



**YOUR
REFLECTIVE
JOURNAL**

**FLIC &
FORWARD**



WELCOME TO

FLIC & FORWARD

We have designed this booklet along with FLIC Clients to help you through the process of moving on from FLIC.

The quotes you will see throughout the booklet have been written and selected by FLIC clients, workers and Peer Mentors.

We know that many people have been working with FLIC for a long time, and for some FLIC has become like a family.

We have so enjoyed working with everyone and want to make sure that we support you to keep hold of all the tools and learning you have achieved whilst working with FLIC.

We recognise that the thought of FLIC not being around might be scary and that endings can be difficult. We really care about everyone we have worked with. We are confident that the work we have done together will put you in a good position to get support from some of the other services out there and move forward with your life. Some of the pages in here will help you reflect on how far you have come.

This booklet is for you to keep. Hopefully it is useful and contains information that will help when you come to bumps in the road.

We also want to remember some of the good times and amazing relationships we've built together.

THANK YOU SO MUCH

for working with us and helping us learn about what good support looks like.

This journal belongs to:

If found please contact:



**PROGRESS
WITH FLIC**

FLIC TIMELINE

You can use this timeline to record the ups and downs and progress you've made with FLIC.

START

Where were you?

What was happening?

NOW

Where are you?

What's changed?

THINGS TO CONSIDER

- What were the highs?
- What were the lows?
- Were there any key events along the way?
- Did you start working with new services?



WIN!

What are some wins or achievements you've had whilst working with FLIC? Big or small.

**PASSION &
SKILLS**

RELATIONSHIPS

**SUPPORT
NETWORK**

MY STRENGTHS

**PROBLEM
SOLVING**

**VALUES &
BELIEFS**

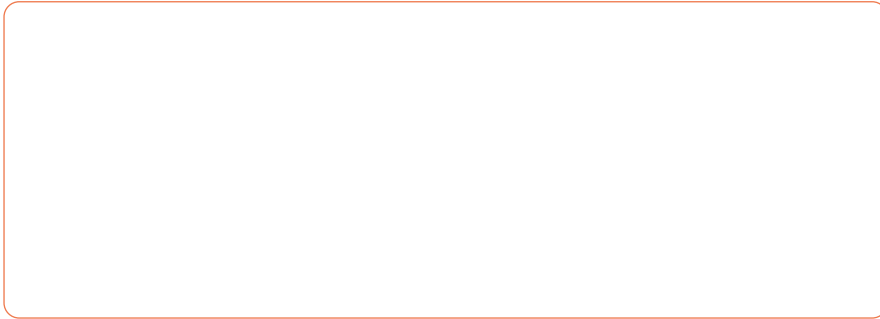
Take some time to recognise your own strengths that make you who you are and have helped you get this far.

**“KINDNESS IS
INFECTIOUS”**

MEMORIES

We are sure you have many memories of FLIC, some good and probably some bad! All are important. This page can help you remember and reflect.

The first time I met FLIC



A funny memory I have with FLIC



A tough time I had with FLIC



A time I felt really supported by FLIC



Something I will always remember from my time with FLIC



EMOTIONS

Endings and new beginnings can lead to complicated feelings. For example, we might feel angry and also feel relief. Sometimes it is useful to take some time to figure out what emotions we're experiencing. It can be useful to notice where in our body we feel that emotion and how it might affect us.

What emotion do I feel?

Where in my body do I feel it? What does it feel like?

Where does this emotion come from? Why do I feel like this?

How might this impact my behaviour?

What emotion do I feel?

Where in my body do I feel it? What does it feel like?

Where does this emotion come from? Why do I feel like this?

How might this impact my behaviour?

THE FLIC TEAM


Have you had one worker throughout your time with FLIC? Maybe you've had a few? It's likely you have made a big impact on the people you have worked with and we would like to leave you with some words about what you mean to us. You can do the same for us too!

What working with you has meant to us...

This part is to be filled out by your FLIC worker or people from the FLIC team who know you.

What have we meant to you?

You can write here and let your worker read this part if you wish.



RELATIONSHIPS

Are there any people you have formed relationships with whilst working with FLIC? Maybe they are FLIC workers or peers, maybe they are people from other services or new friends.

Person

What I remember about them

What I learnt from them

What I think they liked about me

Person

What I remember about them

What I learnt from them

What I think they liked about me

Person

What I remember about them

What I learnt from them

What I think they liked about me

Person

What I remember about them

What I learnt from them

What I think they liked about me

REFLECTIONS

Whilst working with FLIC, there have probably been a lot of tough times. There will be many things you've learnt and ways you've grown. This is a space we've kept free so that you can write, doodle or draw anything that comes to mind when thinking about your time with FLIC.

**"SMILE AT
STRANGERS"**

FEELING OVERWHELMED AND UNABLE TO COPE?

If you are finding it difficult to focus or are unsure how to manage the next few hours, writing down what you'll do next might help you feel more in control of the situation.

Once you've made a plan you can use it again next time you feel overwhelmed.

Make a plan to just get through the next five minutes.

Here's some suggestions;

- Listen to one song
- Read one page of a book or a magazine
- Make a hot drink
- Spend five minutes slowing down your breathing (counting to 3 on each breath)
- Write a shopping list
- Put some moisturiser on
- Do some body stretches.

What do you plan to do to get through the next five minutes?

5
MINS



Make a plan to get through the next 10 minutes.

Here's some suggestions;

- Take a walk outside
- Take a shower or a bath and change your clothes
- Choose a small space and tidy it up
- Do a manicure
- Phone a friend
- Wash your face and brush your teeth
- Get a pen and paper and draw 3 things you see
- Write about how you are feeling.

What do you plan to do to get through the next ten minutes?

10
MINS



MY PERSONAL PLAN FOR WHEN I FEEL IN CRISIS



What does it feel like when I'm in crisis? What does it look like?

Who can I talk to when I am in crisis?

What can I say to myself if I feel I am in crisis?

What actions can I take to manage the crisis myself?

What do I do if I can't manage the crisis myself?

**... AND ALWAYS GO
TO USEFUL PHONE
NUMBERS AT THE BACK
OF THIS JOURNAL
IF SITUATIONS BECOME
UNMANAGEABLE**

FINDING HELP WHEN I NEED IT

It's important to know where to go for support in the future. Choose some questions from the list below which might be useful to you (or write your own). Try going through the questions with your FLIC worker so that you have a plan and know where to get support. You can refer back to these if you need them in the future.

Question:
Tips

Question:
Tips

Here's some more questions which might feel important

- What do I do if I have a letter I don't understand?
- What do I do if I have no food?
- What do I do if I feel at risk of harming myself?
- What do I do if I am at risk of becoming homeless?
- What do I do if I feel physically unwell?
- What do I do if I want some support around my mental health?
- What do I do if I am experiencing domestic violence or abuse?
- What do I do if I feel isolated or lonely?



Question:
Tips

Question:
Tips

Question:
Tips

Here's some more questions which might feel important

- What do I do if I am hearing voices?
- What do I do if I have trouble with my neighbours?
- What do I do if people take over my home?
- What do I do if I am struggling to manage my money?
- What do I do if I have a lapse?
- What do I do if someone hurts me or is scaring me?
- What do I do if I'm in trouble with police?
- Which questions do you want some more support with?



FINDING HELP WHEN I NEED IT

Question:

Tips

Question:

Tips

Question:

Tips

Question:

Tips

Question:

Tips



**"I'VE COME THIS
FAR AND STILL
I BREATHE"**



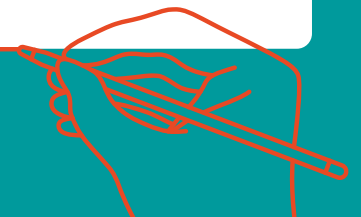
USEFUL PHONE NUMBERS FOR EVERYONE

Emergency Services	999	Always call 999 if there is an emergency or there is an immediate risk to your safety.
NHS Helpline	111	NHS 111 can help if you have an urgent medical problem and you're not sure what to do. They can advise you where to go to seek help.
Samaritans	116 123	Samaritans offer a confidential listening service 24 hours a day. If you just need to talk, they can listen.
Refuge	0808 2000 247	National Domestic Violence helpline, open 24 hours a day.
Crisis Team	Camden 0800 917 3333 Islington 0800 917 3333 Haringey 020 8702 6700 Hackney 0800 073 0006	If you are in a mental health crisis, contact your local Crisis Team, they may be able to offer you some immediate support. Open 24 hours a day.
Universal Credit	0800 328 5644	If you're having problems logging in to your online journal, call this number.
ESA	08001690310	Phone number for ESA claim enquiries.
PIP	0800 121 4433	Phone number for anything PIP related.



ANY OTHER USEFUL NUMBERS OR NOTES

A large white rectangular area with horizontal dashed lines for writing notes.



SCRAP BOOK PAGE

These pages are for anything! Stick photos in, keep hold of useful information, draw, write down how you are feeling... Whatever!

**“FREEDOM IS WHAT
YOU DO WITH
WHAT’S BEEN
DONE TO YOU.”**

SCRAP BOOK PAGE

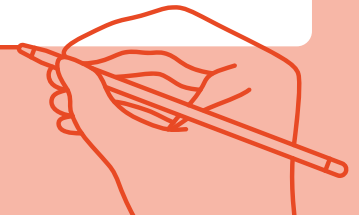


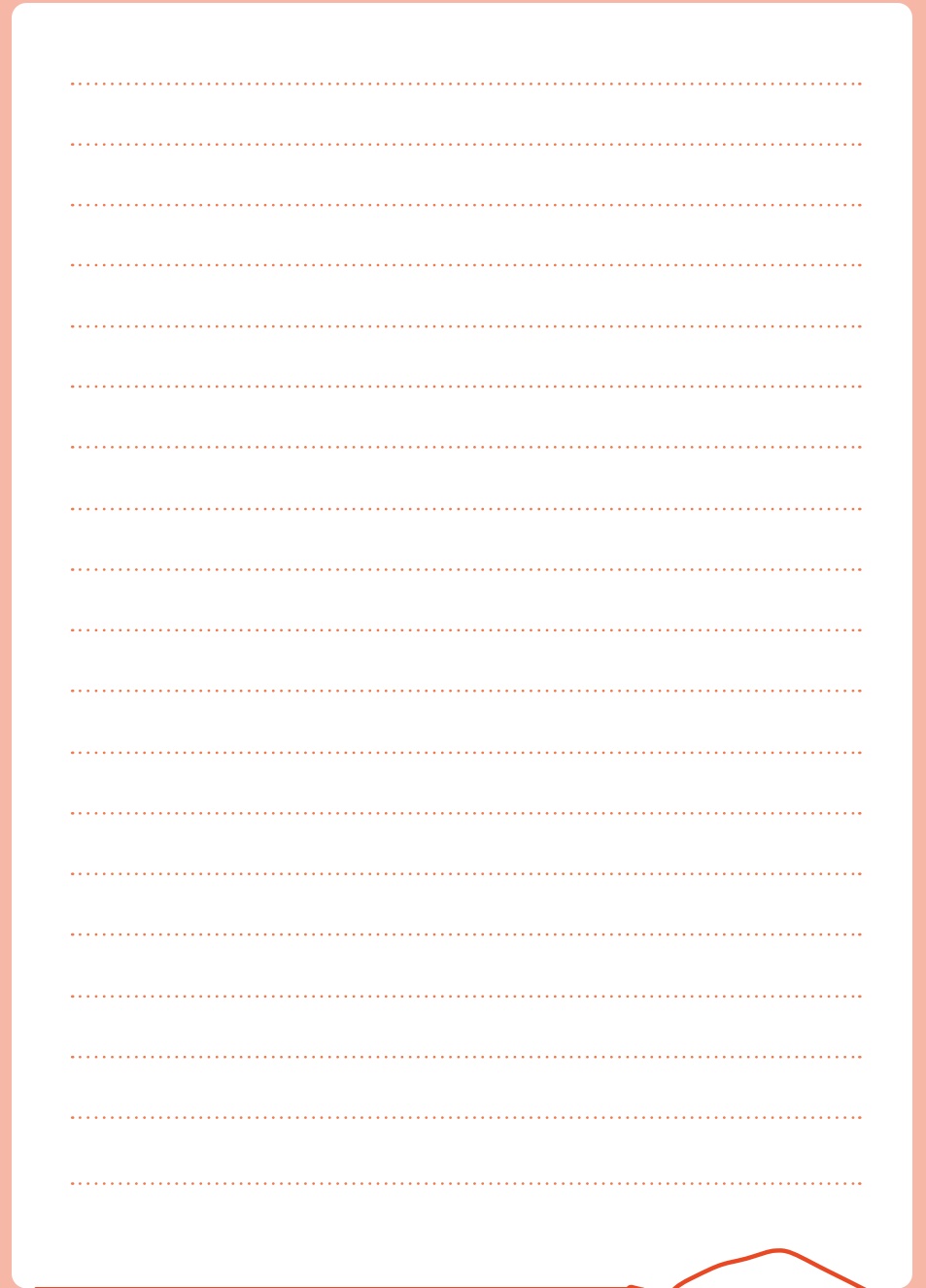
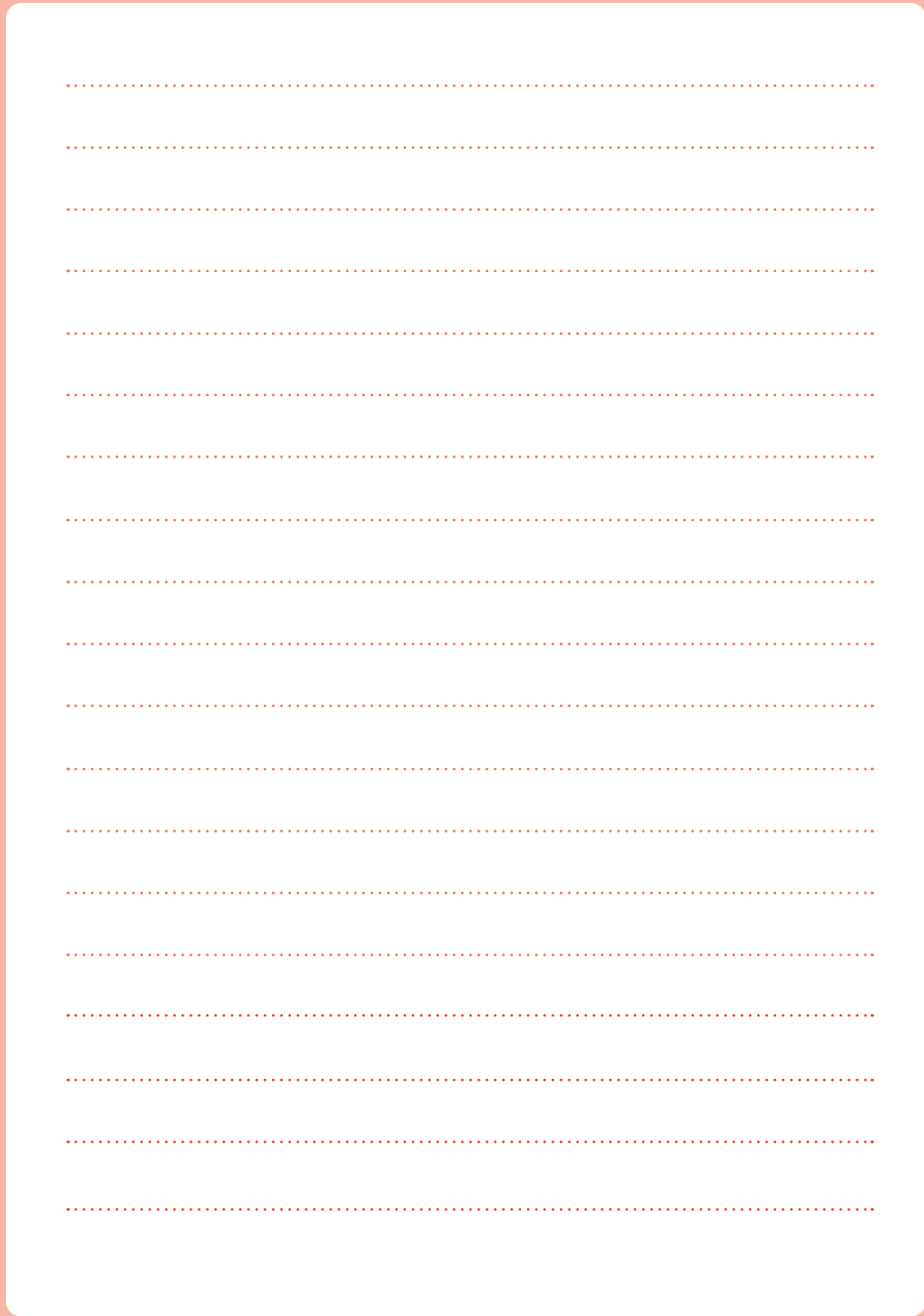
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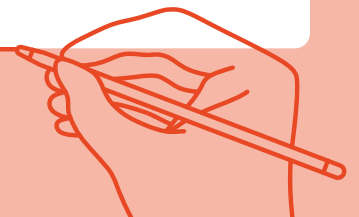
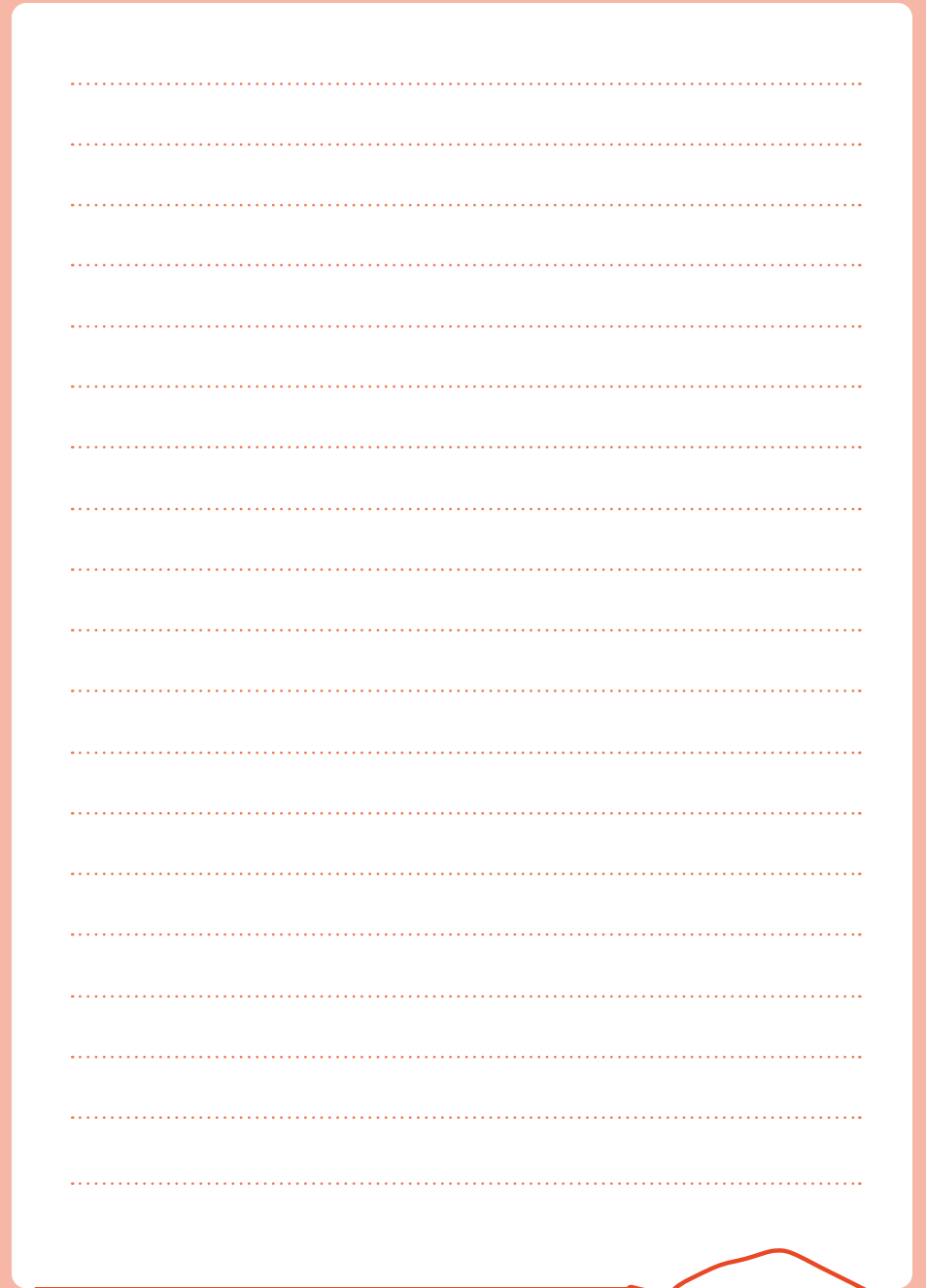
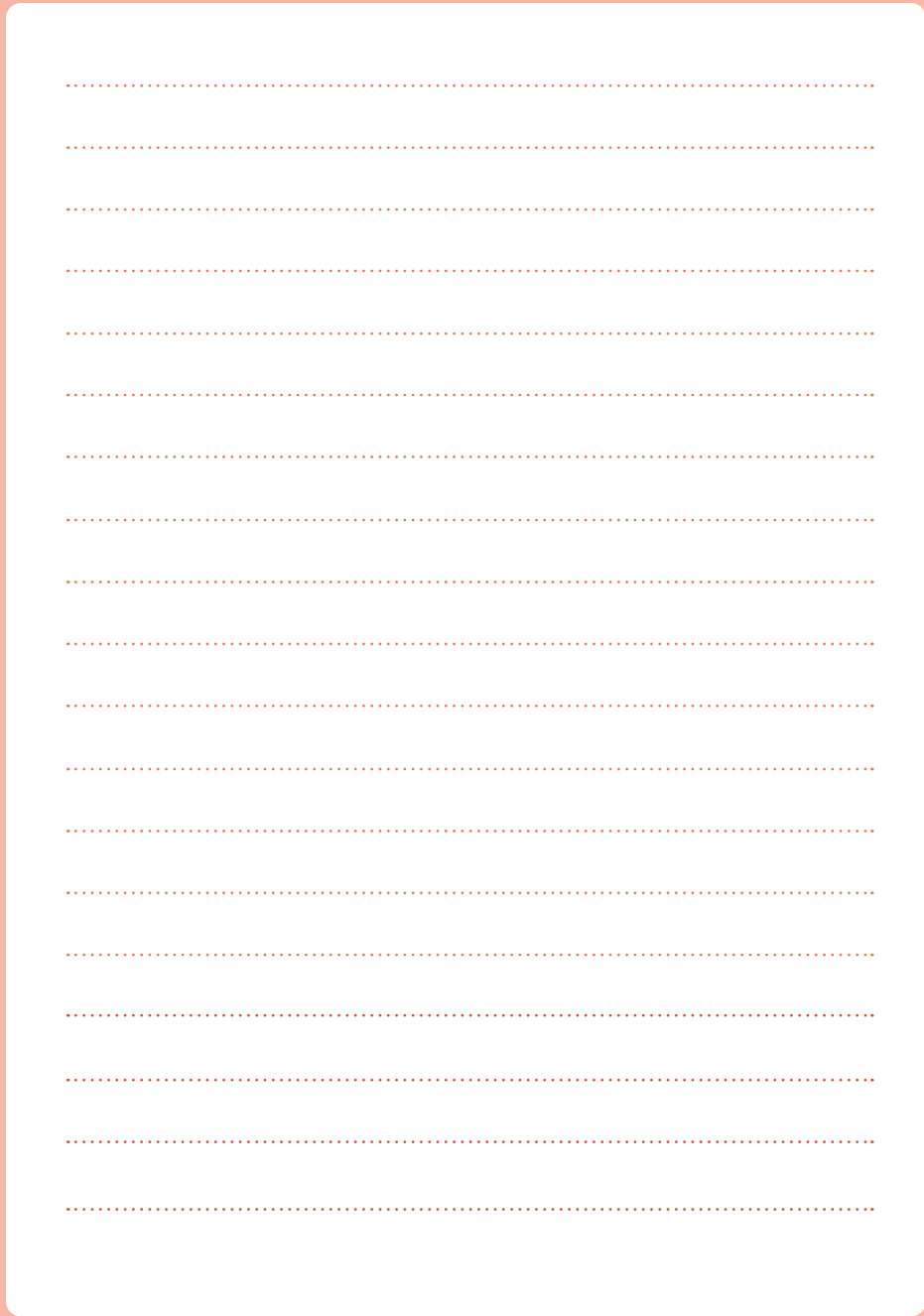


**“YOUR
POTENTIAL
IS LIMITLESS”**

**“PEOPLE SHOULD NEVER GIVE UP HOPE AS THE
HEALING PROCESS TAKES A LONG TIME. BUT
RECOVERY IS ALWAYS POSSIBLE WITH THE RIGHT
HELP AND ALL SERVICES PULLING TOGETHER.”**









**“HUMANS ARE
MESSY, THAT’S
WHY THERE’S THIS
THING CALLED
FORGIVENESS”**

Stay in touch

020 4509 8300 info@shp.org.uk
shp.org.uk/fulfillinglives



facebook.com/singlehomelessproject
twitter.com/shpcharity twitter.com/_FLIC_

Registered Charity Number 287779

**Fulfilling
Lives in
Islington
Camden**



Single Homeless Project
preventing homelessness
transforming lives