

# *the* Pavement

The paper for the homeless – London edition

Issue 20 – free

*Inside: The true number of soup runs in London, and is there a new rival to the Big Issue on sale? Plus, all the cartoons and regular columns.*

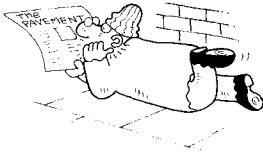


April 2007



“Not working today, Sir?”

# The Editor



## the Pavement

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*Spring; a time for street counts*

Spring is here, and with the warmer weather the first of the major street counts are due in central London. Even as we go to press, rumours have reached our offices of activity in The City, and a count is expected in Westminster around the second week in April.

So, next issue we'll publish the story that's been long in the researching; street counts and whether people are moved on by the police/council to manipulate figures. It also means we should be able to get some fresh comments on this, and the latest figures. If you have anything to add to this story, please contact us at the details to the right.

Thank you to all those who've written in with comments and queries. However, rather than put them in a letters page, we thought it better to put them in the appropriate sections of the magazine, so find reader's letters on pages 15 and 20.

*Richard Burdett*  
*Editor*  
editor@thepavement.org.uk

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#### Cover

Our mascot, here on a north London pavement, with apologies to Neil Bennett; all suggestions for his name are now in, and have been counted – results on pg 11.

*Photography by Rufus Exton*

#### Centre spread

The Sleep (less) Rough bed, invented by Tom Goodfellow, and hopefully due to go into production soon – see pg 22.

*Photography by Rufus Exton*

#### News

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# The number of runs

*A new survey has scotched criticism of over-provision of soup runs*

The Soup Run Forum, the organization which aims to bring together all the soup run workers in London, has presented a new survey of the soup run activity in central London.

The forum, which was joined by the highest numbers of workers at its latest meeting at the end of March, examined the results of the survey, carried out in February by volunteer researchers from homelessness agencies. The results were discussed by the members of the forum as well as council authorities, including representatives from Westminster Council and the Metropolitan Police Homelessness Unit.

Researchers visited all the known soup run locations over the course of a week to count the number of soup runs and “to find out the reality on the ground.”

The Forum pointed out that the research shows the claims over the number of soups runs made by critics in central government, local authorities and some larger homelessness agencies have been “hysterical.”

In the past, many authorities have said that over 60 soup runs operate in central London. The survey instead identified 32 different groups offering food and other services at five locations between Westminster and Lambeth.

Of these 32 soup runs, 19 operate once a week; four run twice a week; and seven go out less frequently, typically once a month. In addition, only two groups go out in the early morning.

Researchers found that the day on which the most soup runs

operated was Wednesday, with nine soup runs. On Saturdays only four runs ran in the whole central London area.

Alastair Murray, coordinator of Unleash and chair of the Soup Run Forum, said: “This survey refutes claims that there are over 60 soup runs. On some nights of the week, there are as few as four groups across the whole of central London.”

He added: “We want to see recognition of the valuable outreach and befriending work that is done at no cost to the taxpayer by the groups involved in soup runs.”

Mr Murray believes that local authorities and larger homelessness agencies are missing a trick in their opposition to soup runs, as soup run volunteers have established a vital dialogue with people who are street homeless and who, for whatever reason, are not engaging with the help on offer from mainstream agencies.

Tim Nicholls, director of the Simon Community, the charity whose work includes soup runs in central London, added: “The debate about the provision of soup runs to London’s rough sleepers has been a distraction from the real issues. For the hundreds of people sleeping rough every night, what is required is a wide range of approaches to help tackle the loneliness and isolation experienced by homeless people, and soup runs are a vital tool for helping with this.”

However, Inspector Malcolm Barnard, of the Metropolitan Police Homelessness Unit, challenged this view, expressing his concern that soup runs might

interfere with police work. He claimed that soup runs might obstruct the policing work in finding “[those] undesirable, dangerous people; ones that we have been chasing for a long time.”

The Forum then discussed how to address this issue, proposing that the police unit share information about wanted people with the soup run workers. Inspector Barnard responded: “How are you going to give up somebody who you know I am looking for?”

The Forum, according to a press release by Housing Justice Unleash, “acknowledges that some claims of over-provision have been valid,” but says that the new survey counters the claim that there are soup runs “falling over each other” to feed homeless people.

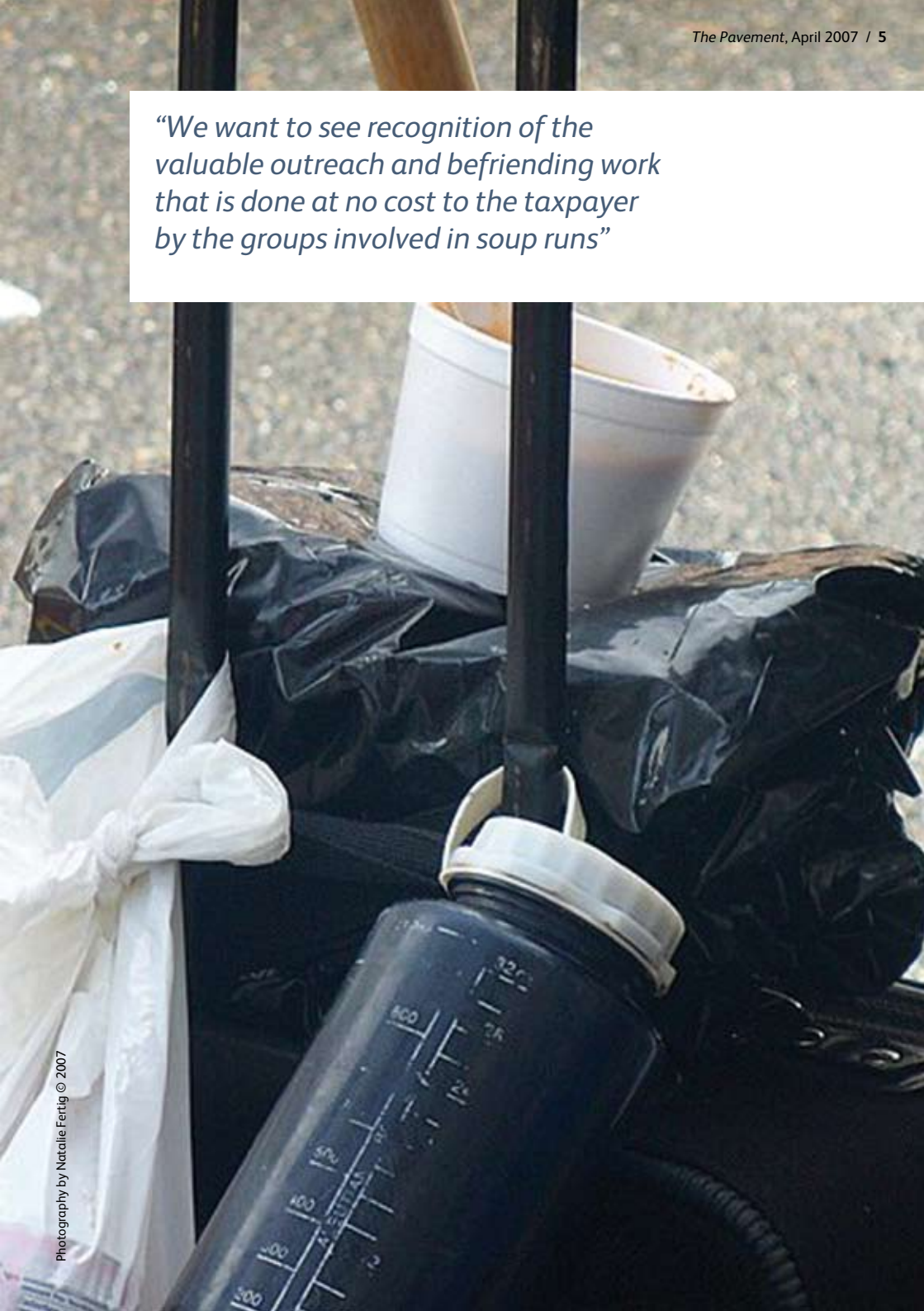
As to the importance of the soup run work, opposition Westminster councillor Guthrie McKie said they are “an important tool” within the homeless industry, and added that he was “appalled” when the idea of building-based services was knocking around in Westminster in the early 2000s. “The services have proved not to be working, as the ones with severe mental illness are often left out and cannot be given good care”, he said.

This is a debate that will continue, and one *The Pavement* will continue to cover.

*Carlo Svaluto Moreolo*



*“We want to see recognition of the valuable outreach and befriending work that is done at no cost to the taxpayer by the groups involved in soup runs”*





# HOMELESS VERSUS THE LAW

Nr 1

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*“ Eight pages of ‘the homeless worldwide’, a crossword, and a page of ‘the homeless and culture’ ”*

# A new *Big Issue*?

A new street paper has been spotted for sale – but what's it about?

The *Big Issue*'s monopoly to heart-string entrepreneurship could soon be shaken by a new publication on the block, *The Homeless Speak Out*.

When a copy of this publication came into our hands, our interest was piqued, and immediately we wondered if the new paper was seeking to usurp the *Big Issue*. Immediately, we envisaged a toe-to-toe clash of the titans, on a par with *The London Paper* and *London Lite*, slugging it out for supremacy. Who has the money to take on the *Big Issue*, founded with money from the Body Shop empire, and what will be their unique selling point to wrest the vended magazine crown from the *Big Issue* head? Refreshingly, the reality is quite different.

We called the number given in the front of *The Homeless Speak Out*, given as the only point of contact, and found a helpful man at the other end, but few answers.

*When we asked who owned the magazine, we were told that "I just know him as Tony"*

When we called the mobile number given, we spoke to the only member of staff present, who told us that his job was "just to stay in the office, clean, and give the magazines out to sell." When we asked who owned the magazine, we were told that "I just know him as Tony."

However, the gentleman we spoke to had only worked there for three weeks and didn't know the boss's surname, and had only seen him "once or twice." What he was sure of was that Tony was out of the country, and helping people with "food and clothing." It's nice to find

out that as a start to a magazine empire, when the first issue has hit the streets the boss is out on philanthropic missions overseas.

But, as a result of Tony's absence, details on why this paper was started, and why it thought it should do what the *Big Issue* does already, are still a mystery. We asked why no editor or staff were listed in the paper, and only names of people who don't work in London, but our man didn't know.

*"A lot of them. A small lorry turns up, with Homeless Speak Out on the side, and drops them off"*

Similarly, we asked why it was printed in Belgium, and if, as some of the names inside suggested, it was a continental business, but to no avail. However, we did get an answer to how many are sold: "A lot of them. A small lorry turns up, with *Homeless Speak Out* on the side, and drops them off."

So, without a spokesman for the paper to answer our questions, we must rely on the copy we have at *The Pavement*.

If anything, the paper lacks a little direction. Its content pages list an editorial, eight pages of "the homeless worldwide", a crossword, and a page of "the homeless and culture" which encourages readers to go to an exhibition of Coalbrookdale Ware porcelain. It goes as far as giving directions up the M6, but doesn't explain why it was entitled "homeless and culture."

This confusion extends to the photography. One article on

the streets of Toronto, Canada, has photos that look like a shot of a man in South America, and a boy fishing in India.

The montage of images on the back page of, again, "the homeless worldwide" looks more likely to be shots of northern Pakistan or Afghanistan, and not necessarily of rough sleepers at that.

Some may ask who will buy it? And why? It doesn't really have any in-depth reports, and certainly isn't professional in its design and layout.

More importantly, vendors for this new paper get less than *Big Issue* sellers. We had *Homeless Speak Out* confirm that people are "interviewed and given a badge" to sell it, but the profits to be made are less than its established rival. *Big Issue* vendors buy that publication for 40% – 50% of the £1.40 cover price, giving vendors a profit of 80p per copy. *The Homeless Speak Out* offers only 50p out of the cover price of £1.20, and for that £1.20 you only get 12 pages and about seven articles.

We've little to go on, having only managed to establish that it's a "small office," the boss is called Tony, and he helps people a lot. It will be a monthly paper, and we've asked Tony to call when he's back in the country, so we can report on *The Homeless Speak Out* plans.

We did call the *Big Issue* for reaction, but they were unaware of *The Homeless Speak Out*'s existence, and so understandably were unable to comment.

So, is this really direct competition to the *Big Issue*? Not yet.

*'Cobbett'*

# Out-patients help

*A new set of guidelines have been produced to help those being released from hospital*

*The Pavement* has previously noted how important it is that rough sleepers take care of their health.

As they live in temporary or insecure accommodation, they are more vulnerable than the rest of the population. They may have difficulty in accessing primary care, and often do not seek treatment until the problem is at an advanced stage.

Hospitals and medical staff cannot always understand rough sleepers – they may discharge themselves because of anxiety about losing their already temporary accommodation; “home” will not include the care and treatment that patients should receive.

Guidelines released only a few months ago aim to solve a problem obvious in the following cases.

Bart, who is in his mid-30s, arrived at the Broadway centre by ambulance with the line from a drip still in his arm. He had receiving emergency medical care for several weeks, but the hospital had declared him “fit for discharge”. Bart explained he had nowhere to go: he was homeless. Staff had heard of the Broadway Centre, so brought him there, but it does not provide emergency housing and offers limited, basic medical services. Centre staff received no advance warning from the hospital, and as a result there was no bed in the hospital or in the Broadway centre for Bart, who had only a small plastic bag of belongings and wore clothes inappropriate for the weather. He had no medication, only a letter from the GP.

Bart looked like he was going to have to sleep on the streets that evening and drastic action was needed. The Centre threatened to return Bart by taxi if the hospital did not collect him. After

much discussion, the hospital sent someone to collect him, thanks, in part, to the staff’s persistence.

Mary, 35, also used the services of the Broadway centre when she was discharged by the hospital where she had been treated for deep vein thrombosis (a result of prolonged drug use), which could have led to the amputation of her leg.

As these are not the only cases of rough sleepers needing special treatment, last December the Department for Health and the Department for Communities and Local Government (DCLG) issued a new set of guidelines produced in conjunction with Homeless Link (the national membership organisation for frontline homelessness agencies in England) and the London Network for Nurses and Midwives (LNNM).

The guidelines – ‘Hospital Admission and Discharge: People who are homeless or living in temporary or insecure accommodation’ – are aimed at health professionals and primary care providers to help them establish an effective hospital admission and discharge policy. The document gives background information about homelessness and highlights, among other facts, that rough sleepers often self discharge for reasons such as ongoing or unrecognised mental health problems or alcohol/drug dependence.

The document mentions nine steps which should be considered in developing a protocol, and recommends identifying relevant organizations such as social services and voluntary agencies.

According to the guidelines, “[a] street outreach team or primary health or mental health team may have a keyworker, who can provide

background information and support to the patient both during admission and following discharge. Identification of a patient’s housing status, keyworking arrangements and special vulnerabilities at an early stage in the admission is vital to achieve an appropriately planned and timely discharge.”

The introduction stresses that “a better integrated health system can help prevent or reduce homelessness. Previous documents also emphasise the need to change systems to be more responsive to patient’s needs.”

Early discharge of patients can only result in deteriorating patient health. The health services face the cost of treating the same patient over and over again, as Homeless Link executive Jenny Edwards pointed.

Natalie Warman, of the LNNM, believes that these guidelines will begin to improve the quality of services delivered to the homeless, just as previous strategies have improved care to other vulnerable groups such as older people and children. According to Mrs Warman, the feedback from colleagues has been encouraging.

But Alice Evans, head of policy analysis at Homeless Link, who was closely involved in drafting the guidelines, said: “it is too early to assess the level of improvement since the introduction of the hospital discharge guidelines for working with homeless patients. Our member groups – who’ve had to deal with past problems – are all pleased with the new guidelines. They are our eyes and ears, the ones who can best gauge the improvements.”

*René Maltezos*



*“It is too early to assess the level of improvement since the introduction of the hospital discharge guidelines for working with homeless patients”*



# News-in-brief

*Stories from the street, or affecting the street*

## Attack on two

A man has been arrested for attempted murder, following an attack on two fellow rough sleepers in their shelter near Southwark Bridge.

The story was initially covered in issue 18, though at the time police denied the attack had taken place.

The men were assaulted in the early hours of 11<sup>th</sup> January and taken to The Royal London Hospital in Whitechapel. One, Lionel, was discharged a few hours later, but Peter, who had more serious injuries, was treated for a couple of days.

They were woken by blows from their attacker's "large piece of timber" and couldn't defend themselves from what they said was unprovoked violence.

The pair believes the attacker was a man they had earlier asked to leave the shelter where they used to spend their nights. Drowsy and in the dark, they couldn't identify their attacker.

A spokesperson for Bishopgate police confirmed that Mr Blake, a 49-year-old homeless man, was arrested after he walked into the police station and confessed to carrying out the attack. He has been charged with two attempted murders and will appear at the Central Criminal Court at the end of April for the hearing.

*Clara Denina*

## An alternative to rent deposits

In a bid to make access to the housing market easier, the government is changing the laws that affect tenants and landlords.

Prospective tenants have found

it increasingly difficult to find a suitable property because of the large deposits landlords and letting agents collect to cover damage. These deposits are returned when the tenancy expires, but they can be as much as the equivalent of six weeks' rent. This makes it more difficult to get into housing.

According to the Citizens Advice Bureau, 70 per cent of the 2.21 million private tenants in England have paid deposits averaging £510, and one in five private tenants have problems with deposits being unreasonably withheld.

However, a new business called LetsXL believes it has the answer. Its 'Zero In' service will allow residential letting agents to offer 'no-deposit' tenancies. The North Wales-based business, which offers referencing services to letting agents around the country, is offering this as an alternative to the government-approved methods of handling tenant deposits.

After checking a prospective tenant's track record, the company will offer letting agents the possibility of providing tenants with an agreement which does not involve taking a deposit.

Instead, the tenant pays an administration charge to the agent.

At the end of the occupancy, the tenant remains responsible for any damage, but LetsXL will pay out should the tenant dispute or refuse to foot the bill.

Wesley Weir, managing director of LetsXL, said the service provided two benefits to landlords and agents: "Properties become more attractive to potential tenants because the absence of a deposit means they have to find far less money up front. Deposits are usually the equivalent of six weeks' rent, so it's a major saving."

"If there is a dispute over damages or repairs at the end of

the tenancy, 'Zero In' will pay the agent's claim within 10 working days, so they can get the necessary work carried out and re-let the property relatively quickly."

He added that the scheme was "a big improvement on the two government-approved schemes, under which it can take at best 45 days for disputed claims to be decided by arbitration."

It is not clear what sort of tenants the service will benefit. Ian McDougall, sales director for LetsXL, pointed out that "it is down to the letting agents and the landlord to accept the offer." However, he was optimistic the scheme would have a broad application: "Even though it will be down to the letting agents to decide, we think that the initiative could be helpful to any kind of tenant."

He admitted the company was taking a small risk in offering this product, as it might have to pay damage expenses more often than foreseen, "but the risk is offset because we do the referencing for the letting agents. We check what the track record of tenants is, and on this we base our decisions. Plus, we already provide cover on rent to our customers, which is a much higher cost than damage expenses."

A spokesperson for the housing charity Shelter warned potential customers of this and similar schemes to beware of unexpected pitfalls. "No-deposit tenancies may seem an attractive way of avoiding paying up-front deposits, but tenants must be aware of other charges they may incur.

"In some of the cases we have seen, tenants are charged a monthly 'insurance' premium in place of an up-front deposit. In many cases it is non-refundable, even if the property is kept in good order – unlike a traditional deposit."

The spokesperson added that

although a tenant might avoid paying a deposit, they could end up paying a large sum of money over the course of a tenancy.

The measures have received strong criticism from the landlords' association and a warm welcome from housing organisations, but it is not yet clear to what extent they will help people who are having difficulties finding accommodation.

Carlo Svaluto Moreolo

## The Pavement's mascot named

The Pavement received a good response when it asked for suggestions for what it should call its mascot; always shown to the left of the editorial on page 3. The most common suggestion was Peter or Pete, partly because

of how it sits with 'pavement.' So, Pavement Pete it is.

Thank you to readers for all the submissions received, even the unprintable ones.

'Cobbett'

## Survey begun

The reasons tenants abandon their accommodation when they have been re-housed are to go under a microscope, thanks to a three-year study at the University of Sheffield.

The funding for the project, known as the 'For Home Study,' comes from the Economic and Social Research Council, and is the largest grant the council has ever provided for such a study.

Nearly 400 people on resettlement programmes will be invited to take part and will receive a small payment for their participation.

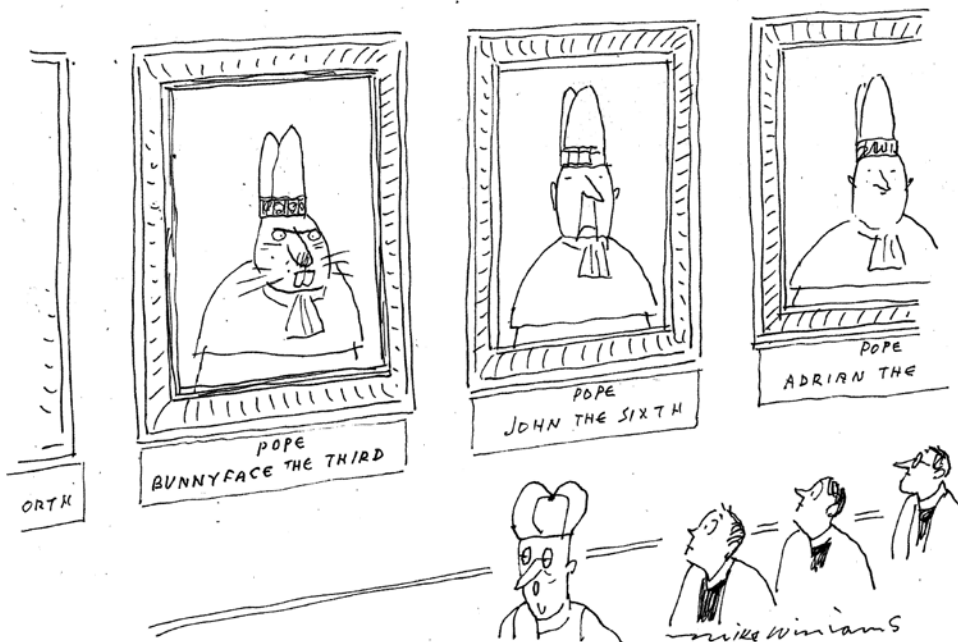
The study will interview people aged 16 or over, including those with mental health, drug and alcohol problems, and those who have been in care and prisons.

They will be surveyed before they join the resettlement programme; six months into it; and after another 12 months, when the programme ends.

The researchers said they hope to understand why some re-housing programmes do not work, leading to people being evicted from their homes and caught up in an on-and-off-the-streets cycle.

It will be carried out in partnership with Broadway, Centrepoint, St Mungo's, Thames Reach, Framework and St Anne's Community Services in Yorkshire. The lead researchers will be Professor Tony Warnes and Dr Maureen Crane, of the University of Sheffield.

Professor Warnes said: "Homelessness organisations know that re-housing homeless people is far



"We feel the less said about him the better"



“Gerald lives in constant fear of being accused of shoplifting”



more complex than simply providing a roof over someone's head."

He was hoping the study would determine the factors associated with resettlement and eventually help organisations understand what makes some people abandon their tenancies or be evicted.

According to Prof Warnes, there is very little UK research on this issue, although some studies have been done in the US. He has been working on the proposal for this study for four years; he had presented it to the Homeless Directorate, which welcomed the proposal but could not provide funding.

Other small studies suggest why re-housing programmes do not always work: "We have seen that many times the programmes don't work because the accommodation provided to people is not suitable."

"A lot of people are put in shared accommodation with little respect to their individual selves. Sometimes they just don't get on with each other and they end up abandoning their homes."

At the end of the study, it will be clearer what type of accommodation is suitable in different cases, Prof Warnes added.

Dr Maureen Crane said: "We are determined to deliver the evidence that will enable organisations to provide more effective resettlement. If the success rate of resettlement is increased, lives will be improved and there will be significant savings in supporting those who return to homelessness."

*Carlo Svaluto Moreolo*

## Reaching fever pitch

While those idlers who play in the World Cup only turn up every four years, the tournament for those on the streets is an annual phenomenon, and this year's competition is drawing closer.

17,000 people in 48 teams are currently training hard for this summer's Homeless World Cup in Copenhagen. Organisations

believe that this will be the best tournament so far.

Mel Young, president of the Homeless World Cup and co-founder of the *Big Issue Scotland*, said new teams were being added to the roster every year.

"When we first held the Homeless World Cup in Graz in Austria in 2003, we had 18 teams," he said. Since then, it's had "a major impact on people's lives, and every single player has got some incredible stories to tell."

What happened to last year's champions, Russia, after they won the tournament was considered a coup by the organisation. "Russia was able to put on national trials for the first time last year with support from the Homeless World Cup Foundation, and subsequently the media there discussed the issues of homelessness for the first time in a serious manner," said HWC communications director Kat Byles: "Football gave the forum to do that. We fundraise throughout the year to enable further investment into these nations for year-round work."

With football providing the reason and the stepping-stone to a truly international get-together, the only problems each team has to tackle are financial.

While the Foundation takes care of most of the bureaucratic issues such as visa arrangements for the teams, as well as sorting out accommodation, each country has to raise funds for their year-long training and their tickets to the host country.

Depending on the team's country, funding can come from the government, corporations or simple donations from the public, Ms Byles said. Ten countries are appealing for donations in order to cover their team's travel expenses to make it to the Cup.

The Foundation has made arrangements to accept online, telephone and postal donations in order to channel the funds raised directly to the teams from Afghanistan, Cameroon, Ghana, Liberia, Namibia, Nigeria, Uganda, Zambia, Zimbabwe and India. With the proper support, those teams will be able to

experience the life-changing effect that the tournament is said to offer.

"80 per cent of the people who take part in the HWC go on to change their lives, so we have to tell the whole world about this event," said Mr Young.

The organisers aim to change the public's attitude towards homeless people through the competition. So far, all players have been recognised for their courage and determination and hailed as heroes during the tournament. They also have enjoyed support and further encouragement in transforming their lives afterwards.

Some of the more famous supporters of the tournament are Portuguese midfielder Luis Figo, former Beatle Ringo Starr, Manchester United manager Sir Alex Ferguson as well as players Rio Ferdinand and Wes Brown.

The footballers have in the past visited England's HWC squad to offer hints and tips on how the players can improve their style and tactics. "Football is for everyone. Get into the Homeless World Cup. I do," said Ferdinand.

*George Kyriakos*

## Sandwich rumours

Marks & Spencer's (M&S) has failed to deny rumours that a branch had stopped giving leftover food to nearby hostels.

*The Pavement* was told that the management of the shop's Edgware Road branch had stopped distributing food after police complained that it encouraged people to flock to the area.

At a local community meeting, an officer claimed he had helped improve the situation by asking M&S to stop donating food that was near its use-by date.

However, a spokesperson for the company said M&S was not aware of the incident and refused to comment.

*René Maltezo*

## East European rights

On 1<sup>st</sup> January, Romania and Bulgaria joined the EU, and with that came many new rules. A lot of things are said by a lot of people on the subject of Romanian and Bulgarian nationals' rights in the UK. But what exactly are they entitled to?

Romanians and Bulgarians are allowed to come to the UK for up to three months. They can stay in the UK longer than three months without a work permit if they are a student, self-employed, self-sufficient, completed 12 months continuous employment in the UK, are married to a UK national, or are a family members of a EU citizen.

If they cannot show they are in one of these categories, they may be breaking the law by staying here more than three months. They will not be entitled to any benefits.

With health care, they will be covered by the reciprocal EU arrangements in the same way other EU citizens are. They should not be charged for any medical treatment which becomes necessary during a temporary stay in the UK.

*Cat Neilan*

## Polish rumour quashed

Rumours that suggested that a large number of eastern Europeans had tried to force their way into the Passage day centre last month have been quashed, with the centre's project manager, Mike Clarke, denying such an event took place. The Passage's position is one of helping all nationalities who are in an extremely vulnerable state, but, as reported in our January issue, a restriction was placed on help offered to those from Eastern Europe.

*George Kyriakos*

## End of homelessness?

A spokesperson for the Mayor of London said last month: "Last November Homeless Link, the organisation that represents homelessness charities, launched a target to end rough sleeping in the capital by 2012. This target, and the document Homeless Link produced in support of its work ('Ending Homelessness - from vision to action'), were published independent of the Mayor.

"The Mayor has given his support to Homeless Link's target, as he welcomes the renewed focus it gives to all those responsible for meeting the needs of rough sleepers. His forthcoming Housing Strategy and Heath Inequalities Strategy will set out specific actions that he and his partners will take in responding to the needs of rough sleepers and all those in housing need in the capital. The Mayor is committed to working with London's homelessness organisations and others to deliver the 2012 target."

What is interesting about this statement is the date; 2012. This begs the question whether this is a statement born of genuine concern, or the start of action to clear the streets before the Olympics come to London in that year. We couldn't get comment for this issue, but will look at the Ending Homelessness campaign in a future issue – is it a real plan or a cynical publicity stunt.

*'Cobbett'*

## Ruthless council

Slough Borough Council is at the centre of a controversy over its housing policies and it has been accused of being 'ruthless' towards people's housing needs. Two households might end up living on

the street after the council did not cater properly for their housing needs properly.

Warwick Wareing, who faced both parents' deaths last year, may be evicted from his family home because his name was not on the lease.

Mr Wareing told local press that he had tried to put the tenancy under his name five years ago, but believed that a parent and child could not both be on the documents. He will now have to live on the streets while he is on a three-year waiting list for a one-bedroom council flat. The council has offered to pay the deposit for a private flat, but Mr Wareing cannot afford to pay the rent, as he earns £800 a month as a warehouse assistant.

Serena Webb and her five children, who also expect to be evicted, left a council property in June 2004 after Mrs Webb's son, Taylor, died following an seizure. Her housing application was cancelled in February last year when she moved, as the council said she failed to inform them of her change of address.

The council says it would provide temporary accommodation for Mrs Webb and her family if they become homeless. According to a council statement, after Mrs Webb left her council accommodation, she received a rent deposit for a three-bedroom house, which she later moved from. Due to this, her housing application was cancelled.

She can now make a homeless application or reapply for a permanent home by joining the housing register. The council says that she should be housed in at least five years.

As to Mr Wareing's situation, the council says that his case has been heard by a housing needs panel. Because he is in employment, he is not considered to be vulnerable, and the panel ruled against him being fast-tracked for another smaller tenancy.

*Carlo Svaluto Moreolo*

# Giving him the Bird

Anger at comments made by John Bird in *The Pavement* and on television

Here are some of the responses made to John Bird's comments in *The Pavement* (issue 18), and in other media. The first, from a reader, and the last, comment directly on our interview. However, the second is an open letter from Tyneside Cyrenians, and refers to the contents of our interview and other comments made.

We'll print any riposte from Mr Bird:

"Why was John Bird's theory about homelessness being caused by drug and alcohol addiction, and the way to treat homelessness to force all homeless people into rehabilitation clinics, left to go unchallenged? Not all homeless people have drug and alcohol addictions. There are many normal, decent people on the streets who are simply homeless because there is a huge lack of affordable accommodation.

"John Bird's stereotyping of all homeless people as junkies, winos and lunatics was very insulting to many of us on the streets."

*Angus Meigh*  
Reader

"We welcome with open arms any discussion which places the serious and complex issue of homelessness within the public consciousness and at the door of local and central government.

"At best, however, the latest contribution from John Bird is so far removed from providing a genuine solution for homelessness that it could easily be dismissed without further concern.

"In reality, however, many of John's points are insightful and he is obviously an intelligent and articulate individual who has made an outstanding contribution to providing some of the solutions to ending homelessness.

"Homelessness is a complex

issue, and the solutions to homelessness are equally as complex. Effective solutions require courage, passion, innovation and the creation of best practice. This demands that the voluntary, public and, increasingly the private sectors work together. By doing so, we can ensure chaotic lifestyles are stabilised, and real pathways are provided for social and economic inclusion for these vulnerable individuals.

"To put it simply, it's about providing common sense opportunities for individuals to improve their lives. Opportunities as we know are there for an individual to take, not to be enforced.

"It appears that the 'whether they like it or not' school of thought (*The Pavement*, February, 2007) is the key factor to John's controversial opinion. Likewise it is the key flaw to his proposal.

"By grouping, labelling and lumping the homeless as one homogenous group we fail to see that each individual responds differently to different solutions and that a person-centred approach will, in the long term be the only provision to be offered. You can not provide this successfully under duress.

"*The people who are homeless through addiction are feckless, unstable, unreliable, incapable of holding down a job, feeding themselves or cleaning themselves*' (*Daily Mail*, 17th February, 2007).

"Wrong John! Not only wrong – irresponsible too.

"What gives us the authority to say that? We have proved it, and we challenge you to come and see first hand the work that we do at first hand."  
*Tyneside Cyrenians*  
Open letter (edited for length)

"John Bird makes some interesting points in *The Pavement* interview – some of which I agree with,

but many of which I do not.

"I share his views on the need for more and better funded services for people with addiction problems for example, and very much agree with the representational democracy he proposes. I also support his call for attention to the benefits trap - a more responsive and less bureaucratic tax/benefit system would be a great improvement on what we have at present.

"I must disagree, however, with his analysis of why people are stuck in hostels and in 'maintenance' for so long. The main cause is actually the housing crisis, and not in any desire by hostel providers to hold on to people longer than necessary.

"There is a huge and increasing shortage of affordable rented accommodation, and - crazily - over the last 25 years we lost more houses each year under right-to-buy than were being built.

"Until we begin to remedy this, any arguments about better services are academic, as people will still be stuck in hostels even though they are ready and able - with the right support - to move on to more independent living.

"I am also worried by his call for more compulsory treatment. Leaving aside the fact that not all homeless people are struggling with drug or alcohol addiction, and that many people who are addicted continue to have productive working lives, there are both human rights and pragmatic considerations to such ideas.

"People who have succeeded in overcoming addictions always say that it was only when they made the decision to tackle the issue that they finally began to make progress. If that decision is taken away, won't the result just be more relapses and more people in the revolving door?"

*Alastair Murray*  
Coordinator, Unleash

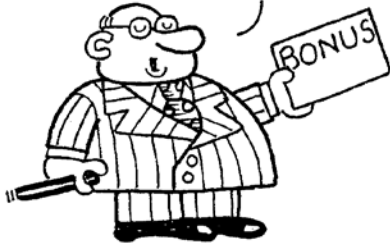


*Tom Goodfellow's Sleep (less) Rough bed, that he is hoping will go into production soon – see a report on pg 22.*





I'M THE C.E.O. I NEED  
INCENTIVISING



I'M A MANAGER.  
I NEED MOTIVATING.



I'M A WORKER. I GET  
A BOLLOCKING



NB

# Foot care

## Toe Slayer's on...first step pain

Anyone who has suffered sore heels will know it can be very painful, as can be the treatment for the condition, and the classic symptom is the first step in the morning.

Severe pain triggers the cycle for the rest of the day. Many bravely try to walk through the pain, but this only aggravates the symptoms. The pain presents at the base of the heel. It is often on the side of the arch, but not as far as the instep. Rarely is there a specific cause or injury, and the condition is likely to arise in fit and healthy individuals who may temporarily have changed their walking habits, e.g. standing for longer than usual or walking on rough, uneven surfaces.

*Proximal plantar fasciitis*, the most common cause of heel pain, is considered to be an impaired healing process due to poor circulation at the site of pain. It is a degenerative process like arthritis, but involves soft tissue around the bone. In some people, facial bands tear microscopically due to the foot getting longer with weight bearing. The *plantar fascia* is a complex collection of fibrous bands which helps support the arch of the foot. At first, the damage is often without symptoms, which continues until a painful event arises such as changing walking habits.

Quite a bit of damage can be done before people become aware of discomfort and seek treatment, and which is why the condition does not always respond to immediate care.

Nature tries to solve the problem during periods of rest by flooding the injured area with blood, causing it to swell. During the night connective tissues contracts and muscle tone is at its lowest level in the morning, so when the first step of the day is taken, extra tension over the damaged area triggers pain. The same can happen after

sitting or after a short period of rest.

In recalcitrant *plantar fasciitis* (a long-standing chronic type), the pain gets worse as the day goes on. Many people have an X-ray of their foot only to discover there is a heel spur (bony outgrowth) coming from the base of their heel. In the vast majority of cases, this causes no pain, nor is a spur directly associated with *plantar fasciitis*. Both may be caused by the same physical action of stretching the foot, but the spur lies too deep to become involved with the facial band.

Heel spurs can be surgically removed, if painful; otherwise, they are left alone.

Treatment for sore heels will vary with different doctors, but according to research, success is very much dependent upon patient participation. Unlike a straightforward injury, heel soreness is a repetitive stress injury. Healing may be delayed by the need to walk, and so attention must be paid to tone up the muscles and gently stretch the facial bands before taking the first step after rest.

Lie flat on your tummy in a bed and catch the fore part of the sore foot at the end of the mattress (see below), gently pull up against the resistance of the mattress and feel the stretch on the *tendo Achilles*. This will tone up the calf muscles.



Hold the stretch for the count

of 10 then rest the foot. Repeat the same cycle about 10 times. This action stretches the fibres and – like a sportsman warming up – gets you ready to take the first step. It helps if you have a pair of heeled shoes or wedged slippers or thongs ready to step into. This will help with the first step and delay the trigger for pain.

After a period of sitting cross your legs, sore foot over the other knee. With your hand (pictured below), pull your toes gently up towards the shin of the same leg. This will stretch the *tendo Achilles*. Hold that position for a count of 10, then let the foot relax. Repeat 10 times before you take the first step.



Alternatively, when sitting, you may slip your fore foot under the handle of a grip or bag. Gently lift the fore foot against the weight and hold for 10. Repeat cycle as above.

Continue to do these stretches three to five times per day.

In many cases, sore heel episodes are likely to last approximately 18 months. Treatments can reduce this time, and best results are when the person participates in these stretching exercises. It is also a good way to prevent reoccurrence and is recommended as a prevention.

*Toe Slayer*  
Podiatrist and shoe historian

# Health

## *Nurse Flo on... depression: part two, and answering a letter from a reader*

Last time we looked at anti-depressants and how they can help treat moderate to severe symptoms of depression. This month we will look at non-drug therapy and herbal remedies, and simple changes we can make to our lives and routines which can alleviate mild depression and the everyday lows we are all susceptible to.

'Non-drug therapy' – counselling and other forms of psychological therapy – can be very effective in helping people cope with their symptoms, and also in understanding or resolving issues from the past which may be affecting their lives now. Counselling can help people develop an awareness and insight into their life.

People who have had repeated episodes of depression are likely to be helped most by a combination of medication and counselling, which may provide a longer lasting effect than medication alone.

Homeless people often find that psychological therapies are difficult to access – many counselling services see a stable address as a prerequisite to beginning therapy. However, services *do* exist, so if you are interested, speak with your GP.

You should always feel able to question a counsellor's training and background. Unfortunately, the term 'counsellor' is used very widely and by many people who do have neither a specific qualification nor training in a psychological therapy. The term 'counselling skills' is often used in care settings and can be misleading.

Many people have heard of homeopathic remedies such as St John's Wort, ginkgo biloba and other 'alternative' or 'complementary' medicines. St John's Wort has been used medicinally for years and is widely available in health shops. So far there has been no conclusive evidence that

it helps in anything other than mild depression. Researchers have realised that large doses must be taken to relieve symptoms, and large doses of St John's Wort can cause side-effects similar to – and sometimes more severe than – pharmaceutical anti-depressants.

It's probably worth taking a step back when it comes to alternative medicines. The people conducting or financing research into this area – the pharmaceutical companies, who want you to buy their drugs, and the homeopathic sector, which is now a big business in its own right – often have vested interests and can provide an imbalanced view. Simply because a medicine is 'natural' does not make it completely safe, and herbal remedies like St John's Wort can cause side-effects and – more importantly – can interact badly with other medicines. For example, there is evidence that St John's Wort can reduce the effectiveness of the contraceptive pill. If you're considering a homeopathic solution, talk to a medical doctor first to get the full picture.

Many things which help us cope with difficult times will also alleviate the symptoms of mild depression. People often underestimate the importance of food and exercise to the body and mind. There is a growing body of research which shows that eating well and taking small amounts of regular exercise can have a very positive effect on mood and reduce the tiredness and apathy which are often symptoms of depression.

Other things we can do include pursuing our interests and hobbies, finding ways to relax and simply gathering more information about low mood. An understanding of depression as a condition may help relieve the fears or feelings of guilt associated with it. Some people find that sharing their own

experiences is particularly helpful.

Mind and The Depression Alliance have nationwide networks of self-help groups which meet regularly and offer invaluable support to their members. Both have excellent websites, with information on different mental health issues as well as details on how to access their other services.  
[www.mind.org.uk](http://www.mind.org.uk)  
[www.depressionalliance.org](http://www.depressionalliance.org)

Good Health,  
*Flo*

Hi,  
I'm an avid reader of Nurse Flo when it comes to feet, but when it comes to the area of mental health, I feel like challenging her authority. In mental health there are basically two conflicting views: the biomedical view, which sees madness and depression as illnesses; and the biosocial view, which sees madness and depression as appropriate biological responses to oppressive circumstances or relationships.

In her article, Nurse Flo is implicitly promoting the biomedical view, so I feel like climbing onto my soapbox and saying: "Hey, wait a minute – there's an alternative view!"

The particular lines that I have a problem with read: "[antidepressants] work by helping to restore the balance of certain chemicals, called neurotransmitters, in your brain. It is believed that a reduction in these chemicals is what causes the symptoms of depression."

This might sound very scientific to those who are impressed by jargon, but it's baloney. Hundreds of different kinds of neurotransmitters (molecules which carry information from one nerve cell to another), and there is no particular normal 'balanced' state for any of them to be in. The biochemi-





cal and physiological state of the brain is in constant flux – we may feel happy, sad, excited, angry, fearful, reflective or sleepy – and the different amounts of neurotransmitters produced in different parts of the brain reflect that.

Certainly, the brains of people who have gone crazy or have become very depressed show particular biochemical or physiological characteristics, but that's an appropriate biological response to extreme circumstances.

To say a particular physiological state (for example, the increased or decreased production of a certain neurotransmitter) causes thoughts or feelings is to mistake our descriptions of our thoughts or feelings and a biological description of our brains when thinking or feeling are actually descriptions of the same thing from different viewpoints.

'Happy pills' may make you feel better if you are sleeping

rough or in some grim hostel, but you are effectively suppressing your distress at being homeless and fitting into what the homeless industry finds convenient, instead of reacting with fear and anger to a situation you didn't choose to be in. If we all end up on happy pills, we'll all be happy morons.

A more biologically appropriate intervention for those in mental distress is a bit of tender loving care from friends: I'm not saying it is often possible to find such support, but every homeless person knows that you get a lot more *real* support from other homeless people than from professionals.

You may wonder what my authority is for challenging Flo. I've campaigned about mental health issues for 30 years and supported a number of friends through psychotic breakdown outside the mental health system. For several years I've been trying to

research and write an article about an alternative biological view of madness and depression. (You can read more on my website, [www.geocities.com/intrepidcarpets/antipsych/biosocial.htm](http://www.geocities.com/intrepidcarpets/antipsych/biosocial.htm)) I'd like to say it keeps me off the streets, but it hasn't been that successful! Donnard White

*Dear Mr White,  
First, thank you for your letter. Any debate about mental health issues is welcome, and I would like to respond to some of the points you raise. We share more common ground than your letter implies! You are absolutely right that there are different views or standpoints when it comes to depression (and many other illnesses), but to suggest they conflict is misleading.*

*If you revisit my article, you will see that I emphasised the 'normality' of those feelings such*

as sadness we all encounter. I made it fairly explicit that anti-depressant medications do not bring happiness. I tried to show that depression is not an 'either/or' condition but can exist in many degrees of severity, and medication is not always appropriate. This month's article looks into treatments not involving medication. I tried to make the article as free of 'scientific jargon' as I could, so referred generally to the theory of neurotransmitter imbalance rather than exploring it in detail. Ignoring the huge body of clinical research in this area, which has frequently shown strong links between depressive illness and neurotransmitters such as dopamine, serotonin and norepinephrine, would have presented a very uneven picture.

In the second part of the article, you'll see that I discuss other approaches to low mood that may be more appropriate to people with milder forms of depression.

TLC is a great cure for anyone feeling low, but should not be considered more "biologically appropriate" than other treatments, particularly in more severe forms of depression, where there may not be a clear circumstantial cause. This is perhaps the most important point here: depression is not always the product of circumstance and therefore not always a natural response to our surroundings or experiences. Severe clinical depression can often have no clear or evident psychosocial 'root', and emotional support alone is unlikely to reach people experiencing this type of condition.

Lastly, I feel I have to take strong issue with the generalisation that homeless people will get "a lot more real support" from other homeless people than from professionals. Not only does this dismiss the vital work a huge number of doctors, nurses and volunteers carry out in helping people, but it also ignores the large number of homeless who live in almost total isolation. They may not have anyone close to them to provide the kind of support most of us take for granted.

Flo

# Bed trials

## The Sleep (less) Rough bed tested

In issue 10 we reported on Tom Goodfellow's award-winning design, the Sleep (less) Rough bed (pictured in the centre pages) - a collapsible bed, for use on the street. His ambition is to make these affordable so that they can be distributed across cities and be used by those bedding down.

To this end two prototype beds have been tested, and the results are given here. We'll report on the further development of the beds, and when we can hope to see them in production.

Here are one guinea pig's comments on the bed:

"It's a pretty comfortable bed, and if used with a sleeping bag, will keep you warm at night.

"I did find it a little cumber-

some to set up every night, but the benefits over other ground material are large. Not only did it insulate me as it was designed to, but it also prevented any[thing] jabbing in my back [such as] stones and awkward shapes.

"Another benefit I found was the fact that it kept my sleeping-bag off the ground when wet, so stopped any soaking from water seeping into my area.

"On a down side, it did make me feel conspicuous, and people kept asking me where I'd got it from. I also felt unsafe leaving it unattended. This won't matter though if more people have got them.

"I found it useful."

'Cobbett'



"The government wants you all to lose weight so there's more room for you in prison when you're older"

# Good Soup Guide

*Know where to get it, and what's good*

## All Souls' Local Action Network (ASLAN) 4 slabs

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

## The London Run

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

## Hare Krishna Food for Life

The Hare Krishna food run provides wholesome and tasty vegetarian meals from Soho and King's Cross Temples. The former can be found at Lincoln's Inn Fields, Mon–Thurs; 7:15pm, finishing at Temple if there's food left. The latter from Monday to Saturday all year round: Kentish Town (Islip Road); 12pm: Camden (Arlington Road); 1pm: King's Cross (York Way) 2.15pm.

- We've updated this entry to reflect the two temples that run the service.

## Harlow Chocolate Run

This run is from Harlow, and serves hot chocolate! They also have sandwiches and cakes, coming out on the Second Tuesday of the month. Behind the Army and Navy in Victoria.

## House of Bread – The Vision 3 slabs

Second and fourth Sunday in the month (6.45am onwards) – Hot food; note that an excellent full cooked breakfast is served on the

fourth Sunday. On the Strand (Charing Cross end, outside Coult's).

## Imperial College 3 slabs

Serving sandwiches and hot beverages on Sunday evenings (8.0pm–9.30pm) at Lincoln's Inn Fields.

## Lincoln's Inn Fields

Mon–Fri: 7.15pm; Many vans with food and occasionally clothing. Sat–Sun: 6.15pm onwards.

## New Life Assembly

A run in Hendon, that comes into the West End once a month.

## Westminster Quaker Tea Run

It is likely that their tea run (with sandwiches) that used to cover Victoria will be restarted on 26<sup>th</sup> April. When it does, it'll be on the Fourth Sunday of the month, at around 8.30pm.

## The Sacred Heart

This run from Wimbledon has several teams coming up once a month to the Piazza of Westminster Cathedral. Sandwiches and hot beverages around 9.30pm every Tuesday and Friday.

## Sai Baba

Third Sunday of the Month: 93 Guildford Street, WC1 (Coram's Fields); 11am–1pm. Vegetarian meal and tea. Another branch of this sect also have a service at Lincoln's Inn Fields – a great curry!

## Simon Community 4 slabs

*Tea Run:* Sun & Mon (6.00pm–9.30am): Islington – St Mary's Church 6am; Euston – St Pancras Church 6.10; Hinde Street 6.30; Milford Lane 6.45; Strand 7.05;

Southampton Road 7.30; Victoria Street; Victoria – Buckingham Gate (Sun only); Victoria – behind Sainsbury's (Sun only); Victoria – Army & Navy 8.15 (Sun) 8 (Mon); Grosevenor Gardens (Sun only); Marble Arch 8.45 (Sun) 8.20 (Mon); Waterloo Bridge 9.15 (Sun) 8.50 (Mon).

*Soup Run:* Wed & Thurs (8pm–10.30pm): Euston – St Pancras Church 8pm; Hinde Street 8.30pm; Maltravers Street 8.50pm; Waterloo – behind NT 9.10pm; Victoria Street 9.30p.; Victoria – Buckingham Gate 9.45pm; Victoria – back of Sainsburys 10pm; Victoria – Army & Navy 10.10pm

*Street Café:* Always in the enclosed area at St Mary-Le-Strand (Strand) – Mon (5pm–7pm) & Wed (10am–12.00pm)

## Silver Lady Fund, a.k.a. 'The Pie Man'

### 4 slabs

Piping hot pasties, pies and sausage rolls from the van down behind the Festival Hall early mornings (it's white with 'Silver Lady Fund' written on the side).

## SW London Vineyard – The King's Table

### 3 slabs

Sun 2.30pm–4.30pm beneath Waterloo Bridge (Embankment). Superb hot stews and potatoes, bread, fruit, and tea and coffee.

*Please note, soup kitchens are listed on page 29.*

# theList

## Key to the list:

Accom assistance – AS

Advocacy – AD

Alcohol workers – A

Art classes – AC

Barber – B

Benefits advice – BA

Bathroom/showers – BS

Bedding available – BE

Careers advice – CA

Clothing – CL

Counselling – C

Debt advice – DA

Dentist – DT

Drugs workers – D

Education/training – ET

Free food – FF

Food – F

Foot care – FC

Housing/accom advice – H

Internet access – IT

Laundry – L

Leisure activities – LA

Leisure facilities – LF

Luggage stowage – LS

Medical services – MS

Mental health – MH

Music classes – MC

Needle exchange – NE

Outreach worker links – OL

Outreach workers – OB

Pavement stockists – P

Safe keeping – SK

Sexual health advice – SH

SSAFA – SS

Tenancy support – TS

A few updates of services have been added this issue, but with new stockists taken on every month we'll continue to expand. As always *The Pavement* needs your help. If you notice any omissions or any mistakes, please email us at [thelist@thepavement.org.uk](mailto:thelist@thepavement.org.uk)

## ADVICE SERVICES

### Borderline (for Scots)

7–9 Belgrave Rd, SW1V 1QB

0845 456 2344 (advice line)

Mon–Fri: 9.30am–10.30am (drop-in

advice service); 9.30am–4.30am

(appointments). Closed Wed pm

A, BA, C, CL, D, H, MH, P

### CHAS (Central London)

19–20 Shroton St, NW1 6UG

020 7723 5928

Housing and debt advice, by appointment only

### KCAH

36a Fife Rd

Kingston, KT1 1SU

020 8255 2439

Housing advice and accomodation

### London Irish Centre

50–52 Camden Sq, NW1 9XB

020 7916 2222 (Ring for times)

A, BA, C, CL, D, ET, H, MC

### Notre Dame Refugee Centre

5 Leicester Pl, WC2H 7BX

020 7434 1619

Mon and Thurs: 11am–4pm (drop-

in) Service for French-speaking

refugees and asylum seekers

BA, C, CA, FF, H

### No 10 – Care Advice Service

10 Princess St

Oxford Circus, W1C 2DJ

020 7629 5424

Wed: 6.30pm–8pm (drop in – 18+)

BA, C, CA, ET, H

### ScotsCare (for Scots in London)

37 King St

Covent Garden, WC2E 8JS

Call the helpline on 0800 6522 989

BA, C, CA, H, B, P, TS

### St Giles Trust

64 Camberwell Church St, SE5

020 7703 7000

Mon–Fri: 9.30am–12.30pm

A, BA, BS, D, ET, H, L, MH, MS, P, TS

### Women's Link

26 Hanbury Street

London

E (ring first)

AS, BA, H

## BENEFITS AGENCY

### Southwark Homeless Unit

Wedge Hse

36–40 Blackfriars Rd, SE1 8PB

020 7902 8600

## DAY CENTRES AND DROP-INS

### Ace of Clubs (16+)

St Alphonsus Rd, Clapham

020 7622 3196

Sun, Mon & Tues: 2pm–6pm; Wed &

Thurs: 12 noon–2pm; Fri & Sat: 12

noon–6pm

BS, DT, F, FC, H, IT, L, MS, OB, P

### Acton Homeless Centre

Emmaus Hse

1 Berrymead Gardens, Acton

020 8992 5768

Call for opening times

A, B, BA, CL, D, DT, ET, F, FC

### Aldgate Advice Centre

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

### Broadway Day Centre

Market Lane, Shepherds Bush

020 8735 5810

Mon–Fri: 9.30am–2.30pm (drop-in);

8.30am–4.30pm (breakfast for rough sleepers)

CL, ET, F, FC, H, MS, P

### Bromley 999 Club

424 Downham Way,



Downham, BR1 5HR  
020 8698 9403  
Mon–Fri: 10am–5pm  
Thurs: AD, L, FF

**Cardinal Hume Centre**

Arneway St, SW1  
020 7222 8593  
Mon–Fri: 9.30am–12 noon &  
1.30pm–4.30pm (drop-in – 16–25);  
Mon–Thurs: 10am–3.30pm (family  
centre, with pre-school children)  
A, BA, C, D, DT, ET, H, IT, MH, MS,  
P, SH

**Choral Hall Lifeskills Centre**

310 Barking Rd, Plaistow  
020 7511 8377  
Mon–Fri: 10am–2pm  
A, BA, BS, C, CL, D, F, FC, L, M

**Church Army, Women’s Day Centre**

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

**The Connection at St Martin’s**

12 Adelaide St, WC2  
020 7766 5544  
Mon–Fri: 9am–1pm (12.30pm  
Wed). Various afternoon sessions  
from 1pm (except Wed). Weekends:  
9am–1pm (no entry after 10.30am).  
There are also drop-in sessions on  
Tues & Thurs 4.30pm–7.30pm.  
A, AC, BA, BS, CA, CL, D, ET, F, FC, H,  
IT, MC, MH, MS, OB, P, SK, SS  
**Now a mixed service, and due to  
be running from portacabins.**

**Croydon Resource Centre**

70a Wellesley Rd, Croydon  
020 8686 1222  
Mon–Fri: 10am–3pm  
AS, BA, CA, CL ET, F, IT, LA

**Homeless drop-in: 28a Fortunegate Rd, Craven Park.**

Tues & Fri: 10am–2.30pm; Weds &  
Thurs: 12.30pm–2.30pm

**Mental health drop-in: in flat**

above St Gabriel’s Hall  
77 Chichele Rd, Cricklewood, NW2  
3AQ  
Tues–Fri: 10am–12 noon.  
AC, BA, BS, H, IT, L, MS, OL

**Crisis Skylight**

See **Performing Arts**

**Deptford Churches Centre**

Speedwell St, Deptford  
020 8692 6548  
Mon, Tues, Thurs & Fri: 9am–3.30  
pm  
BS, ET, F, H, L

**Finsbury Park**

**Street Drinkers Initiative**

See **Whitaker Centre**

**Hackney 180 First Contact & Advice**

See **Thames Reach**

**The Dunloe Centre – The Tab Centre**

St Saviours Priory  
Dunloe St, E2 (Tab has details)

**Hanbury Community Project (SCT)**

22a Hanbury St  
Spitalfields, E1  
020 7377 2497  
Wed–Thurs: 10.00am–4.00pm  
AC, BA, C, ET, IT, P

**The Haven Club**

At the Holy Cross Centre.  
Mon: 6pm–10pm  
For self-treating drug & alcohol  
users: no using on day or no entry

**Holy Cross Centre**

The Crypt, Holy Cross Church  
Cromer St, WC1  
020 7278 8687  
Mon: 2pm–5pm; Tues: 6.15pm–  
9pm; (ticket required) Thurs: 5pm–  
8pm (Italian speakers session); Fri:  
12 noon–3pm (refugees and asylum  
seekers session).  
AC, FF, H, IT, LA, LF, MH, P



**Kings Cross Baptist Church**

Vernon Sq, W1  
020 7837 7182

Mon; Fri: 11am–2pm; Tues:  
11am–1pm  
FF, LF

**Manna Day Centre**

6 Melior St, SE1  
020 7403 1931

Mon–Sun: 8.30am–1.30pm  
AD, B, BA, BS, CL, DT, FF, FC, H, MH,  
MS, P

**New Cross 999 Club**

All Saints  
Monson Rd, SE14  
020 7732 0209

Mon–Fri: 10am–5pm  
Ad, ET, FF, L, LA,

**North Lambeth Day Centre**

*It is no more*

**North London Action for the Homeless (NLAH)**

Church Hall  
24–30 Bouverie Rd, N16  
020 8802 1600

Tue: 12pm–1.30pm; Thurs:  
7pm–8.30pm  
BA, BS, CL, FF, P

**The Passage (25+)**

St Vincent's Centre,  
Carlisle Place, SW1P

020 7592 1850

Mon–Fri: 7am–10.30am (for  
rough sleepers); 10.30am–12pm  
(appointments); 12 noon–1.30pm  
(lunch, small fee); 2pm–5pm  
(appointments); 5pm–7pm (verified  
rough sleepers, by invitation)  
A, BA, CA, CL, D, ET, F, FC, H, IT, L,  
MH, MS, P, TS

**Providence Row**

The Dellow Centre  
82 Wentworth St  
Aldgate, E1 7SA  
020 7375 0020

Mon–Fri: 9.15am–11.30am (for  
rough sleepers) & 1.30pm–3.30pm  
(appointments & activities); Fri:



“Look, it’s Super Asbo Man”

3pm–4pm (for rough sleepers)  
A, BA, BS, CL, D, ET, F, H, L, MH, MS, P

**Rochester Row Day Centre**

97 Rochester Row, SW1  
020 7233 9862

Mon & Fri: 5.30pm–8pm  
(appointments only); Tues: 2pm–  
4.30pm (art workshop); Wed and  
Thurs: 5.30pm–8pm (drop-in);  
Thurs: 1pm–5pm (benefits); Thurs &  
Fri 2pm–4pm (English classes)  
AC, BA, BS, CL, ET, FF, P

**Shoreditch Community Project  
– The Tab Centre**

St Leonard’s Church  
Shoreditch High St, E1  
020 7613 3232  
Mon & Wed; 9.30am–12.30pm  
FF, BA, OL, P

**Simon Community**

House of Hospitality  
129 Malden Rd, NW5  
Mon: 11am–4pm; Wed & Thursday:  
3pm–8pm  
**So much more than a drop-in  
centre, and they’ve many services  
listed with the soup runs.**

**Spectrum Centre**

6 Greenland St, NW1  
020 7267 4937  
Mon–Fri: 9.30am–3pm  
A, BS, C, CL, D, FC, H, L, LS, MH, MS,  
P, TS

**Spires Centre**

8 Tooting Bec Gardens  
020 8696 0943  
Tues & Thurs: 9am–10.30am (rough  
sleepers only), 10.30am–2pm  
(drop-in); Wed: 10am–12pm  
(rough sleepers), 10am–1pm (adult  
learning centre); Fri: 10am–1pm  
(women only); Sun: 11.30am–3pm  
(drop-in)  
A, BA, CL, D, ET, FF, FC, H, MC, MH,  
MS, P

**Spitalfield’s Crypt Trust/The Tab  
Centre**

See **Hanbury and Shoreditch  
Community Projects**

**St Christopher’s Centre**

Lime Grove Resourch Centre, 47  
Lime Grove, W12  
Please call for opening times: 020  
8740 9182  
AC, BS, CA, ET, FC, IT, L, MS

**St Cuthbert’s Centre**

The Philbeach Hall  
51 Philbeach Gdns, Earls Court  
020 7835 1389  
Mon–Fri: 11.45am–3.45pm  
AC, BS, C, CL, F, H, IT, L, OL, P

**St Stephen’s Church**

The Manna  
17 Canonbury Rd, N1 2DF  
020 7226 5369  
Tues: 7pm–9pm (drop-in); Weds:  
1pm–3pm (drop-in – B and FC); Fri:  
10am–1pm (drop-in)  
BS, CL, FC, FF, L, P

**The Tab Centre**

20 Hackney Rd, Shoreditch, E2  
020 7613 3232  
Friday: 9.30am–12.30pm  
CL, FF

**Thames Reach**

Now called **Hackney 180 First  
Contact & Advice  
Venue 1:**

Hackney Methodist Church  
219 Mare St, E5  
0208 985 6707  
Mon–Thurs: 8am–9.30am  
(breakfast club)

**Venue 2:**

St Johns at Hackney  
Lower Clapton Rd, E5  
Mon–Wed: 10.30am–12.30pm  
(advice service) & 1.30pm–3pm  
(appointments)  
BA, BS, CL, ET, F, H, IT, MS  
**Triumphant Church International**  
136 West Green Rd  
South Tottenham, N15 5AD  
020 8800 6001  
Sun: 10am–11am (open drop-in)  
AD, C, FF

**Union Chapel (Margins)**

Compton Terrace, Upper St, N1  
020 7359 4019  
Sun: 3pm–5pm  
BS, CL, FF, HA, L, LA, LF, P

**Upper Holloway Baptist Church**

11 Tollington Way, N7  
020 7272 2104  
Mon: 10.30am–1.30pm  
CL, FF, LF

**Upper Room, St Saviour’s**

Cobbold Rd, W12  
020 8740 5688  
Mon–Thur: 5.30pm–6.45pm; Tue:  
9.30am–11.45am; Sat–Sun: 12.30  
pm–1.30pm  
A, BA, C, CA, D, ET, FC, FF, H, P

**Webber Street**

6–8 Webber St, SE1 8QA  
020 7928 1677  
Mon–Fri: 9am–12pm  
B, BA, BS, CL, FF, H, MS, P  
**See story pg 12**

**West London Day Centre**

134–136 Seymour Place, W1H  
020 7569 5900  
Mon–Fri: 8.45am–10am (rough  
sleepers drop-in); Mon–Fri: 10am–  
11.30am (drop-in, hostel residents  
join); Mon–Fri: 11.45am–12.45pm  
(advice, appointments only); Mon &  
Thur: 1.30pm–3.30pm (drop-in for  
those with tenancies)  
AC, BA, BS, C, CL, F, IT, L, LS, MS, OL,  
P, SK, TS

**The Whitaker Centre**

91–93 Tollington Way, N7  
020 7272 8195  
Mon–Thurs: 9am–3pm  
Alcohol allowed  
BS, FF, L

**Whitechapel Mission**

212 Whitechapel Rd, E1  
020 7247 8280  
Daily: 6am–11am (cooked breakfast  
8am–10am)  
BS, CL, FF, MS, OL

**DIRECT ACCESS HOSTELS/  
NIGHTSHELTERS**

**All – low-support needs**

**Livingstone House**

105 Melville Rd  
Brent

NW10 8BU  
020 8963 0545  
*Ring first. Local connection only*

**Redbridge Night Shelter**  
16 York Rd, Ilford  
IG1 3AD  
020 8514 8958  
*Ring first*

**St Martin's Night Centre**  
12 Adelaide St, Westminster  
020 7766 5544  
10pm–7.30am  
*Referral from St Martin's*

**Turnaround (Newham)**  
Choral Hall  
020 7511 8377  
7.30pm–7.30am  
*Referral from Choral Hall Day Centre*

**Waltham Forest Churches Night Shelter**  
740 Forest Rd, Walthamstow  
E17 3HR  
020 8509 4687  
*Ring or visit Mon–Fri: 10am–4pm*

## Men

**Missionaries of Charity**  
112–116 St Georges Rd, Southwark  
020 7401 8378  
*Ring first, 9am–11am except Thurs  
Age 30+ (low support)*

**St. Mungo's (Ennersdale House)**  
1a Arlington Close, Lewisham SE13  
6JQ  
020 8318 5521 (ring first)  
*Medium-support needs*

## Women

**Church Army**  
1–5 Cosway St, Westminster NW1  
5NR  
020 7262 3818  
*Ring first. Daily vacancies*  
**Home of Peace**  
179 Bravington Rd, W9 3AR  
020 8969 2631  
*Women only. Open access (dry)*

**St Mungo's**  
2–5 Birkenhead St, Camden WC1H  
020 7278 6466

## Young people (16–21)

**Centrepoint**  
25 Berwick St, Westminster W1F  
8RF  
020 7287 9134/5  
*Ring first. Daily vacancies*

**MASH**  
8 Wilton Rd, Merton SW19 2HB  
020 8543 3677  
*Ring first*

## DRUG / ALCOHOL SERVICES

**Addaction (Harm Reduction Team)**  
228 Cambridge Heath Rd, E2  
020 8880 7780  
*Drop-in: Mon, Fri 10am–4pm; Tues,  
Wed & Thurs 12 noon–6pm;  
Closed each day 1.30pm–2.15pm  
D, OL, MS, NE, SH*

**Angel Drug Services Drop-in**  
332c Goswell Rd, EC1V 7LQ  
0800 169 2679  
*Mon–Fri: 2pm–5pm  
C, OB, MS, NE*

**Blackfriars Road CDAT Team**  
151 Blackfriars Rd, SE1 8EL  
020 7620 1888/ 6500  
*Mon: 2pm–4pm (drop-in)  
MH, MS, NE*

**Central and NW London  
Substance Misuse Service**  
Crowther Market  
282 North End Rd, SW6 1NH  
020 7381 7700  
*Mon–Fri: 9am–5pm  
C, MS*  
**Druglink**  
103a Devonport Rd, Shepherds  
Bush, W12 8PB  
020 8749 6799  
*Mon–Fri: 10am–5pm (needle  
exchange and telephone service);  
Mon & Fri: 2pm–5pm & Wed:  
3pm–6pm (drop-in)  
C, D, OL, NE*

**The Hungerford Drug Project**  
(Turning Point)  
32a Wardour St, W1D 6QR  
*Mon–Fri: 2pm–5pm (drop-in)  
020 7287 8743  
C, D, MH, P*

## EASTERN EUROPEANS

**Ania's Poland Recruitment  
Agency**  
31 Fallsbrook Rd, Streatham  
020 8769 0509  
*Ring for appointment*

## UR4JOBS

*Running twice a week from the  
**Upper Room**, Cobbold Road. Call for  
details - more on their work soon.*

## EMPLOYMENT AND TRAINING

**Dress for Success (Women)**  
Unit 2, Shepperton Hse  
89–93 Shepperton Rd, N1 3DF  
020 7288 1770  
[www.dressforsuccess.org](http://www.dressforsuccess.org)  
*Smart clothing for job interviews*

**OSW (London Bridge)**  
4th Floor, The Pavilion  
1 Newhams Row, SE1 3UZ  
020 7089 2722  
CA, ET, IT

## EX-FORCES

**Ex-Service Fellowship Centre**  
40 Buckingham Palace Rd, Victoria  
020 7828 2468  
AS, BA, CL  
• 75 years, and still running a  
gold service.

**AWOL? Call the 'reclaim your  
life' scheme from SSAFA on 01380  
738137 (Mon–Fri: 9am–10am).**

## MEDICAL SERVICES

**Great Chapel Street Medical  
Centre**  
13 Great Chapel St, W1  
020 7437 9360  
*Mon–Fri: 2pm–4pm; Mon, Tues &  
Thurs: 11am–12.30pm*



A, B, C, D, DT, FC, H, MH, MS, P, SH

**Dr Hickey's – Cardinal Hume Centre**

Arneway St, SW1  
020 72228593

Mon, Tues, Thurs & Fri: 10am–12.30pm & 2pm–4pm  
Wed: 10am–12.30pm  
A, B, C, D, DT, H, MH, MS, P, SH

**Health E1**

9–11 Brick Lane, E1  
020 7247 0090

Mon–Thurs: 9.15am–11.30am  
Friday: 10.30am–12.30pm;  
Mon, Wed & Fri afternoons  
– appointments only; closed  
1pm–2pm daily

**King's Cross Primary Care Centre**

264 Pentonville Rd, N1  
020 7530 3444  
B, BS, CL, DT, FC, H, MH, MS, NE,  
P, SH

**Project London (Médecins du Monde)**

Pott St, Bethnal Green, E2 0EF  
Mon & Wed: 1pm–5pm  
07974 616 852  
MS, SH

Project London also operates at  
Providence Row and U-Turn

**PERFORMING ARTS**

**Crisis Skylight**

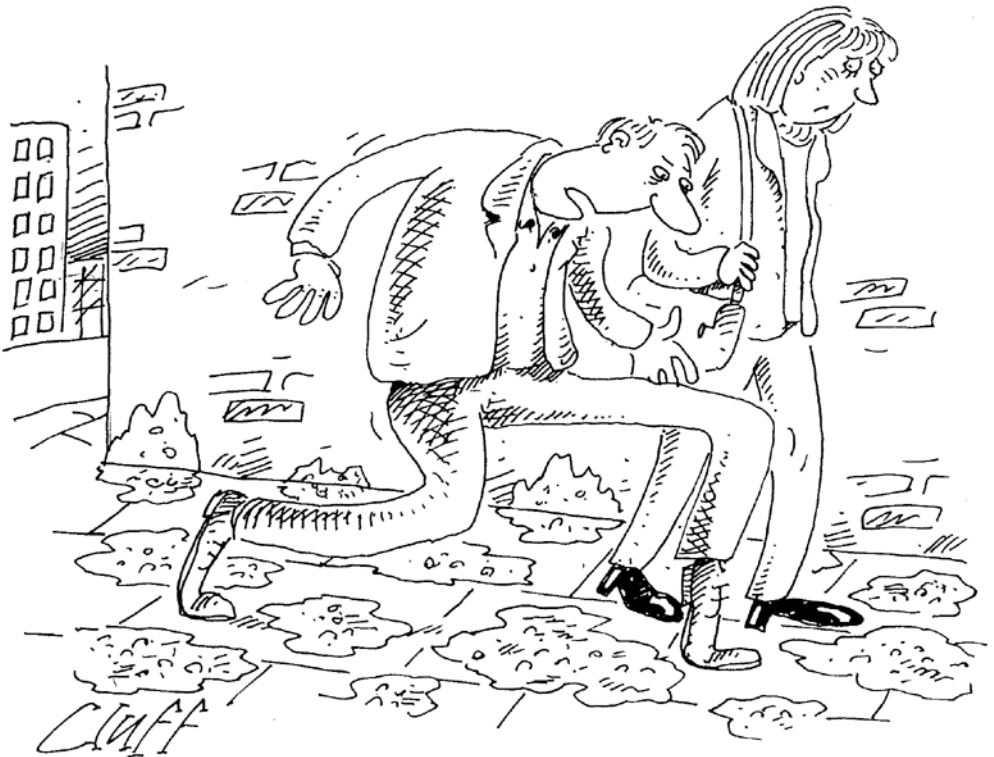
66 Commercial St, E1  
020 7426 5661  
Mon–Thurs: 2pm–9.30pm  
AC, ET, IT, MC, P, PA  
Workshop programme from  
[www.crisis.org.uk](http://www.crisis.org.uk)

**Cardboard Citizens**

020 7247 7747

PA

Workshops at Crisis Skylight.  
Programme from  
[www.cardboardcitizens.org.uk](http://www.cardboardcitizens.org.uk)



“Some people have to avoid the cracks in the pavement,  
I have to avoid the vomit”

**Streetwise Opera**

020 7495 3133

PA, MC

*Workshops at the Passage, Skylight and the Connection at St Martin's*

[www.streetwiseopera.org](http://www.streetwiseopera.org)

**SOUP KITCHENS**

**All Saints Church**

Carnegie St, N1

020 7837 0720

*Tues & Thurs: 10am–12pm*

*Cooked breakfast*

**American Church**

(Entrance in Whitfield St)

79a Tottenham Court Rd, W1T

020 7580 2791

*Mon, Tues, Thurs, Fri & Sat:*

*10am–12pm*

*Pavement stockist*

**Bloomsbury Central Baptist Church**

235 Shaftesbury Ave, WC2 8EP

020 7240 0544

*Sunday: Roast lunch 1pm*

*10.30am for ticket (very limited)*

**City Temple**

Holborn Viaduct, EC1A 2DE

020 7583 5532

*Mon–Fri: 1pm–2pm*

*£3 voucher (1 per week) redeemable at local café. ID required*

**Emmanuel Church (Stratford)**

Corner of Romford Rd & Upton Lane

*Thurs: 7.30am (booked breakfast)*

**Muswell Hill Baptist Church**

2 Dukes Ave, N10

020 8883 8520

*Sun–Thurs: 7.45am–8.45pm*

**Our Lady of Hal**

165 Arlington Rd, NW1

020 7485 2727

*Tues, Weds, Fri & Sat: 12.45pm–2pm*

**Salvation Army (King's Cross)**

Faith Hse, 11 Argyle St, WC1

020 7837 5149

*Mon: 5.30pm–7pm (men-only drop-*

*in); Tues–Fri: 2pm–3pm (women-only drop-in);*

*Weds: 7.45pm–9pm (open drop-in);*

*Thurs: 12.30pm (hot meal)*

**St John's Ealing**

Mattock Lane, West Ealing  
W13 9LA

020 8566 3507

*Sat & Sun: 4pm–5pm*

**St John the Evangelist**

39 Duncan Terrace, N1 8AL

020 7226 3277

*Tues–Sat: 12.30pm–1.30pm*

**St Mary's Church Islington**

Upper St, N1

020 7354 3427

*Mon: 11.30am–2pm*

**SEASONAL SHELTERS**

**Croydon Churches Floating Shelter**

Various churches (7 from 01 Nov;

15 from Jan)

020 8774 9872 (office)

07914 988208 (out of hours)

Mobile switched off if no vacancies

01 Nov – 31 Mar 07; 7.30pm – 8am.

Last admission 9pm, age 18+;

mixed, beds for 14

Local referral only

Dry

**Finchley Area Churches Winter Shelter**

Various venues

020 8446 8400

03 Jan – 30 April 07

8pm – 8am. Last admission 10pm

Age 18+ Mixed

Beds for 15

Referral from Homeless Action in

Barnet

Dry

**Turnaround Project**

0207 511 8377

*Open all year*

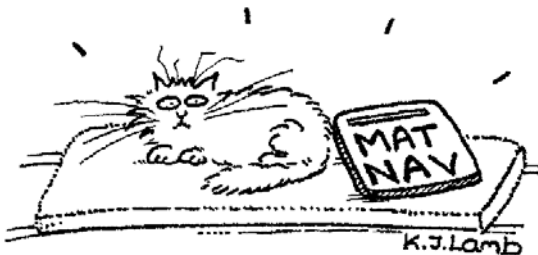
*7.30pm – 7.30am*

*Mixed, beds for 25*

*Referrals from Choral Hall Day*

*Centre*

*Dry*





**National Debtline**  
0808 808 4000

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

**The Samaritans**  
08457 90 9090

**Shelter**  
0808 800 4444  
*Housing info and advice  
8am–12am daily*

**Eaves**  
020 7735 2062  
*Helps victims of trafficking for prostitution*

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

**UK Human Trafficking Centre**  
0114 252 3891

**WEBSITES**

**Homeless London Directory (RIS)**  
*Although updated irregularly this public access website has full details of all major services in London, including emergency accommodation.*  
[www.homelesslondon.org](http://www.homelesslondon.org)

**The Pavement**  
*Regularly updated online version of 'The List' which should soon be in Polish and Russian to download/print as an A5 booklet. The site also has details of the news-posters (pictured left).*  
[www.thepavement.org.uk/services.htm](http://www.thepavement.org.uk/services.htm)

**Waltham Forest Churches Winter Shelter**  
0208 509 4687 (Day centre)  
0208 509 4674 (Nightshelter)  
[www.wfcns.org.uk](http://www.wfcns.org.uk)

*Every Sat morning: The Passage and St Martin's  
P*

**SOCIAL EVENTS**

**ASLAN**  
All Souls Church – Clubhouse  
Cleveland St  
020 7580 3522  
*Sat eve: by invitation*

**TELEPHONE SERVICES**

**Domestic Violence Helpline**  
0808 2000 247

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

**SPECIALIST SERVICES**

**Quaker Mobile Library**  
*Every second Mon: North Lambeth Day Centre (Waterloo); The Christian Centre in Webber St (behind the Old Vic); and The Manna Centre (the busiest stop).*

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

**Message Home Helpline**  
0800 700 740  
*24 hrs daily*

Phil Lee

# Ask Agnes

*Our agony aunt answers all*

*I get so angry when people disagree with my opinions. I don't know why I react like this. I'm losing all my friends but I don't know how to change.*

**William Owen-Owen,  
52, nfa Bristol**

Ever found yourself arguing about the vitamin C content of a chilli pepper \* compared with an orange's? Or passionately siding with Harry Potter against Draco Malfoy? Perhaps you have come to blows over which year the internet was launched? Or who said what, and when, and why? All great spectator sports for the passer-by, but on reflection it's hard to understand why the human race gets so wound up about such trivialities.

Where do our opinions come from and what makes them so important to us?

I suppose as we grow up we form our opinions based on the beliefs and actions of people we love, our personal interests, our education, our environment and our personalities. Clearly, the opinions we form come from fundamental – not to mention deeply personal – sources. When someone comes along and says: "Basically, mate, you're totally wrong, it should be done like this...", it's easy to feel attacked.

On top of this, you may have more in common with Oscar Wilde than most people – you may not have many material possessions so in conversation, your opinions will be vital in how you define yourself.

There's a lot to be said for a little self-belief when it comes to dealing with other peoples' opinions. In theory, if you have good internal support for your own argument, there is no need to feel affronted when someone disagrees with you, no need to feel your opinion has been belittled by their disagreement. Logically, shouldn't we be

able to accept that we don't need to make others see life our way? In fact, logically, we know it's not even possible. Ah, logic and theory, the mainstays of human nature! Or not?

It can be difficult to keep a cool head during moments of confrontation. I suspect that some people react by offering a different viewpoint just for the sake of it. They could even have made it up on the spot to "play Devil's advocate". We can then find ourselves going to great lengths to defend these somewhat invented ideas, rather than admit we don't really know, or haven't really thought about it. Then the argument will start because one, or even both, parties don't have rational evidence to support their claims.

This is turning out to be a complicated subject. So many things could be happening during each encounter which makes you angry. Only you know which of the above thoughts apply to your situation, if any.

Rather than looking at all the things which are going wrong, maybe it would help to think about this a different way.

You can gain a wealth of experience from other people. Our opinions are formed through our life experiences, and the variety of life experiences out there is limitless.

People who can listen to other views and leave their mind open to the possibility that another opinion could enhance or expand their own argument will mature and develop more quickly than others who doggedly believe that they are always right.

*Agnes*

\*Apparently, there's 16 times more vitamin C in a red chilli than an orange!



**Frank Jeffery Butler**  
**Age: 67**

Frank Butler, from Ramsgate in Kent, hasn't been seen since the end of June 2004.

Frank, who is also known as 'Solly' or 'Sovereign', travels by foot or bicycle, and sometimes makes money by sharpening knives. He often walks along canals, towpaths and fields.

He is white, 5ft 9ins tall and medium build, with long grey bushy hair and hazel eyes. He has a weathered complexion and no upper front teeth. He has a snake tattoo on one forearm and the word 'mother' and a heart on the other.

Frank can call the confidential Message Home service on 0800 700 740

If you have seen Frank, please call the confidential National Missing Persons Helpline on Freephone 0500 700 700