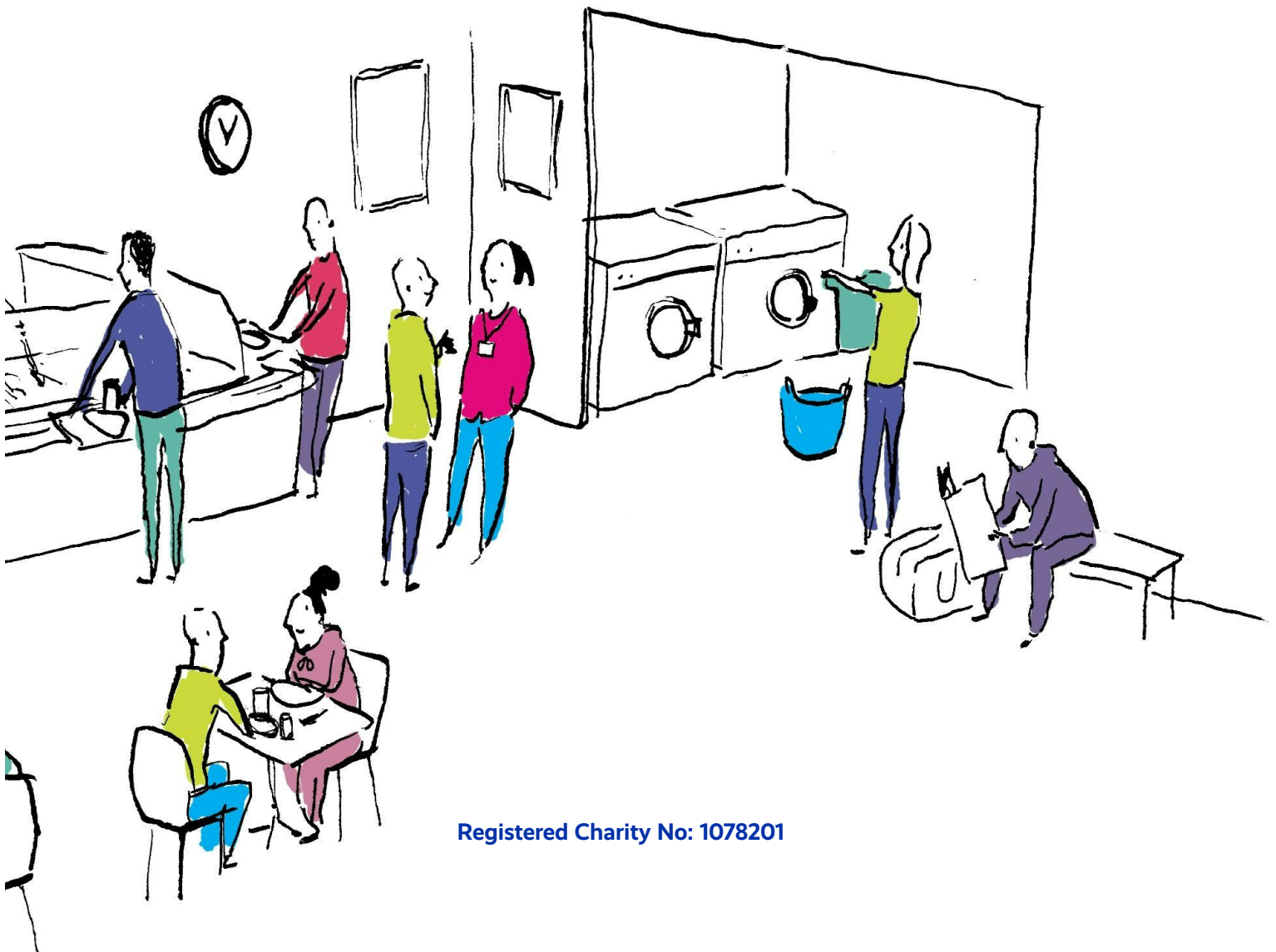


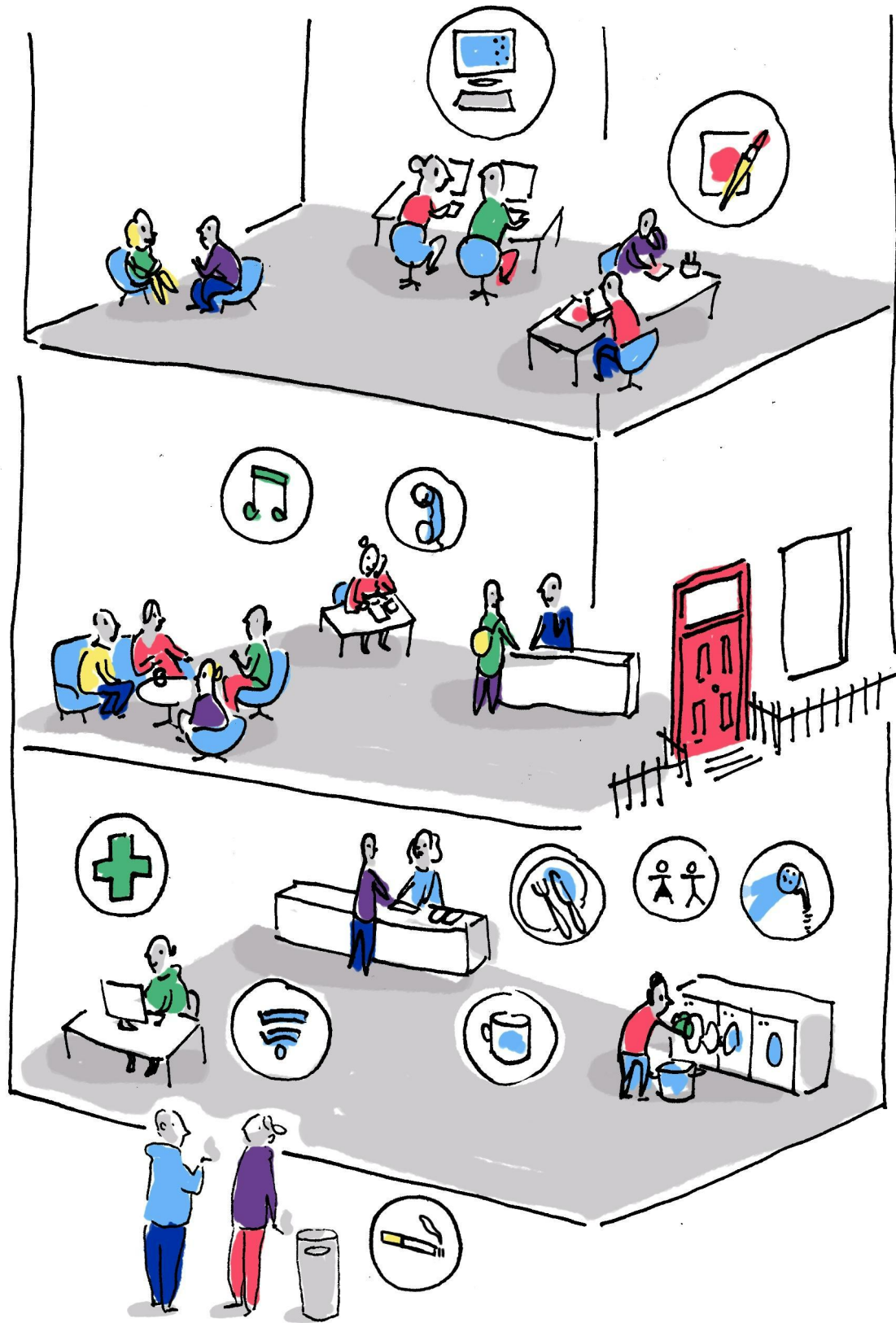
# welcome

## guide to services

This leaflet is available in other languages



Registered Charity No: 1078201



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## 1 First floor

Opportunities, The Hub, Art Room

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## 0 Ground floor

Reception and Information, Telephones,  
Activities, One-to-one appointments

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## -1 Basement

Food, NHS Services, Laundry, Toilets,  
Showers, Computers



### Opening hours

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Monday 9am - 1.30pm

Thursday 9am - 1.30pm

Tuesday 9am - 1.30pm

Friday 9am - 1.30pm

Wednesday  
Women's only space am  
Prescribing clinic pm

Saturday & Sunday closed

The centre is also open between 1.30pm – 4.30pm Mon, Tues, Thurs  
and Fri for appointments only.

# Welcome to The Connection at St Martin's

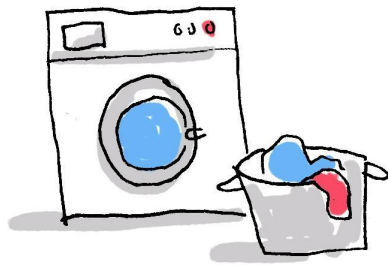
We provide support to people who are rough sleeping in London.

When you come here we will ask you some basic questions to make sure we can help you. We'll then offer you a welcome meeting with a member of staff who will ask you some more details and advise you on next steps. At this stage we may suggest some other places you could go to for support if we feel they would be better able to help you. Whatever happens, we aim to provide a safe and welcoming space and are here to help.

## Information about services

### Meal and drinks times

Hot food is served from 10am to 1.30pm Monday, Tuesday, Thursday and Friday



### Laundry

Monday, Tuesday, Thursday and Friday

- 18 spaces are available each day
- 1 wash per person per week

### Showers

Free for all to use in 15-minute time slots  
Monday, Tuesday, Thursday and Friday

- Please ask if you would like any of our free toiletries, or use of towels & robes.



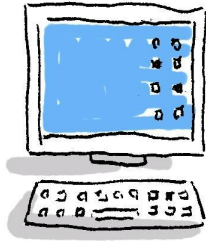
## WEDNESDAYS

### Women's Group 9.15am to 12pm

- Breakfast
- Showers
- Laundry
- Groups and activities

### Prescribing clinic (referral only) 2pm to 5pm



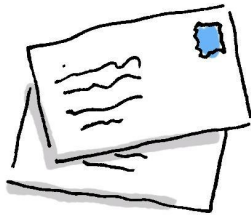


## Computers (basement)

Free for all to use in 30-minute time slots

## Phones (ground floor)

Free for all to use (for important calls only)



## Post

If you have no address you may be able to have your post sent here. Please collect any post from reception. We will return uncollected post to the sender after 1 month.



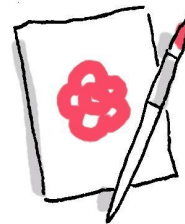
**NHS health service:** Tuesday and Friday mornings



## NHS dentist:

Monthly (please look out for posters)

**Groups and activities:** Monday to Friday



**Haircuts:** Monthly (please ask staff)

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Please speak to staff if you would like more information on any of these services

## Some basic rules

We ask everyone in the building to be friendly and respectful to one another. This applies to staff, volunteers and clients.

These rules have been put in place to keep everyone safe. Please speak to a member of staff if you have any questions or concerns about the rules or your safety or if you would like to see our Safe Environment Policy.

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### Keeping everyone safe

We cannot allow discriminatory and/or threatening language or behaviour. If we feel that your behaviour is disruptive, disrespectful or is threatening the safety of others you may be asked to leave the building and come back another day. You will be offered a meeting with staff to plan how we can ensure this doesn't happen again.



### Drugs, alcohol and smoking

We cannot allow drugs, alcohol or smoking (including vapes) in the building.

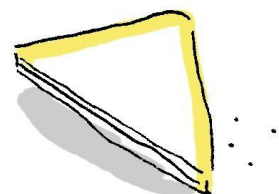
If you have drugs on you, we will ask you to dispose of the drugs. All alcohol must be left at reception and can be collected when you leave.

There is an outside smoking area in the basement.

You will be asked to leave if you consume drugs, alcohol or cigarettes in the building. Please ask a member of staff if you would like to see our substance misuse policy.

### Food and drink

Food and drink are free to anyone using the service. Please don't take hot drinks or food outside as we don't have a take-away licence.



## Clothes, socks and underwear

We have some limited donations such as clothing, socks and underwear which we can provide in an emergency. Please speak to your caseworker if you need any of the above items.

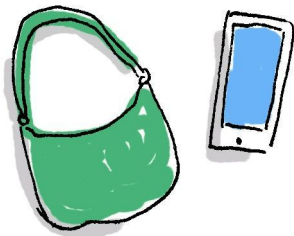


## Showers and bath robes

The showers are free for everyone to use. Please be mindful of others who are using the space. Bath robes can only be worn in the basement.

## Storage

We have some lockers around the building. Unfortunately, we are unable to provide storage for every client. Please speak to your caseworker if you would like access to one of our lockers.

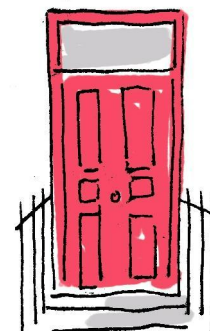


## Personal possessions

Please keep your personal possessions with you at all times (bags/ phones etc.). Sadly things can go missing and we're not able to keep an eye on everyone's belongings. We are unable to take any responsibility for any belongings left in the building unaccompanied.

## Outside the building

We ask everyone to treat the surrounding areas with the same respect as the facilities inside the building. The rules above apply both inside and outside the building.



# Client Charter

## At The Connection we:

- Treat everyone as we like to be treated
- Listen to what you have to say and advise you in the best way we can
- Try our best to support you to achieve your goals
- Will be truthful and honest. We will explain when there are limits to what we are able to do

## In return, we would like you to:

- Treat people as you like to be treated
- Help us to help you work towards your goals
- Understand that there are limits to what we are able to do
- Talk to us if you are unhappy with our service

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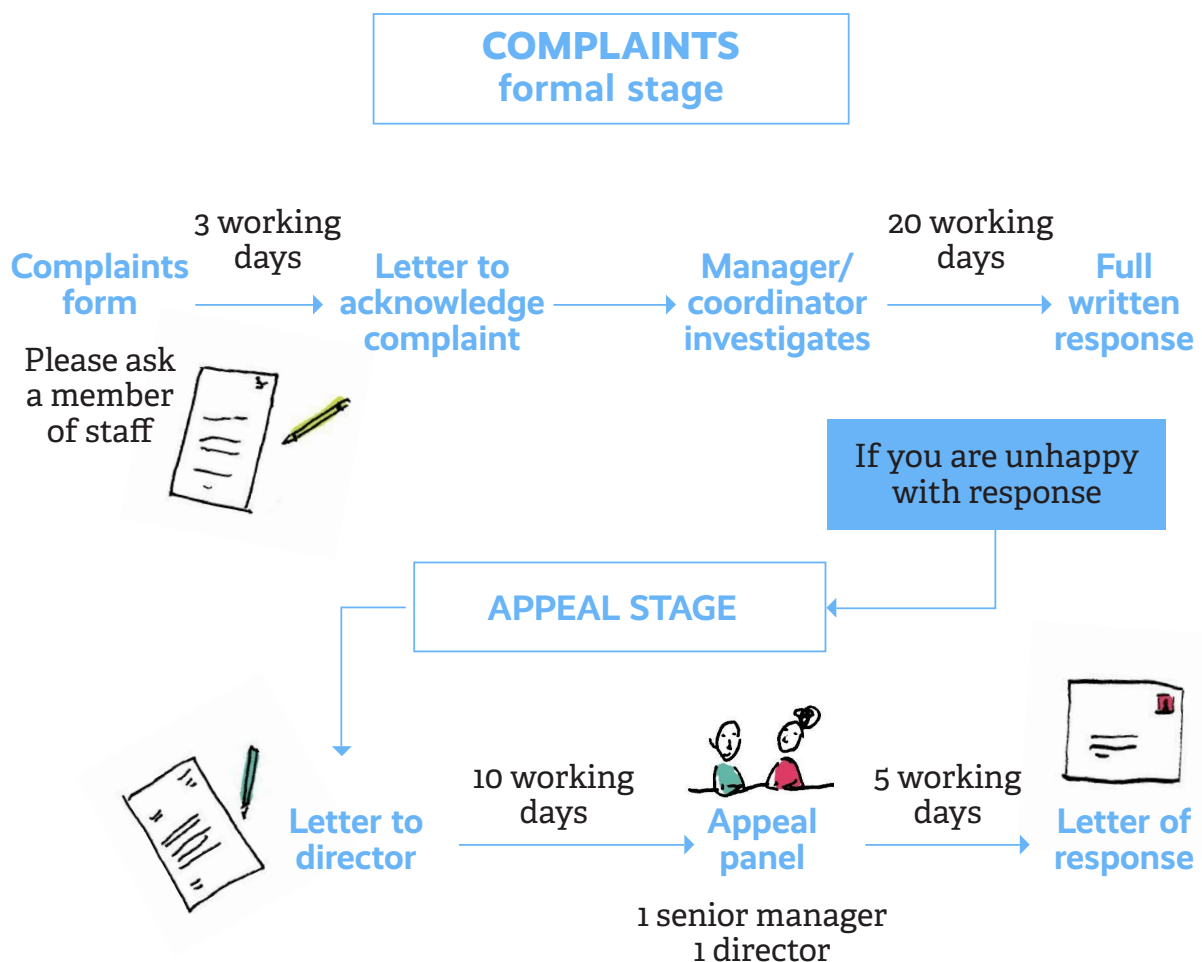
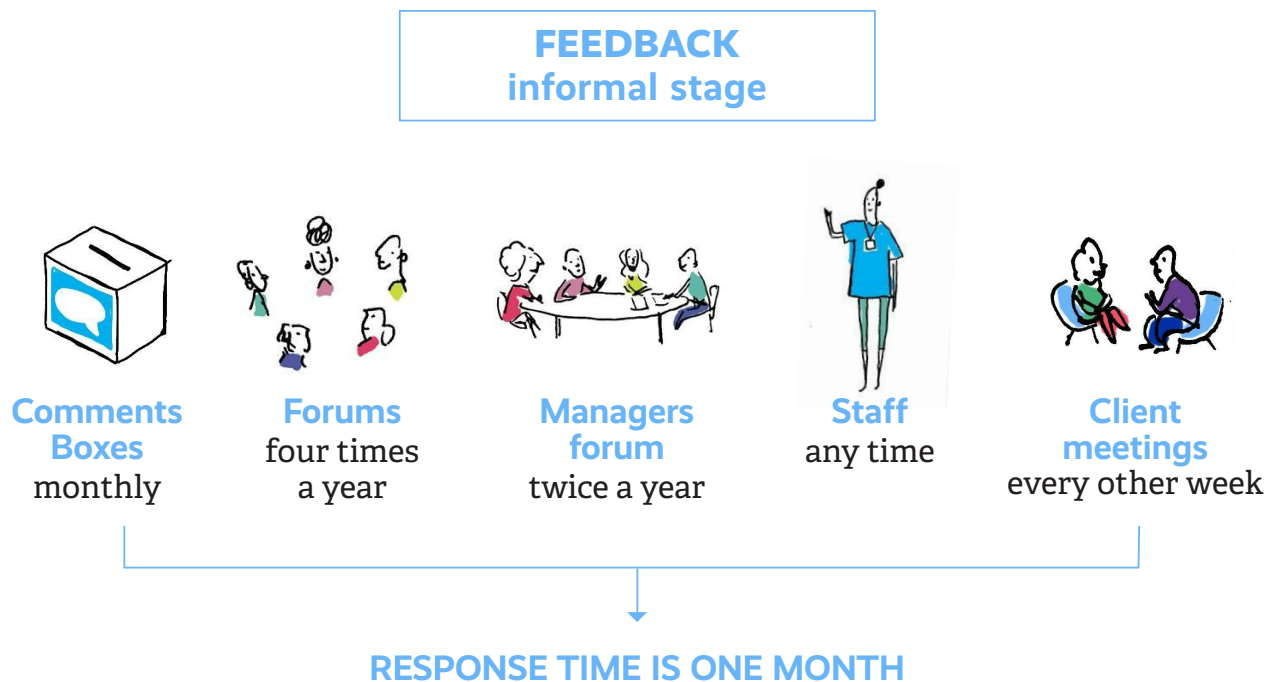
## How to feedback

### **There are a number of ways to feedback to us about our service:**

- 1** Speak to a member of staff
- 2** Write a note and put it in one of our comments boxes
- 3** Ask a member of staff for our complaints leaflet.  
They will be happy to help!



# Feedback and Complaints









## Opening hours

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Tuesday 9am - 1.30pm

Wednesday  
Women's only space am  
Prescribing clinic pm

Thursday 9am - 1.30pm

Friday 9am - 1.30pm

Saturday & Sunday closed

The centre is also open between 1.30pm – 4.30pm Mon, Tues, Thurs and Fri for appointments only.

## The Connection

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12 Adelaide Street, London WC2N 4HW

020 7766 5550

[www.connection-at-stmartins.org.uk](http://www.connection-at-stmartins.org.uk)

Email: [services@cstm.org.uk](mailto:services@cstm.org.uk)

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Last updated January 2024

