 6pm
Honest drug advice for young people.
Find local drug treatment centres.

DW, OL

MIND

0300 123 3393; www.mind.org.uk
info@mind.org.uk
Text SHOUT on 85258
Legal line: 0300 466 6463
Monday – Friday: 9am – 6pm
Support for anyone experiencing a mental health problem.

MH, AD, LA

SAMARITANS

116 123 (open 24/7)
Provides support to anyone in emotional distress or at risk of suicide.

C

FOOD

ACE OF CLUBS

St Alphonsus Rd, London, SW4 7AS
020 7720 2811: aceofclubs.org.uk
Mon – Fri: 9:30am – 16:30pm
We provide safety, food, warmth, clothing, laundry, showers, housing support and someone to talk to.
Various activities and services available throughout the week:

Mon – Fri: Lunch 12noon – 2:15pm
(£1 contribution encouraged)

Mon – Thur: 12noon – 2:30pm
(Caseworkers: appointment only)

Mon, Wed, Fri: 9:20 – 11:40am
(Showers: appointment only)

Mon – Fri: 12noon – 2:30pm (IT suite)

Mon & Thurs: 11:30am – 2:30pm
(NHS Nurse: appointment only)

Weds: 11am – 2:30pm
(NHS Dentist: appointment only)

Every other Thurs: Refugees/Asylum Seekers & Migrant Support
Mon – Fri: Laundry service available throughout the week at £2 per load.

AH, B, BA, BS, BE, CL, ET, F, MS, OL

AMURT UK

0208 806 4250

amurt.org.uk/projects/feeding-program

Thursday: 6:30 – 7:30pm

(Lincoln's Inn Fields: Hot Meals, Tea & Coffee and Healthy Energy Snacks)

Thursday: 12:30 – 1:30pm and 17:30 onwards (3A Cazenove Road, Stoke

Newington: Pre-packed Hot Meals and free fresh vegetables for the taking)

KEY

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/training
F Food
FF Free food

Thursday: 1:30pm onwards
(The Greenhouse GP surgery, London Fields: Pre-packed Hot Meals and Healthy Energy Snacks)

Thursday: 1:30pm onwards (Health E1 Homeless Medical Centre, Brick Lane: Pre-packed Hot Meals and Healthy Energy Snacks)

FF, F, SF

CLCC FARM STREET CHURCH

114 Mount Street, Mayfair W1K 3AH
07864 642 543

contact@clcc.uk

Wed & Sat: 11:30am – 2pm

This service aims to create a safe environment that is clean, welcoming, social and a space where guests can be. There is no ticket system. Guests are welcomed for hot/cold drinks, fruit and biscuits. A hot meal is then served between 12noon and 2pm. Activities which guests enjoy on site include chess and taking part in creative writing. There is also a priest who hosts the Lectio Divina Bible study for the group.

FF

OUR FORGOTTEN NEIGHBOURS

www.ourforgottenneighbours.co.uk

Mon: 2 – 5pm @ Chiswick High Road, across from the Health Centre, W4

Thu: 5pm @ Toynbee Hall, Commercial Street, E1

Fri: 2pm @ Lidl Seven Sisters Road, Finsbury Park, N4

Soup kitchen with food and toiletries services for refugees.

FF

REFUGEE COMMUNITY KITCHEN

refugeecommunitykitchen.org

info@refugeecommunitykitchen.org

It offers a large variety of food at every service, including soup, salad, eggs, tea and coffee as well as a dessert.

Tuesday:

Camden Town Station

7 – 8pm: Camden High St, NW1 8NH

Wednesday:

Archway Tube Station

6:30 – 7:30pm: Junction Rd, N19 5QT

Thursday:

Goodge St Tube Station

7 – 8pm: 75 Tottenham Ct Rd, W1P 9PA

Friday:

Swiss Cottage Tube Station

6:30 – 7:30pm: Finchley Rd, NW3 6HY

Saturday:

St John the Baptist Church

1:30 – 2:30pm: Pitfield St, N1 6NP

Sunday:

Bethnal Green Tube Station

7 – 8pm: Cambridge Health Rd, E2 0ET

Brixton

5:30 – 6:30pm: Windrush Sq, SW2 1JQ

FF

SANT'EGIDIO'S CHRISTMAS MEAL

St. Cuthbert's Church, Earl's Court, 50 Philbeach Gardens, SW5 9EB

www.santegidio.org.uk

24 December: 12pm – 2pm

Sant'Egidio UK organises a free meal on Christmas Eve, open to all.

FF

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 services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



THE SOUP KITCHEN @ AIC

79a Tottenham Ct Rd, London W1T 4TD
amchurch.co.uk/serve/the-soup-kitchen

Mon – Sat: 10am – 12noon

Mon, Tue & Fri: 6 – 7pm: dinner takeaway
 Mon: 10am – 12noon (solicitor)

Tue & Thu: 10am – 12noon (mental health drop-in clinic)

Providing 120+ meals a day, six days a week at the American International Church. A consultation room allows for regular visits by mental health professionals, dentists, doctors and more.

D, DT, FF, MS

STREETS KITCHEN

streetskitchen.org/locations/london
 Daily food in various London locations.

Monday:

Camden Streets Kitchen

7 – 9am mobile breakfast club outreach across Camden and Euston

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

Tooting Streets Kitchen

6:45 – 7:15pm outside Iceland at 25 Tooting High St, London, SW17 0SN

Tuesday:

Camden Streets Kitchen

7:30pm nr Camden Town tube, NW1 8QL

Clapham Common

7:30pm near Joe's Pizza, opp Waitrose 8-1 The Pavement, London, SW4 0HY

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

Wednesday:

Camden Streets Kitchen

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

Stockwell Streets Kitchen

7:30pm next to Stockwell tube, SW4 6TA

Thursday:

Camden Streets Kitchen

7 – 9am mobile breakfast club outreach across Camden and Euston, then;

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ, then;

8pm outside Hackney Central Library

Friday:

Archway Streets Kitchen

7:30pm outside Archway tube station

Camden Streets Kitchen

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8am – 12noon breakfast club outreach in Gillet Square, N16 8AZ

Kilburn Streets Kitchen

7:30-8:15pm nr Kilburn High Rd tube

Dalston Streets Kitchen

8pm Ridley Rd, opp train station E8 2PN

Saturday:

Archway Streets Kitchen

7:30pm outside Archway tube station

Camden Streets Kitchen

7:30pm nr Camden Town tube, NW1 8QL

Hackney Streets Kitchen

8pm St John's Churchway, opp M&S

Sunday:

Haringey

5pm Outside Seven Sisters Station

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

HEALTHY MIND & BODY

ANTIDOTE (LONDON FRIEND)

86 Caledonian Road N1 9DN
020 7833 1674

londonfriend.org.uk/antidote
antidote@londonfriend.org.uk

Mon: 11am – 1pm (in-person drop-in)

Email for more information

Drug and alcohol support, referral to detox clinics and prescribing centres, referral to our counselling service, drop-ins to discuss drug and alcohol issues, sexual health and steroid use issues, an intensive structured weekend programme (SWAP) and advice helpline.

A, C, DW, SH

CAMDEN HEALTH IMPROVEMENT PRACTICE (HAMPSTEAD ROAD)

108 Hampstead Road, NW1 2LS
camdenhomelessgp.co.uk
020 3182 4200; chip@nhs.net

Mon, Wed & Thurs: 9:30am – 4:30pm

Tues 10:30am – 4:30pm, Fri 9am – 4pm

APPOINTMENT ONLY – call or email.

For people sleeping out or in hostels.

MH, BA, BS, CL, DT, FC, MH, NE, OW

CHANGE, GROW, LIVE RESET (TOWER HAMLETS)

183 Whitechapel Road, E1 1DN
020 388 99510

Mon, Thu, Fri: 10am – 4pm

Tue: 10am – 7pm; Wed: 12:30 – 7pm

Treatment and Recovery Service for people affected by substance misuse.

A, D, MS

CLASH (CENTRAL LONDON ACTION ON SEXUAL HEALTH)

Archway Centre, 681-689 Holloway Road, Archway, N19 5SE;
& Mortimer Market Centre, Capper St, off Tottenham Court Rd, WC1E 6JB
020 3317 2855

cnwl.clashandshoc@nhs.net

www.sexualhealth.cnwl.nhs.uk

Mon: 9am – 12pm (CLASH clinic for sex workers of all genders at Mortimer Ctr)

Thu: 12noon – 3pm (SHOC clinic for sex workers of all genders at Archway)

Fri: 9am – 12noon (CLASH clinic for female identifying genders at Mortimer)

CLASH provides free and confidential sexual health outreach services for sex workers, homeless people, substance users, Black Asian and Minority Ethnic people and men who have sex with men living or working in Camden and Islington. The outreach service includes one-to-one advice & health promotion & sexual health screening. SHOC provides free and confidential sexual health outreach services for sex workers in Haringey.

MS, SH

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 services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support



THE DOCTOR HICKEY SURGERY

3–7 Arneway St, SW1P 2BG
thedoctorhickeyurgery.co.uk
0207 222 8593

Mon – Fri: 9:30am – 12:30pm, then 1:45 – 4pm (except Wed afternoon – closed)

Services: The surgery has five GPs, an Advanced Nurse Practitioner and a Healthcare Assistant and provides a full range of medical care solely for people who are homeless from across London. It has a particular focus on the primary care management of substance misuse, alcohol abuse and chronic severe mental illness. Hosts a weekly hepatology clinic run by a leading Liver Specialist Consultant and Nurse.

MS

GREAT CHAPEL ST MEDICAL CTR

4th Floor, Soho Centre for Health,
1 Frith Street, Soho, London, W1D 3HZ
020 7437 9360; greatchapelst.org.uk

Appointments and walk-in clinics from:

Bookable GP Clinic: Mon: 10am; Tue: 11:30am; Wed: all day; Thu: 2pm

GP Walk-ins: Mon & Thu morn, Fri: 2pm

Bookable Nurse Appointments:

Mon: 2pm; Tue: 11:30am; Wed & Thu: 10am

Nurse walk-ins: Mon 2pm; Tue & Wed: 2pm; Fri: 10am

MH, AH, AD, A, C, D, FC, MH

GREENHOUSE

19 Tudor Road, Hackney, E9 7SN
020 8510 4490
www.greenhousegppractice.nhs.uk

Mon – Fri:

8am – 6:30pm (appointment only)

9am – 4:30pm (housing advice)

Medical care for men & women who are sleeping rough. Also provide consultation rooms for partner organisations to provide housing and legal advice, social justice, education and debt counselling.

MH, AH, A, BA, DA, DW, NE, OL, LA, SF

THE PEOPLE'S RECOVERY PROJECT

Pelican House, 144 Cambridge Heath Road, Bethnal Green, E1 5QJ

www.thepeoplesrecoveryproject.org

Every last Thur of the month: 2 – 5pm

A monthly drop-in for people who have experience of homelessness and addiction and want to consider recovery. The People's Recovery Project is a community that understands the experience of homelessness and addiction and wants to help you if you feel stuck.

MS

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

REGIONAL HOMELESS ENGAGEMENT WITH SUBSTANCE TREATMENT (RHEST)

020 3745 0363

www.phoenix-futures.org.uk

This service is aimed at improving access to drug and alcohol treatment for people who sleep rough.

The RHEST team at Phoenix Futures assertively engages with referrals through outreach and in-reach. It operates across all London boroughs. It delivers time-limited interventions that improve access to services.

It will assess barriers to drug and alcohol treatment for each individual and collaborates with a range of agencies to improve outcomes.

You can make a self-referral if you are experiencing homelessness, are over 18 and you are willing to engage with the service. Referral form:

www.phoenix-futures.org.uk/phoenix-futures-for/people-and-families-who-use-our-services/find-a-service/rhest-london-regional-homeless-engagement-with-substance-use-treatment-team

A, S, MS, OW

RESET TREATMENT SERVICE (RTS)

71A Johnson Street, London, E1 0AQ

020 388 99510

Mon, Tue, Thu, Fri: 10am – 4pm

Wed: 12:30 – 4pm

Medical & complex risks appointments for people affected by substance misuse.

A, D, MS

RESET RECOVERY SUPPORT SERVICE (RRSS)

41 Spelman St, London, E1 5LQ

020 388 99510

Mon & Thu: 10am – 4pm

Tue: 10am – 7:30pm; Wed: 12 – 7pm

Fri: 10am – 8pm; Sat, Sun: 11am – 4pm

Group therapy service for people affected by substance misuse.

A, D, MS

DAY CENTRES

ALL PEOPLE ALL PLACES

Pymmes Park Visitors Centre,
Edmonton, N18 2UF

www.allpeopleallplaces.org

07851 228 469 (Call or text)

07840 345 872 (Call or text)

07542 592 340 (Call or text)

Tue – Thu: 8am – 2pm

Best park entrance is just off Victoria St. Closest overground station is Silver St. Breakfast and lunch available alongside hot drinks. Access to our service is on a drop-in basis, with casework offered by appointment. Change of clothes available, and 'care packages' for rough sleepers with toiletries & sleeping bag.

We have an immigration solicitor visit our day centre once a month.

Enable Drug and Alcohol Service drop in to have a chat about substance misuse, and sometimes run men's groups, discuss mental health and tools to manage emotions. Washing machine/dryer available to use.

A, D, FF, CL, L, OW, LA, OW

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 services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
SF Step-free
SH Sexual health
TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



CARDINAL HUME CENTRE

3/7 Arneway St, Horseferry Rd, SW1P 2BG
020 7227 1673

www.cardinalhumecentre.org.uk
info@cardinalhumecentre.org.uk

Mon – Fri: 9:30am – 3pm (Welcome Hub & Advice line)

We are able to provide basic advice and refer to other services within the Centre and give any information you need, including other places to go for help if we can't help you. Services at the centre include: Welfare rights and housing advice, employment and learning, immigration advice, family services.

AH, BA, C, CA, ET, OL, TS

CONNECTION AT ST MARTIN'S

12 Adelaide Street, London, WC2N 4HW
020 7766 5544, services@cstm.org.uk

www.connection-at-stmartins.org.uk

Mon, Tue, Thu, Fri: 9am – 1:30pm (drop-in); 1:30 – 4:30pm (appointment only)

Wed: 9am – 12:15pm (women only)

Provides short- and long-term support to people affected by homelessness, substance abuse, mental health, etc.

BS

EMMAUS GREENWICH STREET SOULS

streetsouls@emmausgreenwich.org

Woolwich Service Users Project, 107 Brookhill Road, SE18 6BJ

Mon: 3 – 6pm

Woolwich Common Community Centre, 17 Leslie Smith Square, SE18 4DW

Every other Thu: 6 – 8pm

FF, CL, OW, L

EMMAUS WESTMINSTER STREET SOULS

St Stephen's, Rochester Row, SW1P 1LE
streetsouls@emmausgreenwich.org

1st & 3rd Fri of the month: 7:30 – 9pm

Street Souls offers support to anyone in need. We offer food, clothing and other items, weekly activities, a listening ear and signposting to local organisations.

FF, CL, OW, L

THE MANNA

St Stephens Church Hall, 17 Canonbury Road, London, N1 2DF

020 7226 5369; themanna.org.uk

Tue: 2 – 7pm; Thu & Fri: 10am – 4pm

Wed: (Activity day: call or check website)

A day centre for marginalised, vulnerable and homeless people with a wide range of services available

to guests, including: Food; Laundry; Showers; Key work advice.

BS, FF, L

THE MANNA CENTRE

12 Melior Street, London, SE1 3QP

www.mannasociety.org.uk

Mon – Sun: 8:30am – 1:30pm

Mon – Sun: Breakfast & lunch; showers

Mon – Fri: Housing and welfare advice; mobile phone charging

Mon, Wed & Fri: 9am – 12pm (Nurse)

Mon: 10 – 10:45am (clothing store by ticket only)

Mon – Thu: 10:30am – 1pm (computers)

Tue, 10am – 11:30am (mental health)

Every 2nd Tue: 10am – 1pm (chiropodist)

Mon: 10am – 1pm (Accommodation advice at 020 7403 1931 (option 1))

Please note this service is only available on a Monday and for those looking for accommodation only.

AH, BA, BS, CL, FF, IT, L, MH, MS

Calling all... Authors!

An independent publisher, The Endless Bookcase, has a grant from the Arts Council to publish a series of up to five new authors who are homeless or have an experience of homelessness, under the new imprint, Unheard Voices.

Fiction, poetry or creative non-fiction is welcomed. No writing experience is necessary at this stage. Full support given with share of sales proceeds.

Interested?

Contact Jason Electricity (Series Advisor) on jasonelectricity@gmail.com OR
Neil Deuchar (Series Editor) at neildeuchar@theendlessbookcase.com

Get
your
writing
published...



ARTS COUNCIL
ENGLAND

Supported using public funding by

**ARTS COUNCIL
ENGLAND**

LOTTERY FUNDED



unheard
voices

THE PASSAGE

St Vincent's Centre, Carlisle Place, London, SW1P 1NL
020 7592 1850; info@passage.org.uk
 Mon – Fri: 9am – 12noon & 1 – 3:30pm
 Provides practical support and services to help change lives. The Passage runs a modern Resource Centre, four accommodation projects, outreach services, health services, homelessness prevention schemes and a modern slavery support programme. Services include: Initial assessment and advice; Showers, toilets and laundry; Breakfast and lunch service; Benefits advice; Housing advice; Mental health support; Access to Nurses and GPs; Education and employment training; Welfare rights advice; Support groups.
AH, BA, BS, CL, FF, IT, L, MH, MS

REFETTORIO FELIX ST CUTHBERT'S

The Philbeach Hall, 51 Philbeach Gardens, Earl's Court, SW5 9EB
020 7835 1389; refettoriofelix.com
 Mon – Fri: 12noon – 2pm (free lunch)
 Mon: 11am – 2pm (Age UK drop-in)
 Tue: 12:30 – 1:30pm (Age UK lunch club)
 Tue: 12noon – 3pm (Turning Point caseworker drop-in)
 Tue – Fri: 12noon – 3pm (Glass Door caseworker available)
 Mon – Fri: Green Rooms, a dedicated wellness space with one-to-one mental health advice from a psychotherapist available by appointment
 Day centre which also offers food.
AH, F

SPIRES

Elmfield Hs, 5 Stockwell Mews, SW9 9GX
020 8696 0943; www.spires.org.uk
info@spires.org.uk
 Mon: 9 – 11:30am (Rough Sleeper's Drop-In at St Leonard's Church, 8 Tooting Bec Gardens, SW16 1RB)
 Tue: 9 – 11:30am (Rough Sleeper's Drop-In at St Luke's Church, 13 Norwood High St, SE27 ODT)
 Tue: 1 – 3pm (Drop-In for newly granted refugees facing homelessness at West Croydon Baptist Church, Whitehorse Road, CR0 2JH)
 Wed: 9am – 4pm (Closed)
 Thu: 9 – 11:30am (Rough Sleeper's Drop-In at St Leonard's Church, 8 Tooting Bec Gardens, SW16 1RB)
 Thu: 9am – 12noon (Women's only drop-in for vulnerable women, at Elmfield House, 5 Stockwell Mews, London, SW9 9GX)
 Fri: 9 – 11:30am (Rough Sleeper's Drop-In at St Luke's Church, 13 Norwood High St, SE27 ODT)
 Spires' rough sleepers drop-in service runs four days a week and is open to anyone who is homeless or at risk of homelessness. Warm food & drinks will be provided, while key workers will be on hand to offer advice and support and assess individual's needs and housing requirements.
AD, C, FF

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	DT Dentist	FF Free food

WHITECHAPEL MISSION

212 Whitechapel Road, London, E1 1BJ
0300 011 1400

whitechapel.org.uk/help/timetable

Mon – Sun: 6 – 11am (Drop-in)

Mon – Sun: 8 – 10am (free breakfast)

Mon – Fri: 6 – 10am (women's showers); 7 – 10am (men's showers & clothing); 8am – 3pm (Advice Centre & Computing)

Day centre with various services.

AH, BA, CL, FF

LGBTIQ+**CAFE QUEERO**

52 Lant Street, SE1 1RB

lgbtiqoutside.org/centre

Tue: 10am – 2pm

Pop into the LGBTIQ+ Centre for its weekly drop-in service. Free breakfast, showers, housing advice, WiFi, clothing, toiletries, LGBTIQ+ library and a quiet sensory space available.

AH, BS, CL, FF, IT, LF

EACH

0808 1000 143; www.each.education

Mon – Fri: 9am – 4:30pm (helpline);

EACH provides a free and confidential, homophobic, biphobic or transphobic bullying reporting service for children and young people up to 18 years of age.

Email: info@each.education.

www.facebook.com/eacheducation

AH, C, LA

GALOP

www.galop.org.uk

0800 999 5428 is the National Helpline for LGBT+ Victims and Survivors of Abuse and Violence. Helpline is open

Mon – Thu: 10am – 8pm

Fri: 10am – 4pm

Support with domestic abuse; hate crime; sexual abuse, rape and violence; conversion therapy. Online chat too.

AH, AD, C, MS, LA

OUTSIDE PROJECT & STAR REFUGE

0207359 5767 (Stonewall helpline)

Open Mon – Fri: 10am – 1pm

lgbtiqoutside.org

Referral form: www.stonewallhousing.org/services/referral-form

The Outside Project runs the LGBTIQ+ Centre, an inclusive and supportive space operating seven days a week.

See LGBTIQ+ centre timetable here:

lgbtiqoutside.org/centre

AH

QUEER HOMELESSNESS RECOVERY GROUP

The LGBTIQ+ Centre, 52 Lant Street, London, SE1 1RB

lgbtiqoutside.org/centre

Wed: 1:30 – 4pm

Get help and advice with practical and peer support following a period of homelessness. Support with bills, house search and settling into a new environment.

AH, BA

FC Foot care
IT Internet access
L Laundry
LA Legal advice
LF Leisure facilities

LS Luggage storage
MD Music/drama
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MS Medical services
NE Needle exchange

OL Outreach worker links
OW Outreach workers
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TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



STONEWALL HOUSING

8 Coppergate House, 10 White's Row,
London, E1 7NF

stonewallhousing.org

0800 6 404 404

Mon – Fri: 10am – 1pm

Mon – Fri: 2 – 5pm (Live Chat online)

Fri: 2 – 3:30pm (housing advice drop-in
at London Friend, 86 Caledonian Road,
London, N1 9DN)

Every other Tue: 2 – 3pm (Over-50s
drop-in at Tonic Housing, 20 Albert
Embankment, SE1 7TJ)

For information on Tonic drop-in, email:

jaba@stonewallhousing.org

Self-referral form can provide the
following: Housing support and advice;
specialist support around domestic
abuse; mental health advocacy; safe
and supported accommodation
schemes. Fill in a self-referral form
online here: [stonewallhousing.org/
referralform](http://stonewallhousing.org/referralform)

MH, C, ET, OL, OW, SH

SWITCHBOARD LGBT+

0800 0119 100; switchboard.lgbt

hello@switchboard.lgbt

Mon – Sun: 10am – 10pm (helpline)

Online chat available from 6pm daily
For LGBT+ people who have experienced
hate crime, sexual violence or domestic
abuse. Supports people who have
had problems with the police or have
questions about the criminal justice
system. Chat option available on
website for advice and support.

LA, AD, MH

KEY
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

PETS

HOPE PROJECT

020 7833 7611

[www.dogstrusthopeproject.org.uk/
help-with-vet-care/register-your-dog](http://www.dogstrusthopeproject.org.uk/help-with-vet-care/register-your-dog)

Mon – Fri: 9:30am – 4pm

Call ahead or visit website to register
your dog and find a vet practice near
you. Email: tth@dogstrust.org.uk

STREETVET

www.streetvet.co.uk/a-pet-needs-help

StreetVet is a free veterinary care
outreach service for pets of people
experiencing homelessness.

STREETVET @ THE SOLIDARITY HUB

48 Seven Sisters Road, N7 6AA

www.streetvet.co.uk

Every second Saturday: 11am – 1pm

StreetVet will be running a clinic at the
StreetsKitchen Solidarity Hub.

WOMEN

CLEAN BREAK

2 Patshull Road NW5 2LB

020 7482 8600, cleanbreak.org.uk

Inspirational theatre company working
with women whose lives have been
affected by the criminal justice system.
Free courses in acting, writing, singing
and recording. The Women's Space will
be for women offenders and women at
risk of offending due to drug or alcohol
use or mental health needs.

MH, A, DW, ET, MD, C, MS

CA Careers advice
CL Clothing store
D Drugs workers
DA Debt advice
DT Dentist

EF Ex-forces
EO Ex-offenders
ET Education/training
F Food
FF Free food

REFUGE

0808 2000 247

www.nationaldahelpline.org.uk

The freephone, 24-hour National Domestic Abuse helpline for women and children in England.

*CL***SOLACE**

0808 802 5565

solacewomensaid.org/solace-accommodation

Mon – Fri: 10am – 4pm; Tue: 6 – 8pm
Solace provides safe refuge and move-on accommodation to hundreds of women and children made homeless through domestic or sexual abuse. Support is provided to ensure women and children are safe and their core needs are met in relation to finances and welfare benefits, housing, legal matters, immigration issues, health, education, training and employment.

*AH, BA, C, CA, LA, MS***WOMEN @ THE WELL**

54-55 Birkenhead Street, London, UK
WC1H 8BB

020 7520 1710; www.watw.org.uk
info@watw.org.uk

We offer nutritious lunch options alongside other basic needs such as shower and laundry facilities, weather-appropriate clothes and toiletries. Women can also book private one-to-one appointments with our In-House Support Team for casework.

*AD, BS, C, CL, FF, L, SH***WOMEN'S AID**www.womensaid.org.uk

Women's Aid is the national charity working to end domestic abuse against women and children.

Services are available in these boroughs: Barking and Dagenham, Barnet, Bexley, Camden, Enfield, Hackney, Haringey, Havering, Islington, Newham, Redbridge, Royal Borough of Greenwich, Southwark, Tower Hamlets, Waltham Forest – use this directory to find services in particular areas: www.womensaid.org.uk/womens-aid-directory

*AH, BA, C, CA, LA, MS***OTHER****THE BIG ISSUE**

020 7526 3445

www.bigissue.com/become-a-vendor

As a Big Issue vendor, you can buy the magazine for £2 and sell it for £4, earning £2 per magazine sold. Working as a vendor is fully flexible, vendors can sell on their pitches any time of day, working their own hours, as their own boss to earn as much as they can. New vendors receive 30 free magazines allocated over a six-week period. You will have access to 1:1 support and the opportunity to join programmes, training and work placements.

CA, ET

FC Foot care
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CRISIS SKYLIGHT BRENT

1-2 Bank Buildings, High Street,
Harlesden, NW10 4LT
0208 965 2561; brent@crisis.org.uk

Mon – Fri: 10am – 1pm (drop-in service);
10am – 4pm (phone line open)

The skylight service works with single adults experiencing rough sleeping in Brent and the adjoining boroughs to help them rebuild their lives and leave homelessness behind for good.

We can help with: finding a home and settling in; finding work and applying for jobs; looking after your health and wellbeing. How we can help depends on your situation and needs.

Crisis is not an emergency service and we do not have direct access to accommodation.

AH, BS, CA, FF, MS, OL

GROOVE, GROOM & GRUB

[facebook.com/getyourmojoworkin](https://www.facebook.com/getyourmojoworkin)
07498 041 824

Tuesday 12pm – 2pm: next to Angel Station, under the covered area.

Tuesday 3pm – 5pm: outside Finsbury Park Station under the bridge.

HAIRCUTS4HOMELESS

Various locations in London
www.haircuts4homeless.com
Mobile hairdresser at numerous outreach services and day centres in London. For appointment please email: team@haircuts4homeless.com

HOTEL SCHOOL

www.hotelschool.org.uk/contact
Teaches hospitality skills to people who are vulnerable and experiencing homelessness, matches them to sustainable employment, and supports them in their first steps into work. Hotel School is a joint venture between The Passage and The Goring Hotel.

Referral Criteria/Eligibility: Applicants must be 18+; No borough restrictions; No previous experience required, but an interest in hospitality is essential; Willingness to make a commitment to 10 weeks of training. Use contact form or email: zoem@hotelschool.org.uk
CA, ET

LEGAL AID AGENCY

0345 345 4345 (Civil Legal Advice)
0345 609 6677 (Minicom)
www.gov.uk/check-legal-aid
Provides civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.
BA, LA

MUSEUM OF HOMELESSNESS

Manor House Lodge (inside Finsbury Park), Seven Sisters Rd, London, N4 2DE
museumofhomelessness.org
There are a range of activities held at the Museum of Homelessness Manor House Lodge base. These include gardening, yoga, food and assorted community-focused events and programmes. Visit website to check the weekly schedule of activities and events.
F, LF

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
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		<i>C</i> Counselling	<i>DT</i> Dentist	<i>FF</i> Free food

SHOWER BOX

St Giles-in-the-Fields, 60 St Giles High St,
London, WC2H 8LG

showerbox.org

Saturday: 10am – 2pm

Free shower, food and other supplies.

BS, CL, FF

STREET STORAGE

close to Kings Cross

07932 830 440; streetstorage.org

info@streetstorage.org

Mon, Tue & Fri: 10am – 4pm

Wed & Thu: 1 – 4pm

Thu: 10am – 12:30pm (women only)

Free storage for your belongings.

CL

HOBBIES**240 PROJECT**

Methodist Church, 240 Lancaster Road,
London, W11 4AH

07741790169; 240project.org.uk

info@240project.org.uk

Mon: 11am – 3:30pm (Art, nutrition,
cranio-sacral therapy, yoga, reading
group)

Wed: 11am – 3:30pm (Art, acupuncture,
music group)

Thu: 11am – 3:30pm (Art, creative
writing)

Arts and wellbeing-focused community
project, creating a friendly and safe
space for vulnerable adults, many with a
history of homelessness.

AC, MD

STREETWISE OPERA

Southbank Centre, Belvedere Road,
London, SE1 8XX

streetwiseopera.org; **020 3987 7535**

Wednesdays: 4 – 6pm

If you are homeless, vulnerably housed
or affected by homelessness, Streetwise
invites you to discover, or re-connect
with, the joy of singing. It also runs free
weekly singing and creative workshops
in Manchester and Nottingham.

MD

STREET SOCCER LONDON

streetsoccerlondon.org/play

laura@streetsoccerlondon.org

We use the power of football to help
people. Visit a drop-in session for a free
game, or email for more information.

Mondays:

4 – 6pm: Youth Drop-in @ Black Prince

Trust (BPT), Beaufoy Walk, Lambeth

4 – 6pm: Youth U15s @ Powerleague

Nine Elms (PNE)

2 – 4pm: Adult Drop-In @ BPT

Tuesdays:

4 – 6pm: Youth Drop-In @ PNE

Wednesdays:

10am – 12noon: Adult Drop-In @ BPT

1:30 – 3pm: Adult Drop-In @ Burgess Pk

4 – 6pm: Youth Drop-In @ Burgess Pk

4 – 6pm: Youth Drop-In @ BPT

Thursdays:

3 – 5pm: Adult Mixed Drop-In @

Powerleague Shoreditch

4 – 6pm: Youth Drop-In @ BPT

Friday:

4 – 6pm: Youth Girls 10-16 @ BPT

4 – 6pm: Youth 15-19 @ BPT

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THE CHOIR WITH NO NAME

St Pauls West Hackney, 184 Stoke Newington Road, N16 7UY
0746 492 8122; choirwithoname.org
Thursdays: 6:30pm (singing starts 7pm)
Choir sings for an hour and half, then sit down together for a hot meal cooked by volunteers. No singing experience required, no audition, just pop down!

MD

TURN A CORNER LIBRARY

07824 038 807

turnacorner@qsa.org.uk

- The American Church, near Goodge St on Tues: 8:30am – 12:30pm

- Lincoln's Inn Fields, near Holborn on Wed: 5 – 8pm

- St Giles in the Fields, near Tottenham Court Road on Sat: 9am – 12:30pm

Turn a Corner is a mobile community library for people affected by homelessness in London.

The free library lending service requires no fixed address and no membership is required to borrow a book.

Turn a Corner can provide guidance on connecting with other local services that offer support to people affected by homelessness, while there are also takeaway resources on offer and donated items for people experiencing homelessness such as sleeping bags, clothing and hygiene products.

MD

REFUGEE SUPPORT

PRAXIS

Praxis Community Projects, Pott Street, London E2 0EF

www.praxis.org.uk; 020 7729 7985

2nd Wed of month: 9am (drop-in)

Immigration advice available on Wed: 2 – 5pm & Thu: 10am – 1pm by calling 020 7749 7605.

Praxis provides expert support to migrants and refugees in the UK. Its mission is to deliver direct services, i.e. legal advice and holistic welfare support; work together with other services in the UK to support service users; campaign for systemic change.

You can visit the drop-in clinic at the above address for free immigration advice. To visit you must be experiencing homelessness or on a very low income living in Tower Hamlets or Hackney (or you have no fixed address). Drop-in clinics run on the second Wednesday of the month.

BA, LA

REFUGEE ACTION

www.refugee-action.org.uk

0207 952 1599 or 0759 518 9995

info@refugee-action.org.uk

Refugee Action provides information and advice on the asylum process, claiming asylum, getting support while claiming asylum and homelessness support. Its Asylum Crisis service supports asylum seekers in London needing accommodation or support.

AH, BA, LA