

# the Pavement

Issue 131: Solutions

March – April 2021

FREE  
mag for  
homeless  
people



# Missing



**Aminata Toure**

Aminata went missing from Southwark, London on 13 October 2020. She was 29 at the time.

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



**Jatinder Singh Nahal**

Jatinder has been missing from Southall, London since 24 June 2015. He was 52 at the time of his disappearance.

Jatinder can call our free, confidential helpline for support and advice without judgement and the opportunity to send a message to loved ones. Call/text 116 000 or email [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk).

If you think you may know something about Aminata or Jatinder, you can contact our helpline anonymously on **116 000** or [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk), or you can send a letter to 'Freepost Missing People'.

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

Free and confidential.

**missing  
people**

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

**A lifeline when someone disappears**

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

**Cover:** Artist Mitchell Ceney's captivating work. Mitchell is featured in Accumulate's brilliant *Book of Homelessness*, £25, released late last year. It contains numerous works by people with homelessness experience.  
© [accumulate.org.uk](http://accumulate.org.uk)

### *The Pavement magazine*

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TURN TO PAGES A – P  
FOR THE LIST  
OF SERVICES

## Contents

|                   |         |
|-------------------|---------|
| About us.....     | 4       |
| Editorial.....    | 5       |
| News.....         | 6 – 11  |
| Solutions.....    | 12 – 15 |
| Benefits.....     | 16      |
| Period info.....  | 17      |
| Interview.....    | 18 – 19 |
| Spotlight.....    | 20 – 21 |
| Trauma.....       | 22 – 23 |
| Mat's column..... | 24 – 25 |
| Thinking.....     | 26 – 27 |
| Story.....        | 28 – 29 |
| Cartoon.....      | 30      |
| Your rights.....  | 31      |

The List (centre)..... A – P

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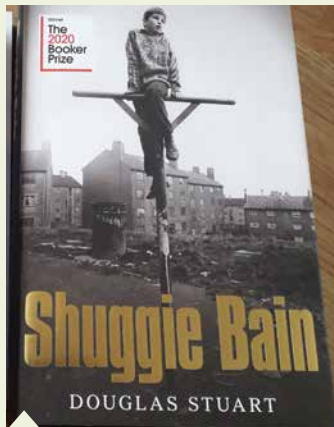
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**Your voice:** Taking a reader on a *Poverty Safari* was colourfully explored by Darren McGarvey in his Orwell Prize-winning book in 2018. Turns out Loki, as he's known in Glasgow, seems to have started a publishing fashion for tales about systemic poverty and addiction because now the Booker has been won by Douglas Stuart, another Glaswegian, with his heartbreaking novel *Shuggie Bain*. The 430-page book is dedicated to Douglas' mother, who died from alcoholism when he was just 16. Giving more writers with homelessness experience the opportunity to share their stories is welcomed by *the Pavement*, so we are pleased that our new trainee writers' first team feature is with Hannah Green whose book, *My Journey Home* about overcoming homelessness, will be published in April. Read more on p18. © *Pavement*

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

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

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

## Help needed

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

A big thank you to our readers and writers.

• [nicola@thepavement.org.uk](mailto:nicola@thepavement.org.uk)

# Finding solutions

A set of problems precedes a set of solutions. So, while we struggle with the latest lockdown, without the popular Everyone In scheme, the UK's Covid-19 vaccination programme is picking up speed. Amidst the gloom of a winter lockdown, there were genuine cheerful moments, such as Oldham in Greater Manchester organising and carrying out the world's first Covid-19 vaccination scheme for homeless people. While in London people working with the homeless community were also being vaccinated, including our friends at Streets Kitchen and the Museum of Homelessness.

A warm welcome to our team of 12 newly trained writers, all with homeless experience. All are now trained in solutions-based journalism after six weeks with trainer Giselle Green. In this magazine you can read pieces by Paul Atherton (p12) and Rosie Roksof (p26) who both look at solutions to problems that anyone who has been homeless will recognise.

Issue 131 is all about Solutions, so in this issue you'll find articles, interviews, cartoons, and, of course, the List. Hopefully they will help solve a problem you may be facing, however big or small.

Please use the List on the centre pages of this mag to find food and recovery support. If you have WiFi then go to [www.pavement.org.uk](http://www.pavement.org.uk).

Stay safe.

**The Pavement team**  
[www.pavement.org.uk](http://www.pavement.org.uk)



Lockdown laws spotted at the Manna in Islington. Find more info about what's happening on Insta: [@pavementpix](https://www.instagram.com/pavementpix) [@pavement\\_magazine](https://www.instagram.com/pavement_magazine) © Pavement

## £3 shop

A grocery in Wythenshawe, **Greater Manchester**, where a large food shop costs just £3 is planning to open three new sites across the region. The Community Grocery, founded by the charity The Message Trust allows people to save up to £40 a

time shopping. *Manchester Evening News* say the charity is a mix of food bank and supermarket, giving hungry people dignity and access to essential goods. The new sites will be located in Bolton, Wigan and Salford.



**Solutions Journalism training in action** with Giselle Green, a former BBC News journalist who now runs a project to highlight solutions-focused news stories. Giselle helped train 12 writers with homelessness experience for *the Pavement* via online talks and individual sessions. "I'm really pleased to be working with *the Pavement* to help give a voice to people with experience of being homeless. As a strong advocate of solutions journalism, I'm delighted to have the chance to show how this approach can strengthen the impact of their stories. I've been very moved and also inspired by the conversations I've had with the trainees about their own circumstances and their ideas for what they'd like to write about for *the Pavement*. I'm sure their stories will resonate with readers but also offer hope and practical help." Several of the trainees have contributed to this issue, and we look forward to their special takeover in May. Training funded by European Journalism Centre. © *Pavement*

## Reality bites

A startling report by the National Audit Office (NAO), released at the start of the year, reveals just how ill-prepared government officials were for the task of housing the UK's homeless during the first wave of the Covid-19 pandemic last year. The government has set itself the ambitious aim of ending homelessness by 2024, but woefully underestimated just how many people needed housing as it launched its Everyone In scheme last year. The NAO says 33,139 people took part in the scheme between its roll-out in late March and November 2020, but officials working on the project were reliant on a survey stating only 4,266 people slept rough.

## Census 2021

**STOP PRESS:** The 2021 census will take place in England and Wales on 21 March, the Office for National Statistics confirms. The census is for everyone in England and Wales, including homeless people and people sleeping rough. This year the census will be conducted primarily online.

- Find out more at <https://census.gov.uk>

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

## Modular citizens

Councillors in Haringey, **London** were pressed into action late January when their plan to build 37 modular homes for the homeless was jeopardised by residents' complaints. A campaign by Streets Kitchen garnered widespread support and there is now a strong belief the council will press ahead with their plan, despite a petition against it with just 54 signatures.

**3,307** people slept rough in London during October, November and December 2020. In the three months previous the figure stood at 3,444, claim official figures released by the Greater London Authority through Combined Homelessness and Information Network (CHAIN) data.

**1,582** of the 3,307 people sleeping rough in the last three months of the year were doing so for the first time.





**Warm coat:** A number of take one leave one (TOLO) rails appeared at the start of the year, and will be running into March. Visitors to TOLO rails can take a free coat to keep warm this winter, or donate one to be put on to the rail. The Peckham TOLO rail has appeared every Saturday since mid-January underneath the Peckham Arch, just by the library. An organiser of the scheme, Saf, told *the Pavement* there are plans to expand. “My hope is that we will syndicate to other rails around the UK... and they can become semi-permanent, unmanned rails where people take and replenish clothes.” TOLO rails are across London and other parts of the UK. Follow [@peckhamtolo](#) on Instagram © Jake Cudsi

## Pandemic legacy

Dismal reading in the *Observer*, with news that more than 70,000 households have been made homeless in the UK during the Covid-19 pandemic. Figures compiled in late January also reveal a staggering 207,543 households approached their local council for assistance avoiding homelessness or helping with the threat of homelessness between

April and November 2020. Of these households, 70,309 were “owed the relief duty”, meaning they were already homeless when they approached their council. David Renard, housing spokesperson for the Local Government Association, warned: “Councils will need further support in the difficult weeks and months ahead to move people into safe and secure housing”.



## World first jobs

Oldham, Greater **Manchester**, can pride itself on running the world's first Covid-19 vaccination programme for homeless people. The first batch of vaccinations were administered at the DePaul charity centre in mid-January, with two GPs on site to help deliver the vaccine. Dr Zahid Chauhan, Cabinet Member for Health and Social Care for Oldham Council, helped to organise the programme. He told the *Oldham Evening Chronicle*: "We must not give up on homeless people but instead pull together and do what we can."

## Is that all?

Not to worry, all of your troubles can be remedied! All you'll need is the modest sum of £5,000, an amount easily saved, says the Conservative Mayoral candidate for **London**, Shaun Bailey. Yes, Bailey proposes homeless people in the capital should simply save up £5,000 for a deposit on a share of an affordable home. When asked by *Inside Housing* if he was suggesting families in temporary and emergency accommodation could afford the deposit, Bailey clarified, "Not all of them, but some people could. A full proportion of people could."

- **London Mayoral Elections & Scottish Parliament Elections on 6 May.**

## Stop the count?

There was chaos across the pond in January, and it wasn't just confined to Washington. In previous years the start of the year sees thousands of volunteers and outreach workers organise a population count of homeless people, similar to the snapshot survey in the UK. The ongoing pandemic has stopped the count for vast swathes of the **US**. *NPR* reports officials in LA, Austin, Texas, and Maricopa county, Arizona have cancelled the counts, which have taken place annually in January in the US since 1980. The street count is not just a simple head count, homeless people are also asked a series of questions, enabling service providers and support workers to find the right help.

## Meals on wheels

The Museum of Homelessness set up a mobile homeless task force in central **London** for the winter, providing weekly support for people sleeping rough – by way of hot drinks, snacks and warm kit. The goods are handed out by a team of volunteers every Monday from 8.45pm in the West End until the trolley storing everything is empty.

## After Covid

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Scotland's Social Renewal Advisory Board published recommendations in late January. It took a hard look at the future and concluded that "We may all be in the same storm, but we are all in different boats... and even then, too many of us are with no boat at all."

Recommendations aim to bring about change, in particular addressing the causes and impacts of poverty and inequality. This could see the national plan for ending homelessness extended from 2023 to 2029 and the implementation of a legal duty to prevent homelessness – so a person can get help before they are faced with losing their home.

Welcoming the report, Jon Sparkes from Crisis Scotland, who also co-chaired the Housing Policy Circle (a sub group of the Board), said: "The pandemic has reduced the income of millions, meaning many people are struggling to meet housing costs. As the effects of this new lockdown take hold, it's clear that we must act now if we are to prevent a rise in all forms of homelessness."

**-11°C** was the coldest night in Glasgow during the freezing weather in February. To get accommodation, see p31, or see List on pages A – P.

## Path found

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Encouraging numbers from Housing First Scotland, which has now created 404 tenancies since the inception of its Pathfinder scheme, having added 22 in December 2020. 'Tenancy sustainment' figures, indicating how many people have kept their tenancy, are also impressively high, with 88 % of people involved in the Pathfinder retaining their new homes. Broken down, the numbers show Glasgow reached a milestone of 150 tenancies in December 2020, while Edinburgh has 92. No evictions have taken place in the Housing First project, reported a proud Sir Andrew Cubie, Chair of the Housing First Scotland Advisory Group.

## Parkhead proposal

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NHS Greater **Glasgow** and Clyde submitted plans for a new health and social centre in Parkhead to the council in January. *Glasgow Live* reports the centre will provide a range of primary and social care services to the local area's homeless population, providing support for mental health, addiction, criminal justice and sexual health. The application for the centre states "critical to this concept is the creation of an open, welcoming and caring facility that is easy to navigate and pleasant, calm and uplifting to inhabit."



Pre-Covid 19 Royal Mile, Edinburgh  
© Pavement

## Street Support

A new app and website, Street Support Network Edinburgh, has been developed to support the city's homeless population by researchers at the University of Edinburgh, Street Support Network and community partners. More than 30 organisations in **Edinburgh** worked together to help make the free app, which provides users with vital information on numerous services, including food banks, accommodation, providers of meals and drop-in services, according to *The Herald*. Colin Beck, chair of the Edinburgh Health and Social Care Partnership at Edinburgh council, welcomed the "innovative way of providing information, which will help people connect."

- **Download the free Street Support Network Edinburgh app. Available on the Apple App Store and Google Play.**

## Unfit B&Bs

In **Glasgow** 2,294 homeless people were housed in 'unfit' B&B accommodation between 1 April and 24 November 2020 according to info found by Freedom of Information requests. *The Ferret* reported that new rules designed to limit the use of substandard housing and unfit B&Bs as temporary accommodation were supposed to come into place in September 2020, but will not be fully enforced until June 2021.

## Goodbye

We are very sorry to share that our friend **Stephen Mitchell**, manager at the Lodging House Mission, sadly passed away on 7 February.

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

# We still need housing

How could Westminster spending more than £3 million to house just 42 homeless people be considered a success?

Report by *Paul Atherton*

On Boxing Day, Minister for Housing, Communities & Local Government, Robert Jenrick tweeted that the Government is on "a moral mission to end homelessness". But that seems not to be the case in Westminster, which since the end of the Government's Everyone In initiative in July 2020, has only successfully housed 42 people in private tenancies out of more than 2,000 that were street homeless in the borough.

Westminster Council received more than £3 million from the Government in Next Steps funding to help permanently house those experiencing homelessness in the area. According to St Mungo's Combined Homelessness and Information Network (CHAIN database) there were approximately 2,350 people living on the streets in Westminster as of March 2020.

However, the Council's own figures issued on 18 December 2020, state that it only temporarily housed 266 as part of the Government's Everyone In scheme and the outcome for its Next Steps showed only 42 people housed in private tenancies. The second largest percentage of outcomes was that people were returned to the streets.

**247** councils are to share £91.5 million to "ensure interim accommodation and support for the most vulnerable people" during the pandemic.

Ref: [www.gov.uk/government/news/274-councils-set-to-receive-housing-support-for-vulnerable-people](http://www.gov.uk/government/news/274-councils-set-to-receive-housing-support-for-vulnerable-people)

**15,000** people were moved into emergency accommodation during Everyone In.

Ref: *St Mungo's*

The remainder were left in supported or uncertain accommodation, hospitalised, in prison or deported.

This means that each successful outcome has cost the taxpayer £71,428 per person and has only permanently assisted 1.8 % of Westminster's street homeless community.

Jessica Turtle co-founder of the Museum of Homelessness, a



grassroots charity based in central London, said: "When the pandemic hit, there was a real opportunity to actually change people's lives and address the homelessness crisis. Much of the messaging from government, amplified by the media, indicated that homelessness had been ended. In fact, these figures from Westminster, a borough with the largest homelessness population of the UK, are stark evidence of a dismal failure despite a truly historic chance to really change things."

Paul Atherton has been homeless since 2009. He was sleeping at Heathrow Airport when the Covid Lockdown began. He coined the hashtag #HeathrowHomeless when the Everyone In initiative was announced but the 200+ people residing there were seemingly ignored.

**How do we solve these problems? See next page...** ►

# Letter of the law

When it comes to getting housed, the system needs to change, but how? For instance, why isn't there more outcry when a homeless person dies? *the Pavement* asked:

## **1. Fiona Colley, Director of Social Change at Homeless Link, the charity for homelessness services:**

"Every single homeless death is a tragedy, and it is unacceptable that the number has continued to rise each year – particularly as no one should be homeless in the first place. Homeless Link believes that each death of a homeless person should be investigated and Safeguarding Adult Reviews carried out as standard so that we can learn how to improve practice and prevent deaths.

"There are many effective ways to challenge local authorities and government in order to improve support and conditions for people experiencing homelessness, as recent campaigns have demonstrated.

"The sector-wide call for 'Everyone In 2' during the third national lockdown, and for homeless people and the workers who support them to be included as priority groups for the Covid-19 vaccination resulted in positive government action. This included further funding and instructions for Local Authorities to bring all people sleeping rough into emergency accommodation, carry out needs assessments and GP registration and ensure they are factored into local vaccination plans.

"Collaborative campaigning action, like this, is key to creating the changes we want to see to protect those experiencing homelessness."

## **2. Maeve McCleghan, author of *No Fixed Abode*:**

"Part of the frustration surrounding each tragic death of someone who dies homeless, is the apparent complexity of pinning down just which department or service may have had responsibility for the person in question's care. Without official reviews into these deaths we never manage to establish where care could have been improved, how and when someone fell through the gaps between services or how to stop the same thing happening again.

"There already is a mechanism through which these investigations can take place: Safeguarding Adult Reviews. The problem is these reviews are not currently mandatory after the death of someone sleeping rough – all my research suggests they should be. Only then we will be able to hold services to account and improve the support out there to avoid any further deaths."

## **3. St Mungo's wouldn't comment.**

# Call for tougher safeguarding

To help people who are homeless find homes we need to focus on an existing principle – safeguarding.

Back in September 2019 a team from the Policy Institute at King's College London did an analysis of 14 Safeguarding Adult Reviews (SARs) which could change everything. That's because the Safeguarding, Homelessness and Rough Sleeping report was written to learn lessons and improve practice.

Five big problems were uncovered:

- Poor cooperation, coordination and leadership
- Challenges in assessments linked to the Housing Act 1996, Care Act 2014 and the Mental Capacity Act 2005
- Lack of suitable accommodation provision
- Poor hospital discharge
- Missed opportunities with safeguarding including a lack of professional curiosity, normalising risk and from the “client”, poor engagement and self-neglect.

One of the authors, Bruno Ornelas (who tweets @voicesofstoke) explains in a blog on Homeless Link that: “SARs have an important part to play in policy development and systems change work, especially to highlight the individual human story. SARs have the potential to bring renewed accountability in relation to cross agency working and may push for better integration across sector boundaries and disciplines. This should include taking a closer look at custom and practice linked to values and beliefs, representations surrounding an individual's capacity to make cognizant and competent choices, in particular where self-neglect and severe addiction intertwine, and the influence these notions have on individuals and multi-agency systems.”

So, *the Pavement* asks – if that was figured out in 2019, just when will things change? And who should be doing it?

- <https://www.homeless.org.uk/connect/blogs/2020/jan/13/learning-lessons-from-safeguarding-adult-reviews>



# Secret benefit

Yet more frustrations and hardship caused by Universal Credit payments. *By Ian Kalman*

I have been on Universal Credit (UC) for three months since the beginning of the year when I had my birthday. Now I am living on the State Pension.

If I compare the information available for these two benefits, the Pension wins by miles. Although I have written a lot about the subject, most of this comes from interviewing either the press office or individuals. From the former I got facts, from the latter I heard the problems that they faced.

Recently I was invited to a Parliamentary Committee on UC. I stated that it was a pity that, unlike in Scotland where you can request to be paid fortnightly, that option is not available in England. The chairperson Debbie Abrahams, Labour's spokesperson for the DWP stated that she knew what I said was wrong and that you can request fortnightly payments. I know I was never told this when I applied for UC. There was no information on the government website either.

I will say even staff who work in the DWP don't know the answers. My Jobseeker's Allowance (JSA) advisor told me I could use my out-of-date passport to confirm who I was, but on applying, it asked for a valid passport. I spent five days in

## £20 update

Days before the Chancellor's decision about the £20 a week uplift, the Joseph Rowntree Foundation said dropping it meant "6.2 million low-income families would lose £1,040 from their annual income overnight, creating serious financial hardship and pulling 500,000 people into poverty, including 200,000 children."

anguish going through my papers only to be informed I was on UC and was offered an advance. I spoke to an advisor on UC last week, and mentioned the title of this piece. She informed me that sometimes she looks at the database and just cannot find an answer. Universal Credit is truly the secret benefit.

- Even if you are homeless you can apply for UC. If you cannot claim online, Jobcentres are open (even in lockdown) but please wear a mask.



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

# Period piece

**Meet the team helping to solve tricky periods. Report by *Justina Jameson***

Tricky Period is based in London and was set up by Caroline Allouf and a small team of volunteers who were already working to support homeless people on the streets of North London for Streets Kitchen. Caroline wanted to address the horror for many women that live on the street and/or are unable to afford basic period products. At Streets Kitchen, Caroline and other volunteers were regularly hearing stories from women with no choice but to shoplift, skip meals and use newspaper to provide their monthly protection.

The gang distribute pads, tampons (with applicators and without), wipes and disposable bags to women's shelters, refuges and mother and baby units as well as to women living on the streets via breakfast outreach. Tricky Period has also teamed up with ShowerBox, a free and secure shower and changing rooms service that travels around London providing support for the homeless.

Tricky Period works with many council libraries that act as product pick up points for period products to those experiencing homelessness and poverty. The free supplies to libraries enable the women to come



Packing period products © JC & SS

## Scottish progress

The Scottish parliament recently passed the Period Products Bill. The bill proposes the free provision of sanitary products. People experiencing homelessness in Scotland are covered by the bill.

and get what they need under a no questions asked policy. Anyone who needs to use the service can tick off the items on a form and hand it over to a librarian.

- Find the list of where to collect products on [trickyperiod.com](http://trickyperiod.com)
- More about [www.showerbox.org](http://www.showerbox.org) at St Giles Church, London in the List (centre pages). ■

# Write start

Author *Hannah Green* discusses writing and homelessness with our trainee reporters, *Paul Atherton, Lee Foxhall, Charlie Radbourne, Sarka, Sheryle Thomas & trainer Giselle Green*

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**Q: How did you start off?**

I literally wrote down everything and sent it to the editor and asked what angle should I be going from. Then we narrowed it down and ended up focusing on PTSD and homelessness.

**Q: Do you plan what you're going to write before you start?**

I don't really make a plan. I love surfing, so I'll go for a surf and I'll get back and have some inspiration. Or sometimes I'll see a tweet and think, 'I have to write about that'.

**Q: Charlie: Why do you go surfing?**

I got signed up to this surf therapy course and it was meant to be six weeks. Basically I just fell in love with it. It was quite dangerous at times. I think I thrived on that adrenaline.

**Q: Lee: Before writing about what others have gone through, would you recommend you write about your life to take it all in again and move forward?**

That's a very personal decision. For me it helped, it was very therapeutic to write it all down and see it all laid out and think, "shit I've survived



**My Journey Home:** Hannah Green spoke to *the Pavement* trainee reporters about how she's written about her experience of homelessness. © Rich Maw at Infocus Photographic, Scarborough

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that." But if there's stuff in there you haven't dealt with and you write it down, it might trigger things and make you feel worse.

**Q: You've written a book about your life, *My Journey Home*, which is being published in April. How did that come about?**

The week before lockdown I was with my friends and I joked that if there was a lockdown I would write a book. Then lockdown happened, so I just started writing.

**Q: Paul: What made you decide to go with that particular publisher?**

I pitched to so many publishers. Two came back to me. I went with the one I went with because they specialise in mental health type stuff and were more specialised. I

- *My Journey Home* demonstrates the power of the sea, and a good cup of tea.
- In 2019 Hannah Green was living in a hostel, now her autobiography is being published in April. Follow Hannah on Twitter @h\_green21
- Hannah talks about post-traumatic stress disorder (PTSD). She was helped by surf therapy. Also see [www.ptsduk.org](http://www.ptsduk.org) and our trauma guide on p22 – 23



also won a grant from a charity, a scheme for young people who had ideas. [Hannah's grant covered the publishing costs]

**Q: How do you feel about the book coming out?**

It's terrifying, I won't lie. But it has the potential to help people, which is why I've done it.

**Q: Sheryle: Were there barriers to accessing help being female when you were homeless or was it easier as a woman to get support?**

For me it made things harder. I was in this supported lodging scheme where you stay in a volunteer's house longer term. The woman I was staying with took in exchange students who were all males of similar age to me which was a massive issue. I was told if I left, I would be making myself intentionally homeless.

**Q: Sarka: Is there anything you learned that made it easier?**

When I was experiencing homelessness, I avoided men

as much as possible. What would've helped me was having a hostel just for women: single sex accommodation where I knew there were no men. That should be a thing everywhere, but it's not.

**Q: What advice would you give to your younger self?**

I would have told myself to keep myself to myself more, and not get involved in dodgy things with other people. I would have just told myself it's not going to be like this forever and there's a way out of it. So just hang in there.

**Q: You've been writing a report for the Centre for Homelessness Impact about access to healthcare. What were the top issues that people had?**

One was around person-centred, trauma-informed care and services being led by the person rather than them being told they must do this and that. If someone says to me you have to do this, my brain goes crazy and I'm like no, that's not happening.

# Number crunch

There are lies, damned lies and statistics. Here's why being homeless doesn't mean you'll be dead at 42, and how this has an impact on older homeless people's health. Report by *Dan Lewer*

There are endless statistics about the health problems that go hand-in-hand with being deprived of a home.

There are risks – especially if you are sleeping rough in the winter. Some people are made homeless because of health problems, which is exactly when you need somewhere safe and warm. So it is not surprising that there are a lot of deaths among people who do not have a home.

But there is also a lot of nonsense written about homelessness and death. One depressing claim relates to the average lifespan of people who do not have a roof over their head. You might have read that people who sleep rough can expect to live until they are 40, or maybe 45 – a shockingly young age. This “fact” seems to crop up again and again. But it is completely false.

The problem with these claims is that they are based on the people who died after a drug or alcohol overdose, or when they are sleeping rough. None of these deaths should happen – but many people survive homelessness and live much longer.

There are some facts about health and homelessness that are generally correct though:

- **Not all homeless people die young**
- **Many homeless people have a lot of untreated health problems**
- **Health problems may include mental health problems, as well as long-term breathing problems, heart problems, and cancers.**

In short, all of their health problems are an unfortunate but ordinary part of getting older. The difference is that when most people encounter these problems, they get the full support of the NHS and a home in which to relax and recover.

Sometimes when people think of homelessness, they think of drugs and alcohol. The idea that everyone who is homeless dies in their 40s seems to fit with this. But the reality is that health problems among people who are homeless are not that different to everyone else. ■

**Dan Lewer is a National Institute for Health Research (NIHR) Doctoral Research Fellow and a Specialist Registrar in Public Health at the Department of Epidemiology & Public Health, University College London (known as UCL).**



**Wrong number:** Famously in *The Hitchhiker's Guide to the Galaxy*, the meaning of life, the universe and everything was 42 © Benjamin Balazs

## What's the solution?

Rough sleepers are at risk of poor health and a shorter life span. To reduce the number of deaths, anyone homeless or insecurely housed needs better access to GPs, hospitals that are welcoming if things get that bad, better support for people with mental health problems, and of course, housing.

- You do not need an address to register with a GP. Start by making a phone call and book an appointment. Try asking for two back-to-back appointments.
- There are even GPs that specialise in working with homeless people. In London (Westminster) try 13 Great Chapel Street Medical Centre, W1F 8FL and (Hackney) Greenhouse Walk-In Medical Centre, 19 Tudor Road, E9 7SN. In Glasgow try Hunter Homeless Street Services, 55 Hunter Street. In Edinburgh try Edinburgh Access Practice at Spittal Street.

# TRAUMA

## Coping with trauma

### Cope with trauma by asking your GP for support if:

- You feel alone, or people do not understand what you are trying to tell them
- You feel overwhelmed by your emotions
- You suffer nightmares and insomnia
- Your friendships and relationships are suffering
- You are increasingly distancing yourself from people
- You have accidents
- You are using drugs, drink or smoking to cope with feelings
- You think of self-harming or are suicidal
- People around you suggest you seek help.

### Other places to get support

- **Mind** provides advice and support  
[www.mind.org.uk](http://www.mind.org.uk) or 0300 123 3393
- **Samaritans:** to speak to someone call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)
- **Traumatic Stress Service** for assessment and treatment call 0203 228 2969 or 0203 228 2514
- **ASSIST** for email support, fill out an online form at [www.assisttraumacare.org.uk](http://www.assisttraumacare.org.uk)





## Q: What is a trauma-informed approach?

Some services use a trauma-informed approach to support people who are experiencing or have experienced trauma. It is a highly respected and increasingly popular service with care providers.

### The pluses of trauma-informed care:

1. **Recognise and respond:** Trauma-informed services will try to understand the trauma you have experienced and its impact on you.
2. **Provide safe places:** Creating a supportive environment not adding to your trauma.
3. **A strengths-based view:** Instead of asking 'What is wrong with you?', trauma-informed services are more likely to ask 'What happened to you?'. This removes blame for your trauma from you.
4. **Empowering relationships:** Traumatic experiences can often involve an abuser holding power over you, making it difficult for you to get support from a professional.
5. **Equal access to support:** Support is tailored to you. The people experiencing trauma and the experiences themselves are all different.



This edited version comes from a leaflet created by Groundswell and Fulfilling Lives Lambeth Southwark Lewisham. Fulfilling Lives offers a programme designed to improve the lives of people facing multiple disadvantage – people who have experienced mental ill-health, homelessness, substance use or have offending histories.

Find out more at: [www.fulfillingliveslondon.org](http://www.fulfillingliveslondon.org)



Find more health guides info at  
[groundswell.org.uk/what-we-do/resources](http://groundswell.org.uk/what-we-do/resources)



# Outside looking in

How being homeless left even more people on the outside,  
by *Mat Amp*

At the start of the first lockdown the government told us all that it was our duty to go home, bolt the doors and await further instruction. Self-isolate, they said.

People talked about the great divide – those with gardens and those without, and we went on with our bitching and moaning about how there was nothing to do while we kicked back in front of our Supermax 400 inch global hi-def megavision quantum 9 viewing tubes to rinse our Netflix subscriptions for every penny's worth of its £9.99 a month.

But it wasn't quite that simple for everybody. While the government's Gov.uk web page proclaimed in big shouty letters 'CORONAVIRIUS IS SPREADING FAST, DO NOT LEAVE YOUR HOME UNLESS ABSOLUTELY NECESSARY' some were left asking the question: "What home?"

One of the reporters for the community journalism project run by Groundswell and On Our Radar, who chooses to remain anonymous, wrote: "I was shocked by this situation, where people are left on the streets while at the same time told 'Stay at home, save lives'. The hypocrisy! I noticed that one of the permitted legal reasons to

## Get involved

On Our Radar & Groundswell (where Mat works) are currently running an innovative community journalism scheme as part of a Covid Monitoring Project. Reporters with experience of homelessness send in reports about life during the pandemic in a bid to inform policy makers, other charities and the public, see <https://microsites.onourradar.org/covid19>

Interviews are confidential and you are not committing to anything by doing them.

If you are interested email: [mat.amp@groundswell.org.uk](mailto:mat.amp@groundswell.org.uk) or ring Mat on **07595 602 324** (leave a message if there is no answer).

be outside is homelessness."

Good of them not to start going down the path of Mayor Rudolph Giuliani, from New York, who once said, "Streets do not exist in civilized societies for the purpose of people sleeping there, bedrooms are for sleeping," before he started rounding up New York's homeless and throwing them in jail.

While most people aren't this extreme, there is a common failing amongst the public to grasp the link between trauma and homelessness.

Everyone In was an unequivocal solution that seemed to offer



The Digital Divide inspired by a Brixton phonebox © Mat Amp

the help that was needed at the time. A simple name, a simple concept and a simple timeline – NOW. The public seemed to support the scheme. And we all lived happily... DID WE FUCK!

Since those early days of the pandemic the news reports about the plight of people experiencing homelessness have almost disappeared. Who knows if this is cause or effect, but public concern and support seems to have waned too. Either way, the government's response was a decision not to renew the Everyone In scheme at the start of the third lockdown.

Did the government only come up with the scheme just to protect the public from infected people wandering the streets? And now, wise to the nature of the virus and the way it is spread, are they just willing to take the risk? It certainly seems strange that it was instigated

in the warmer months of spring but has not been renewed for winter.

Our talented anonymous reporter puts it like this: "If people are put in a decent clean room and given the support they need, it might prevent years of homelessness, health emergencies, criminality, imprisonment, destroyed lives. What a difference it could make! Is there a way to reignite the good will from the first lockdown, to change the whole approach and start to heal? There must be a way to show that prevention is cheaper than an emergency. Why don't decision makers listen?"

Let's be honest, Everyone In is just a sticking plaster anyway, and a sticking plaster on a wound that needs skin grafts to heal. Despite giving temporary respite to many, it has provided very little long-term help to get people out of homelessness for good. ■

# Confronting cruelty

What links vulnerable children, missing people and adult homelessness? Report by **Rosie Roksof**

My first exposure to extreme human cruelty was aged six.

Kay was my first school friend. By the time anyone realised how vulnerable Kay was it was too late.

The man Kay called 'dad' before her mum threw him out, left Kay in intensive care after a hit-and-run. I forget if this was ever proven, but everyone knew he was capable.

Kay wasn't in school again for a long time and when she returned, she was different. She was still my friend, but she could no longer talk or walk and was partially blind.

This is just one example of many more I could give which highlight the fact that many shared issues surrounding vulnerable adults and homelessness start in childhood.

The Preventing Exploitation Toolkit ([preventingexploitationtoolkit.org.uk](http://preventingexploitationtoolkit.org.uk)) states: "Trauma and adversity experienced during childhood and later life can have huge impacts on people's lives and can greatly increase their vulnerability to exploitation."

Added to which, a 2019 study *Homelessness and Childhood Adversity* ([feantsa.org](http://feantsa.org)) found that 87% of those reporting lived experience of homelessness had



(c) Rosie Roksof

experienced at least one Adverse Childhood Experience (ACE), and half reported four or more ACEs.

This backs up what I see: that many people who are already at greatest risk of being exploited are more so when homeless, with women being most vulnerable.

The statistics for homeless women are at best incomplete. Of the 4,266 people estimated to be sleeping rough in autumn 2019, 614 were women (Ministry for Housing, Communities & Local Government, 2020). Of these unaccounted for women, many are among the hidden-homeless community. Out of sight but not out of danger?

According to the community link manager at WISH (a charity for women in prison with mental health issues): "Because of the danger of

# In a nutshell

- This feature looks at how many people who have had a tricky childhood may as adults be missing, hidden homeless, vulnerable or rough sleeping.
- **GET HELP:** If you are a woman at risk from domestic abuse, call National Domestic Abuse **0808 2000 247** open 24/7 or dial **999** for an emergency. Or in London call [solacewomenaid.org](https://www.solacewomenaid.org) at **0808 802 5565**.  
Scotland's 24/7 Domestic Abuse & Forced Marriage Helpline **0800 027 1234**

actually being on the streets most homeless women either sofa surf or stay with abusive men in exchange for a space to live. We have worked with women who rode the buses at night, went to Heathrow at night or spent the night in A&E. Others stay in crack houses in exchange for cleaning up or sex."

If this is true for most hidden homeless women, it's unclear how many more never come out of hiding. A missing person with no support network is surely that much more likely to remain missing.

Josie Allen at missingpeople.org.uk says: "There are many links between missing and rough sleeping but also between missing and hidden homelessness. We also know there is likely to be a hidden missing population – people who are absent from their lives and from support services but may not have had anyone to report them missing."

In the *Evening Standard* on 11 January 2021, the Chief Executive of NSPCC said: "Invisibility" that

could result from children's absence from class risked "cultivating" the "conditions for abuse and neglect" and would lead to lasting harm unless action is taken.

Based on numbers of people I HAVE MET who carry scars of violence from childhood (deafness, blindness, epilepsy and brain damage being COMMON examples), isn't it obvious (as the NSPCC points out) that unless intervention is made to protect vulnerable children the consequence will be a continuing cycle of abuse in silence?

Many living with the lasting harm caused during childhood can be found sleeping on the streets... Meanwhile the saying, 'Absence of evidence is not evidence of absence' is especially true of the unknown numbers of vulnerable hidden homeless people.

What do you get when cruelty is combined with opportunity and greed? The human exploitation business which is, as ever, A BIG BUSINESS. ■

# Outside the Machine

A gritty, observant story from London by *Chris Bird*

Moving with a radiant urgency, colourful shadows merged with white faces.

I could hardly lift my head. The rush of heroin engulfed me, calming all anxieties and troubles.

Across the park solicitors walked briskly to the Inns of Court. Their leather shoes clipped along the grey stone paths.

I lit a cigarette as the gear drained through me. I closed my eyes to all my huge regrets.

Like random flowers heroin grew in the pavement cracks and lines.

The city was tired of waking up into another freezing day. Fast food litter was being picked at and examined by bustling crows.

The crows were the toughest birds in the park, the same colour as the branches of the bare trees.

In the closed tent a Liverpool accent was complaining; "You gotta cob\* on ain't you?"

The couple argued for England, non stop barnies\* about every subject.

They were two skinny junkies with pale gaunt faces.

\*\*\*

On the street later, begging was hard going. The church was unusually quiet. The Catholic statues had

## Try flash fiction

Try writing a story using just three sentences – a beginning, middle and end. Now try changing the order! Can you compress your story to just six words? *The Pavement* had a go with Chris Bird's story:

*Rush.*

*I couldn't argue.*

*Dealer late.*

Are these the six words you'd choose? Send your best super short story ideas to:

[editor@thepavement.org.uk](mailto:editor@thepavement.org.uk) for publication. If you are stuck for ideas try focusing on your health or your rights.

nothing to say.

In the afternoon the guy said to me I had to "go score" in King's X.

Paul had an insistent Liverpool accent, "Bizzies\* are on to me, but they don't know you like, do they?"

I couldn't argue.

My jaw felt frozen by the cold.

Paul had a lot of drug related convictions so was a known "face" around the area.

Druggies are compelled to make the same mistakes over and over.

I knew there was no alternative.

As I waited in King's X the grey

buildings looked down on me.

I stepped back wanting the alleyway shadows to hide me.

Along a wide stretch of corrugated iron panels a line of fading posters said, "Militant Tendency... Fightback!"

The city looked inclined to reject any idea of resistance. The endless pavements were decorated with fag ends and fallen leaves.

A lorry slowly moved by, and then a taxi. Nausea surged through my stomach and legs.

Glancing up I noticed a raven land on a grey rooftop. It strutted along a brick ridge glancing suspiciously around itself. It was so intensely black that it seemed part of another place and time. It belonged to a separate city, a separate moment.

I craved nicotine.

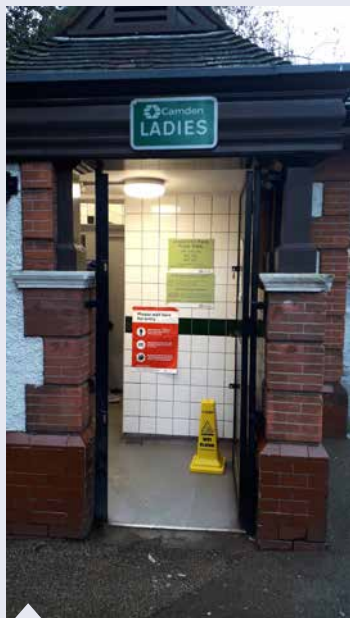
My lips felt very dry as I waited.

The dealer was always late.

Always.

## Jargon buster

- \* **cob** (got the hump/irritated)
- \* **barnies** (arguments)
- \* **bizzies** (police)



**Toilet talk:** If they haven't already been axed then council toilets, like these ones at Lincoln's Inn Fields, London are open in the daytime. Automated toilets are open 24/7 but cost 20p (or use a Radar key). Also find free toilets at main train stations. © Pavement

TURN TO PAGES A – P  
FOR THE LIST OF SERVICES





MYSTERY MEAT FINDS A NEWSPAPER AND SPOTS A PLACE WITH MUCH MORE LIVING SPACE!!



MYSTERY MEAT SHOWS WILLINGNESS TO SING FOR SUPPER... TIL A WARDEN SEES!



PENGUIN PURE ROKSOPH 2021

# Housing in England: Your Rights

Your local council does not always have to help you find emergency accommodation if you are homeless.

If you need help right now, please try these numbers below.

Ask them to help you make an emergency housing application.

**For free help with your emergency housing application:**

**1. Streetlink**

- Tel: **0300 500 0914** & also an App

**2. Shelter**

- Web: [www.shelter.org.uk](http://www.shelter.org.uk)
- Tel: **0808 800 4444**  
(8am–8pm Monday – Friday,  
8am–5pm weekends)

**3. Citizens Advice Bureau**

- Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Tel: **03444 111 444**

**If your application is rejected:**

- You should appeal the rejection if you think it is wrong. You have 21 days to do so.
- Shelter and Citizens Advice Bureau can help you with your appeal.

Visit [www.thepavement.org.uk](http://www.thepavement.org.uk) for a more detailed version of your housing rights in England and Scotland.

# Housing in Scotland: Your Rights

Call Shelter Scotland for free housing advice

9am–5pm, Monday to Friday on **0808 800 4444**.

You may be able to make a homeless application with a local council. This is different from a housing options interview and from an application to the mainstream housing waiting list.

You have the right to temporary accommodation while the council considers your application. The council must notify you of their decision in writing.

**TELL US:** If you want to order more or less copies of *the Pavement* OR need to make a change to the list of services in the centre pages please use the contact details on p3. Thanks!

*My notepad...*

## Joke

Thanks to John Rokos from Muswell Hill Soup Kitchen for this joke.

**Q: Why was Bob queuing outside Domino's instead of his usual off-licence?**

**A: He wanted a Prizza Vaccine**

Make sure you read...

*the* **Pavement**

online at

[www.thepavement.org.uk](http://www.thepavement.org.uk)



# the Pavement

## KEY TO ALL SERVICES

|           |                              |
|-----------|------------------------------|
| <b>A</b>  | Alcohol workers              |
| <b>AC</b> | Art classes                  |
| <b>AD</b> | Advocacy                     |
| <b>AH</b> | Accommodation/housing advice |
| <b>B</b>  | Barber                       |
| <b>BA</b> | Benefits advice              |
| <b>BE</b> | Bedding available            |
| <b>BS</b> | Bathroom/showers             |
| <b>C</b>  | Counselling                  |
| <b>CA</b> | Careers advice               |
| <b>CL</b> | Clothing store               |
| <b>D</b>  | Drugs workers                |
| <b>DA</b> | Debt advice                  |
| <b>DT</b> | Dentist                      |
| <b>EF</b> | Ex-forces                    |
| <b>EO</b> | Ex-offenders                 |
| <b>ET</b> | Education and training       |
| <b>F</b>  | Food                         |
| <b>FF</b> | Free food                    |
| <b>FC</b> | Foot care                    |
| <b>IT</b> | Internet access              |
| <b>L</b>  | Laundry                      |
| <b>LA</b> | Legal advice                 |
| <b>LF</b> | Leisure facilities           |
| <b>LS</b> | Luggage storage              |
| <b>MD</b> | Music/drama                  |
| <b>MH</b> | Mental health                |
| <b>MS</b> | Medical/health services      |
| <b>NE</b> | Needle exchange              |
| <b>OL</b> | Outreach worker links        |
| <b>OW</b> | Outreach workers             |
| <b>SF</b> | Step free access             |
| <b>SH</b> | Sexual health advice         |
| <b>TS</b> | Tenancy support              |

Changes: [web@thepavement.org.uk](mailto:web@thepavement.org.uk)

Updated: February 2021

This is a partial list, tailored for this issue of *the Pavement*. Full list at [thepavement.org.uk/services.php](http://thepavement.org.uk/services.php)

## Scotland List

### ADVICE & SUPPORT

#### GLASGOW WOMEN'S AID

0141 553 2022

[glasgowwomensaid.org.uk](http://glasgowwomensaid.org.uk)

Mon - Fri 9:30am - 4:30pm

Advice and support for women experiencing domestic violence and their children. Domestic Abuse Helpline: 0800 027 1234 (24/7).

C

#### NHS 111

Call 111 (open 24/7); [nhs24.scot](http://nhs24.scot)

NHS services for Covid-19 are free for everyone – whatever your immigration status. You will not be reported to the Home Office for coronavirus testing or treatment. Dial 999 for emergencies.

MS

#### RUNAWAY HELPLINE

111 600 (call or text, open 24hrs)

[www.runawayhelpline.org.uk](http://www.runawayhelpline.org.uk)

Free, confidential 24-hour helpline for young people who've run away or are thinking of running away. 1-2-1 web chat service for people aged 11–17. Over 17s can still get support through the helpline on 111 600.

C

#### SALVATION ARMY – I NEED TO FIND SOMEONE

020 7367 4747; [salvationarmy.org.uk/family-tracing/how-apply](http://salvationarmy.org.uk/family-tracing/how-apply)

If you have lost touch with someone (family or friends), begin your search here. Go online to phone, write or email: [family.tracing@salvationarmy.org.uk](mailto:family.tracing@salvationarmy.org.uk)

## FRESH START

22-24 Ferry Rd Dr, Edinburgh, EH4 4BR  
**0131 476 7741; [freshstartweb.org.uk](http://freshstartweb.org.uk)**

Mon–Thu: 9am–4pm; Fri: 9am–12pm  
 Helps people who have been homeless get established in their new home with practical and social support.

If you have just moved in to a new tenancy, our Starter Packs of everyday household goods might help, please ask your Housing Officer to contact Bethany Gateway on **0131 561 8903**

*AD, LF, TS*

## GLASGOW HELPS

Helpline **0141 345 0543**

Textline **07451 289225**

[glasgowhelps.org](http://glasgowhelps.org)

An online directory helping people find the support they need.

## LODGING HOUSE MISSION

35 East Campbell St, Glasgow, G1 5DT  
**0141 552 0285; [lhm-glasgow.org.uk](http://lhm-glasgow.org.uk)**

Mon – Fri: 10am – 2pm (door service)

Building shut due to Covid 19.

Door service: free food parcels, support and advice available.

*AH, AD, B, BA, BS, CA, CL, C, DT, ET, FF, F, FC, IT, LS, MD, SH, TS, EO*

## NIDDRY ST WELLBEING CENTRE (SALVATION ARMY)

25 Niddry Street, Edinburgh EH1 1LG

**0131 556 9674; [bit.ly/31J2IyL](https://bit.ly/31J2IyL)**

Mon–Fri: 9am–3pm (telephone support)

Mon–Fri: 10am–2pm (1-2-1 support)

Tue: 11:45am–12:45pm (pharmacy)

Wed: 10am–2pm (outreach clinic)

Thu: 10am–2pm (parish nurse)

**Limited Service due to lockdown.**

Needle exchange available.

Contact staff to access **Virtual Services:**

Mon: 11am–12noon (women's group)

Tues: 11am–12noon (psychosocial)

Wed: 11am–12noon (men's group)

Thurs: 1–2pm (psychosocial group)

Fri: 1–2pm (Arty Farty Fridays)

*AD, BA, BS, BE, CL, FF, F, L, MS*

## SCOTTISH CHILD LAW CENTRE

54 East Crosscauseway, Edinburgh EH8

**0131 667 6333; [sclc.org.uk](http://sclc.org.uk)**

[advice@sclc.org.uk](mailto:advice@sclc.org.uk)

Mon – Fri: 9:30am – 4pm (hotline)

Free legal advice service, by telephone, email and text message, on all aspects of Scots law relating to children and young people. All calls answered by fully qualified lawyers.

*LA*

### KEY

*A* Alcohol workers  
*AC* Art classes  
*AD* Advocacy  
*AH* Accommodation/  
 housing advice

*B* Barber  
*BA* Benefits advice  
*BE* Bedding available  
*BS* Bathroom/showers  
*C* Counselling

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

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

**SIMON COMMUNITY ACCESS HUB**

389 Argyle Street, Glasgow, G2 8LR  
[www.simonscotland.org](http://www.simonscotland.org)  
 Street Team: **0800 027 7466** Open 24/7  
 Access Hub: **0141 552 4164**  
 Access Hub: Mon – Sun: 9am – 5pm  
 Drop-in at Argyle Street Access Hub  
 for people who are experiencing  
 homelessness and other difficulties and  
 need consistent, long-term support.  
[MH, AH, AD, AW, DW, OL, OW](#)

**SHELTER SCOTLAND**

[scotland.shelter.org.uk](http://scotland.shelter.org.uk)  
**0808 800 4444**  
 Helpline open Mon – Fri: 9am – 5pm  
 Make a homeless application with a  
 local council. This is different from a  
 housing options interview and from  
 an application to the mainstream  
 housing waiting list. You have the right  
 to temporary accommodation while the  
 council considers your application.  
[AD, AH, TS](#)

**STREETWORK CRISIS CENTRE**

22 Holyrood Road, Edinburgh EH8 8AF  
**0131 557 6055**; [streetwork.org.uk](http://streetwork.org.uk)  
 Helpline 24/7: **0808 178 2323**.  
 Mon – Fri: 7am – 8pm  
 Sat – Sun: 9am – 5pm  
 Supporting anyone in Edinburgh who  
 does not have a safe place to sleep.  
[AH, AD, BA, BS, C, FF, IT, TS](#)

**ACCOMMODATION****2020-21 WINTER SHELTERS****EDINBURGH:****BETHANY WELCOME CENTRE**

Haymarket Hub Hotel, 7 Clifton Terrace,  
 Edinburgh, EH12 5DR  
**07919 557 673**; [bethanyct.com](http://bethanyct.com)  
 Free accommodation, food and support  
 for people sleeping rough. Show up or  
 call first to arrange support.  
[AH, FF, OL](#)

**GLASGOW:****OVERNIGHT WELCOME CENTRE**

**07543 851 895** (direct contact)  
**0800 0277 466** (Simon Community)  
[www.glasgowcitymission.com](http://www.glasgowcitymission.com)  
 Mon – Sun : opens 8:30pm  
 24hr free accommodation service run by  
 Glasgow City Mission from hotel.  
 25 beds available - call either of the two  
 numbers listed above for hotel address.  
[AH](#)

**NIGHTSTOP**

[uk.depaulcharity.org/find-a-nightstop](http://uk.depaulcharity.org/find-a-nightstop)  
 Mon – Fri: 9am – 5pm  
 Glasgow: **0141 418 6990**  
 Edinburgh: **0131 557 4059**  
 Nightstop provides young people,  
 aged between **16-25 years**, with  
 emergency accommodation within  
 vetted and trained host households in  
 30 communities across the UK.  
 Winter shelter extended until March  
 31st.  
[AH](#)

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

**LS** Luggage storage  
**MD** Music/drama  
**MH** Mental health  
**MS** Medical services  
**NE** Needle exchange

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

FULL LIST  
 AVAILABLE ON  
 OUR WEBSITE



## THE SALVATION ARMY (WALLACE OF CAMPSIE HOUSE)

30 East Campbell St, Glasgow, G1 5DT  
**0141 552 4301** (Staffed 24/7)  
[fi.grimmond@salvationarmy.org.uk](mailto:fi.grimmond@salvationarmy.org.uk)  
 Accommodation by referral only via Glasgow City Council.

AH,BS,CL

## SACRO

25 Nicholson Sq, Edinburgh, EH8 9BX  
**0131 624 7270**; [www.sacro.org.uk](http://www.sacro.org.uk)  
 Advice and accommodation support for ex-offenders (16+) with support needs. Priority given to people with a connection to Edinburgh, Lothian & Borders. Phone or drop in for application form.

AH,BA,DA,TS

## SAFFRON HOUSING

**0141 422 1112**;  
<https://bit.ly/1PEg2cV>  
 Accommodation and support for single minority ethnic homeless people (16–25) with low support needs. Referral only - phone or email for information: [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)

AH,BA,DA,TS

## SCOTTISH REFUGEE COUNCIL

17 Renfield St, Glasgow, G2 5AH  
**0808 196 7274** (free helpline)  
[www.scottishrefugeecouncil.org.uk](http://www.scottishrefugeecouncil.org.uk)  
 We are an independent charity dedicated to supporting people in need of refugee protection and destitute asylum seekers.

AD,AH,BA,C,DA,OL,TS

## ASYLUM & REFUGEE

### POSITIVE ACTION IN HOUSING

**0141 353 2220**; [www.paih.org](http://www.paih.org)  
 Mon – Thu: 10am – 1pm, 2 – 4pm  
 Fri: 10am – 1pm  
 Independent, multilingual homelessness and human rights charity dedicated to supporting people from refugee and migrant communities. They believe in a society where everyone has the right to live safe and dignified lives, free from poverty, homelessness or discrimination.

AH,FF

## SHAKTI WOMEN'S AID

**0131 475 2399**;  
[shaktiedinburgh.co.uk](http://shaktiedinburgh.co.uk)  
 24hr domestic abuse and forced marriage helpline: **0800 027 1234**  
 Free food: **07588 098 833**  
 Urgent Housing: **0800 032 5968**  
 Social Work: **0800 731 6969**  
 Support and information to Black Minority Ethnic women, children and young people experiencing and/or fleeing domestic abuse.

AD,OL,SF

### KEY

A Alcohol workers  
 AC Art classes  
 AD Advocacy  
 AH Accommodation/  
 housing advice

B Barber  
 BA Benefits advice  
 BE Bedding available  
 BS Bathroom/showers  
 C Counselling

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

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



## SOUTH GLASGOW ALCOHOL & DRUG RECOVERY HUB

1st Fl, 63 Carlton Pl, Glasgow, G5 NTW  
[themungofoundation.org.uk](http://themungofoundation.org.uk)  
 General information: **0141 226 1610**  
 Drug & Alcohol Recovery: **0141 423 5872**  
 Mon – Fri: 9am – 5pm  
 Support and accommodation for homeless people, people with complex needs and those recovering from Drug and Alcohol dependency.

*AH, CA, BS, BA, AD*

## UBUNTU WOMEN SHELTER

[ubuntu-glasgow.org.uk](http://ubuntu-glasgow.org.uk)  
**07543 491 900**  
 Mon – Fri : 10am – 6pm  
 Ubuntu Women Shelter is a Glasgow-based charity dedicated to meeting the short term, 72 hours – 1 week/ emergency accommodation needs of women with no recourse to public funds. Call **07570 877 817** for emergency housing support only - open 24/7)

*AD, AH, C, MH, TS*

## FOOD

### NEXTMEAL.CO.UK

[www.nextmeal.co.uk](http://www.nextmeal.co.uk)  
 Smart phone app that lists the nearest charities that provide food and support.

*FF*

### BALVICAR STREET

Balvicar St, Glasgow, G42 8QU  
 Thurs: 7pm–9pm (Soup run)

*FF*

## CARRUBBERS CHRISTIAN CENTRE

65 High St, Edinburgh EH1 1SR  
**0131 556 2626**; [www.carrubbers.org](http://www.carrubbers.org)  
 Sun: 9am  
 Serves free breakfast from the café door.  
 Tuesday evening Soul Food serve food from the café door from 5.30 – 6.30pm.

*FF*

## CADOGAN STREET

39 Cadogan House, Glasgow G2 7AB  
 Directly opposite Number 28, on corner  
 Mon – Sun: 9 – 10pm  
 Soup, sandwich and hot drink for anyone over 20 years old. 365 days a year. Aim to direct homeless service users to appropriate services.

*FF, OL*

## GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW  
**0141 221 2630**;  
[www.glasgowcitymission.com/contact](http://www.glasgowcitymission.com/contact)  
 City Centre location shut due to Covid 19 lockdown. Call **07543 851 895** for access to Overnight Welcome Centre.

*AC, AH, FF, IT, SF*

## H4TH (HELP FOR THE HOMELESS)

**07966 062 495**; [www.h4th.org.uk](http://www.h4th.org.uk)  
 Cadogan Street, Glasgow  
 Thursdays: 8 – 10pm  
 H4TH is a weekly outdoor soup kitchen for free food and clothing.

*FF, CL*

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

*LS* Luggage storage  
*MD* Music/drama  
*MH* Mental health  
*MS* Medical services  
*NE* Needle exchange

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



## HOMELESS PROJECT SCOTLAND

0800 0147 160

07828 584 544 (call or text 24/7)

[homelessprojectscotland.org](http://homelessprojectscotland.org)

We support homeless and vulnerable people and families in Scotland by working alongside partners and supporting people who need our help. Food distribution, hygiene packs, general advice all available.

*FF, OL*

## KINDNESS STREET TEAM

George Square, Glasgow, G2 1AL

Mon, Wed, Fri, Sun: 7pm

We provide hot food, cold food, clothing footwear, food parcels, non perishable items, sleeping bags and hot drinks.

*FF, CL*

## MISSIONARIES OF CHARITY (HOPETOUN CRESCENT)

18 Hopetoun Cres, Edinburgh EH7 4AY

0131 556 5444

Mon, Tue, Wed & Fri: 4 – 4:30pm

Sundays: 3:30 – 4pm

Providing a full meal. Ninety per cent of residents are over 40. Not step-free.

*FF*

## QUEEN'S PARK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ

0141 423 3654; [qpgpc.com](http://qpgpc.com)

Tues: 12noon (hot meal)

Thurs: 10am – 12noon (food bank)

Sun: 5pm – 6pm (free take out meal,)

Please call first in morning for details.

*AH, AD, B, BS, BA, CL, DA, F, FF, IT, MH, OL, OW*

## SOCIAL BITE (ROSE SREET)

131 Rose St, Edinburgh EH2 3DT

0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)

Mon – Fri: 2 – 3pm

Free food take-away.

*FF*

## SOCIAL BITE (ST VINCENT ST)

103 St Vincent St, Glasgow G2 5EA

0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)

Mon – Fri: 2 – 3pm

Free food take-away.

NOTE: Due to restrictions seating only available at the Social Supper event.

*FF*

## SOCIAL BITE (UNION ST)

516 Union St, Aberdeen AB10 1TT

0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)

Mon – Fri: 2 – 3pm

Free take-away.

*FF*

## STEPS TO HOPE

07949 838 666; [stepstohope.co.uk](http://stepstohope.co.uk)

[facebook.com/www.stepstohope.co.uk](https://facebook.com/www.stepstohope.co.uk)

For housing support call or send us a message on Facebook.

Monday Munchies: 6pm

(at 14 Johnson Terrace, EH1 2PW)

Tue & Fri: Catering Van: 5pm

(at Old St Paul's, 63 Jeffrey St, EH1 1DH)

Souper Saturday: 10am – 1pm

(at Old St Paul's, 63 Jeffrey St, EH1 1DH)

Sunday Suppers: 5pm

(at St Cuthberts, 5 Lothian Rd, EH1 2EP)

*FF*

|     |  |                             |                          |                              |
|-----|--|-----------------------------|--------------------------|------------------------------|
| KEY | <i>A</i> Alcohol workers                   | <i>B</i> Barber             | <i>CA</i> Careers advice | <i>EF</i> Ex-forces          |
|     | <i>AC</i> Art classes                      | <i>BA</i> Benefits advice   | <i>CL</i> Clothing store | <i>EO</i> Ex-offenders       |
|     | <i>AD</i> Advocacy                         | <i>BE</i> Bedding available | <i>D</i> Drugs workers   | <i>ET</i> Education/training |
|     | <i>AH</i> Accommodation/<br>housing advice | <i>BS</i> Bathroom/showers  | <i>DA</i> Debt advice    | <i>F</i> Food                |
|     |  | <i>C</i> Counselling        | <i>DT</i> Dentist        | <i>FF</i> Free food          |
|     |  |                             |                          |                              |

**THE MARIE TRUST/ WAYSIDE CLUB**

32 Midland Street, Glasgow, G1 4PR

**0141 221 0169: themarietrust.org**

Mon – Fri: 7–8pm

Sat: 1 – 2:30pm

Building closed - most services currently suspended. Free food available on weeknights and Saturdays.

*FF***LGBTQI+****EACH****0808 1000 143** (helpline);**each.education/homophobic-transphobic-helpline**

Mon–Fri: 9am–4:30pm (helpline)

Helpline and support for young people affected by homophobic bullying.

Email: **info@each.education***AD, C, LA***EQUALITY NETWORK****www.equality-network.org****0131 467 6039**

A leading national charity working for lesbian, gay, bisexual, transgender and intersex (LGBTI) equality and human rights in Scotland.

Run events, 1-2-1 support groups and produce guidance.

*C, OL***LGBT HEALTH****www.lgbthealth.org.uk****0300 123 2523** helpline open on:

Tue &amp; Wed: 12noon – 9pm

Thu &amp; Sun: 1 – 6pm

Working to improve the health, wellbeing and equality of lesbian, gay, bisexual, transgender (LGBT) people in Scotland.

*C, MH, OL***STONEWALL SCOTLAND****www.stonewallscotland.org.uk****0800 050 2020** (freephone)

Mon – Fri: 9:30am – 4:30pm

Help, information and support for LGBT communities and their allies. Contact Freephone for information.

*C, LA, OL***MENTAL HEALTH****ADVOCARD****0131 554 5307; advocard.org.uk**

Monday–Friday: 9am–5pm

Our Leith Walk office is currently closed. However, all our services are still open to accept referrals for advocacy support. Independent individual and collective advocacy services for people with mental health problems in Edinburgh - please phone to make an appointment. Text: **07920 207 564**, email: **advocacy@advocard.org.uk**

*MH, AD, SF*

*FC* Foot care  
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FULL LIST  
 AVAILABLE ON  
 OUR WEBSITE



## BREATHING SPACE SCOTLAND

0800 83 85 87; [breathingspace.scot](http://breathingspace.scot)

Mon – Thu: 6pm – 2am

Fri – Mon: 6pm – 6am

Free, confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety. Experienced advisors listen and offer advice. For out of hours contact Samaritans.

*MH, AD, C*

## CAMPAIGN AGAINST LIVING MISERABLY (CALM)

0800 58 58 58; [thecalmzone.net](http://thecalmzone.net)

Calm is leading a movement against suicide. Call, email or chat on website.

*MH*

## COMBAT STRESS (NATIONAL)

[combatstress.org.uk](http://combatstress.org.uk)

24hrs, 365 days service via helpline:

0800 138 1619

National ex-services charity offering help with Post Traumatic Stress Disorder (PTSD). Residential clinical treatment and community outreach.

*MH, AD, C, OW*

## CROSSREACH

0131 552 8901; [bit.ly/3oH30kM](http://bit.ly/3oH30kM)

Monday-Friday: 8:45am – 4:45pm

Care and support for people with addictions or mental health problems. Offices currently closed.

*MH, AH, A, B, DA, FF, F, MS, SH, LF*

## GAMH

0141 552 5592; [www.gamh.org.uk](http://www.gamh.org.uk)

Mon – Thu: 9am – 5pm

Fri: 9am – 4:30pm

Emotional and practical support, information and advice for homeless people with mental health problems. Office shut, phone in for help.

*MH, AH, AD, C*

## HEALTH IN MIND

0131 225 8508; [health-in-mind.org.uk](http://health-in-mind.org.uk)

Mon – Thu: 9am – 5pm

A range of mental health and wellbeing services for people with housing and mental health support needs. You can self-refer to most services directly or ask your GP to refer you. Offices shut, phone for help.

*MH, AH, AD, C, TS, AC, ET*

## HELP FOR DEPRESSION

[www.healthline.com/health/depression/help-for-depression#TreatmentFacts1](http://www.healthline.com/health/depression/help-for-depression#TreatmentFacts1)

An online comprehensive explanation of the various approaches and treatments for depression.

*MH*

## HEARING VOICES NETWORK

0114 271 8210; [hearing-voices.org](http://hearing-voices.org)

A network for people who hear voices and see visions. For groups info email [info@hearing-voices.org](mailto:info@hearing-voices.org)

*MH, C*



Looking for a flexible way to earn extra cash and develop skills?

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Go to [www.bigissue.com/become-a-vendor](http://www.bigissue.com/become-a-vendor) to find out more or call

(+44) 0131 225 6714 (Edinburgh)

(+44) 0141 352 7274 (Glasgow)

## HUNTER STREET HOMELESS HEALTH SERVICE

55 Hunter Street, Glasgow, G4 0UP

0141 553 2801 (call first)

<https://bit.ly/2WpFA7b>

Mon – Fri: 9am – 5pm

Located in the Gallowgate area.

Combination of homeless health and social care services under one roof, alongside a dedicated GP service for homeless people.

Call first to arrange appointment.

*MH, A, DW, FC, MS, SH, SF*

## MIND (NATIONAL)

0300 123 3393; [www.mind.org.uk](http://www.mind.org.uk)

86463 (textline)

Mon – Fri: 9am – 6pm

Advice and support to empower anyone experiencing a mental health problem.

[info@mind.org.uk](mailto:info@mind.org.uk) or text: 86463

Legal support: 0300 466 6463

[legal@mind.org.uk](mailto:legal@mind.org.uk)

*MH, AD, LA*

## NATIONAL SELF-HARM NETWORK

[www.nshn.co.uk](http://www.nshn.co.uk)

Supporting individuals who self harm to reduce emotional distress and improve their quality of life Resources and information available online.

The Forum is supportive and understanding.

*C, MH*

## NHS INFORM - SCOTLAND

[www.nhsinform.scot](http://www.nhsinform.scot)

NHS inform is Scotland's online national health information service.

*MS, MH*

## SURVIVORS OF BEREAVEMENT BY SUICIDE (NATIONAL)

0300 111 5065, [uksobs.org](http://uksobs.org)

Mon – Sun: 9am – 9pm

Support for people over 18 bereaved by suicide. Phone or email or visit the website to find your nearest group.

*AD*

## SUPPORT IN MIND SCOTLAND

[supportinmindscotland.org.uk](http://supportinmindscotland.org.uk)

0300 323 1545

Mon – Fri: 9am – 3:30pm

Support and action for all people affected by mental illness. This includes carers, friends and families. Support and guidance to help your mental health during lockdown available on website.

*MH*

## PENUMBRA

57 Albion Rd, Edinburgh EH7 5QY

0131 475 2380;

[www.penumbra.org.uk](http://www.penumbra.org.uk)

Mon–Thurs: 9am–5pm

Friday: 9am–4pm

Offers a wide range of mental health support. Coronavirus Hub available at: [www.penumbra.org.uk/coronavirus](http://www.penumbra.org.uk/coronavirus)

*MH, A, C, D, TS*

### KEY

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*AC* Art classes  
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housing advice

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

## SAMARITANS

Helpline: **116 123** (24hrs, 365days)

[samaritans.org](http://samaritans.org)

Free and confidential mental health support. You can take things at your own pace, they will listen carefully and talk things through on a confidential basis.

*C, MH*

## SANE (NATIONAL)

[www.sane.org.uk](http://www.sane.org.uk)

[support@sane.org.uk](mailto:support@sane.org.uk)

SANEline: **07984 967 708** (leave name and number and SANE will call back)

Mon – Sun: 4:30pm – 10:30pm

We believe that no-one affected by mental illness should face crisis, distress or despair completely alone.

Information on schizophrenia, depression and bi-polar disorder in Bengali, Chinese, Gujarati, Punjabi and Urdu as well as English - check website.

*C*

## THE SANDYFORD INITIATIVE

2-6 Sandyford Place, Sauchiehall Street, Glasgow G3 7NB

**0141 211 8130**; [www.sandyford.scot](http://www.sandyford.scot)

Specialist sexual health services: counselling for male survivors of childhood sexual abuse. Emergency contraception and rape/assault services. Testing and counselling for men who have sex with men and for women involved in prostitution.

Some changes have been made to services due to COVID-19.

*MH, AD, C, DW, FC, MS, NE, OL*

## WORK & TRAINING

### APEX SCOTLAND

9 Gt Stuart St, Edinburgh, EH3 7TP

[apexscotland.org.uk](http://apexscotland.org.uk)

Unable to take calls at the moment due to Covid: [admin@apexscotland.org.uk](mailto:admin@apexscotland.org.uk)  
For offenders, ex-offenders and young people at risk of offending.

Help with employment, training or further education.

*"We work with each person to effect positive change where it is needed to ensure that they can fulfil their potential – even if they can't yet see it in themselves."*

*EO, ET*

### BETHANY CHRISTIAN TRUST

65 Bonnington Rd, Edinburgh EH6 5JQ

**0131 561 8930**; [www.bethanyct.com](http://www.bethanyct.com)

Main office, day centres and shops still shut due to Covid 19 lockdown.

For access to Night Shelters or Hotels, please call **0131 561 8930**.

*ET, CA*

### CLAIRE MULHOLLAND COACHING

**07809197529**

Mon–Sun: 8am–8pm Free/low-cost personal coaching, in person, by email ([coachclaireuk@gmail.com](mailto:coachclaireuk@gmail.com))

*CA, ET*

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FULL LIST  
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## MOVE ON (GLASGOW)

4th Fl, 24 St Enoch Sq, Glasgow, G1 4AA  
**0141 221 2272; [www.moveon.org.uk](http://www.moveon.org.uk)**  
 Monday – Friday: 9am – 5pm  
 Enables homeless people to develop the skills and tools they need to reach their own long-term solutions. Majority of services for young people, but there are some services available for everyone - phone first to arrange appointment. For Fareshare call **0141 958 1133**.

*AH, AD, ET, OW*

## CRISIS SKYLIGHT (EDINBURGH)

Crichton House, Edinburgh EH8 8DT  
**0131 209 7700;**  
**[www.crisis.org.uk/gethelp/edinburgh](http://www.crisis.org.uk/gethelp/edinburgh)**  
 Mon–Fri: 9am–5pm  
 Skylight is currently closed. Please call or email **edinburgh@crisis.org.uk** to arrange support.

*AH, AC, ET, IT, MD, LF*

## EMMAUS GLASGOW

101 Ellesmere St, Glasgow, G22 5QT  
**0141 353 3903;**  
**[emmausglasgow.org.uk](http://emmausglasgow.org.uk)**  
 Mon – Fri: 9am – 4pm  
 Accommodation and work for 23/24 homeless people.  
 No drink or drugs, but Emmaus helps people with addiction problems to access local services. Call for information.

*AH, CA, CL, ET, OL*

## YOUNG PEOPLE

### CHILDLINE

**0800 11 11; [www.childline.org.uk](http://www.childline.org.uk)**  
 Free, confidential helpline for young people. Great information on the website. If you need support now or want to talk privately, contact a counsellor for free.

*AD, C, MH*

### BARNARDO'S

91 Mitchell St, Glasgow, G1 3LN  
**[www.barnardos.org.uk](http://www.barnardos.org.uk)**  
**0800 008 7005**  
 Phoneline open Mon – Fri: 9am – 5pm  
 Offices are no longer open due to Covid but can call emergency helpline on. Confidential crisis service for people under 18. Phone the helpline or email: **SaferChoices@barnardos.org.uk**

*AD, A, C, DW, MS, OW*

### COUNCIL FOR HOMELESS YOUNG PEOPLE

171 Wilton St, Glasgow, G20 6DF  
**0141 945 3871; [www.qcha.org.uk](http://www.qcha.org.uk)**  
 24/7 support and accommodation for homeless men and women aged 16–21 years. Referral only via Glasgow City Council: **0808 143 2002**

*AH, AD, BA, C, ET*

#### KEY

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*AC* Art classes  
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*DT* Dentist

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



## EDINBURGH CITY YOUTH CAFE

11–15 Vennel, Edinburgh, EH1 2HU  
**0131 229 1797**; [www.6vt.info](http://www.6vt.info)  
 Working remotely during lockdown,  
 but some online face-to-face Drop in  
 available. Please contact us through the  
 website or email [contact@6vt.info](mailto:contact@6vt.info).  
*MH, AH, A, C, DA, DW, ET, MS*

## EDINBURGH RAPE CRISIS CENTRE

17 Claremont Cres, EH7 4HX  
**08088 01 03 02**; [www.ercc.scot](http://www.ercc.scot)  
**07537 410 027** (text)  
[support@ercc.scot](mailto:support@ercc.scot)  
 Mon–Sun: 6pm – midnight (helpline)  
 Free and confidential emotional and  
 practical support and information to  
 women, all members of the transgender  
 community. Young people aged 12–18  
 who live in Edinburgh and the Lothians  
 and have experienced sexual violence  
 can get help via the STAR project on  
[star@ercc.scot](mailto:star@ercc.scot).  
*AD, C*

## GLASGOW GEN R 8 HOUSING

69 Aberdalgie Rd, Easterhouse,  
 Glasgow, G34 9HJ  
**0141 771 6161**  
<https://bit.ly/3r60Aht>  
 Mon–Fri: 9am–5pm  
 Advice and support to people 16–24  
 from East and North East of Glasgow  
 and helps them to develop the skills they  
 need to maintain a home.  
*AH, AD, BA, CA, DA, TS, SF*

## NUMBER 20 (FOUR SQUARE)

Edinburgh  
**0131 557 7900** ;  
[foursquare.org.uk/contact](http://foursquare.org.uk/contact)  
 Email: [no20@foursquare.org.uk](mailto:no20@foursquare.org.uk)  
 Temporary emergency supported  
 accommodation for young women and  
 men. No direct referrals, have to go  
 through the council: **0800 032 5968**  
*MH, C, DW, OW, ET*

## QUARRIERS STOPOVER

**0141 420 3121**;  
[quarriers.org.uk/services/stopover](http://quarriers.org.uk/services/stopover)  
 Mon – Sun: 24/7  
 For men and women aged 16–25.  
 Accommodation is on the upper  
 levels of a four-storey building, so  
 not suitable for people with physical  
 disabilities. They support young people  
 experiencing drug addiction, alcohol  
 misuse, mental health problems,  
 offending behaviour or severe  
 emotional and psychological issues.  
*ET, D, BA, A, AD, AH, MH*

## QUARRIERS - 'WHAT IF' MEN

**0141 638 5170**; 24/7  
[whatif@quarriers.org.uk](mailto:whatif@quarriers.org.uk)  
 Supports young men (18–25) with  
 complex needs.  
*MH, AH, AD, A, C, DW, MS, OW*

*FC* Foot care  
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## QUARRIERS - 'WHAT IF' WOMEN

Unit 5, The Quadrangle,  
59 Ruchill St, Glasgow G20 9PX  
**0141 946 1116; 24/7**  
**whatiffemaleservice@quarriers.org.uk**  
Supports young women (18–25) with complex needs.  
*MH, AH, AD, A, C, DW, MS, OW*

## RUNAWAY HELPLINE

**111 600** (call or text, open 24hrs)  
**www.runawayhelpline.org.uk**  
Free, confidential 24-hour helpline for young people who've run away or are thinking of running away. 1-2-1 web chat service for people aged 11–17. If you're over 17, they can still support you through the helpline on **111 600**.  
*C*

## SAFFRON HOUSING

553 Shields Rd, Glasgow G41 2RW  
**0141 422 1112;**  
**southside-ha.org/ find-a-home/ saffron-project/**  
Accommodation and support for single minority ethnic homeless people (16–25) with low support needs. Referral only via GP or social worker—phone or email **enquiries@ southside-ha.co.uk** for more information.  
*AH, BA, DA, TS*

## SAY WOMEN

3rd Floor, 30 Bell St, Glasgow G1 1LG  
**0141 552 5803; say-women.co.uk**  
Mon – Fri: 9:30am – 9:30pm;  
Helpline and accommodation for women aged 16–25 who are homeless or threatened with homelessness and are survivors of child sexual abuse, rape or sexual abuse. **Phone first** for support.  
*AH*

## CREATIVE

### ARTS & HOMELESSNESS INTERNATIONAL

**0207 012 1409; with-one-voice.com**  
(formerly called 'With One Voice')  
Global arts & homelessness network. Hosting a map of arts services running throughout lockdown: **https:// arthomelessint.usahidi.io/views/map**  
*AD*

### FREE ONLINE MUSICALS

**youtube.com/theshowsmustgoon**  
The Shows Must Go - YouTube channel showing full length Andrew Lloyd Webber musicals online. Shows go up at 7pm on Friday but are available to watch again any time after that.  
*MD*

### KEY

*A* Alcohol workers  
*AC* Art classes  
*AD* Advocacy  
*AH* Accommodation/  
housing advice

*B* Barber  
*BA* Benefits advice  
*BE* Bedding available  
*BS* Bathroom/showers  
*C* Counselling

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

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

## GIVIN' IT LALDIE

Gorbals Parish Church, 1 Errol Gardens, Glasgow G5 0RA

**07749 028 424; [givinitaldies.org.uk](http://givinitaldies.org.uk)**

Contact for Covid-19 information.

Sing-along sessions on their Facebook:

**[www.facebook.com/laldiegorbals](https://www.facebook.com/laldiegorbals)**

The Gorbals Community Choir is completely free, all music is taught by ear and you can choose where to sit - tunes, highs or lows! You don't have to have been in a choir before and they won't make you sing on your own. It's all about making friends and having fun. Sing for Life is a choir suitable for older adults, individuals with health problems or anyone who would enjoy a gentle, uplifting singing session. Strum for Life is a community guitar class for all ages and levels. Guitars are provided (or you can bring your own).

**MD**

## GOVANHILL BATHS

99 Calder Street, Glasgow G42 7RA

**0141 433 2999; [govanhillbaths.com](http://govanhillbaths.com)**

Mon – Fri : 9.30am – 5.30pm

Community and arts hub with a regular programme of arts events, online classes and activities. Check website or phone in info about lockdown-friendly outdoor and online activities.

Register interest to get a creative pack sent out to keep active. Hosts the Peoples' Pantry where you can get a weekly shop for £2.50. Call for details.

**AC, MD**

## THE ART FACTORY

Platform, The Bridge, 1000 Westerhouse Road, Glasgow G34 9JW

**0141 276 9696, <http://bit.ly/2dmIOFI>**

For anyone who wants to draw, paint or try a new craft. All activities online during coronavirus lockdown:

**[platform-online.co.uk/latest/article/taking-part-online-programme-0](http://platform-online.co.uk/latest/article/taking-part-online-programme-0)**

**AC**

## THE SPACE

257 London Road, Glasgow G40 1PE

**0141 237 1221; [thespacescotland.org](http://thespacescotland.org)**

Thu – Sun: 12noon – 4pm

The Space is Scotland's first Pay What You Decide Community Arts Venue for events, workshops, food, non-alcoholic drink and laughter. Running monthly mindfulness sessions (which safely comply with Covid-19 regulations).

**AC, LF, MD, SF**

## RAISED VOICES

Old St Pauls Church, 63 Jeffery St, Edinburgh, EH1 1DH

**0131 225 3626, [raisedvoices.org.uk](http://raisedvoices.org.uk)**

**[bachristie@googlemail.com](mailto:bachristie@googlemail.com)**

Email for information - all sessions currently online due to lockdown.

Creative writing and performance workshops. They produce plays, poetry, podcasts, spoken word and music based around the stories of the homeless people that use the service.

**AC, MD**

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

**LS** Luggage storage  
**MD** Music/drama  
**MH** Mental health  
**MS** Medical services  
**NE** Needle exchange

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## STREETWISE OPERA

07951 059281;

[info@streetwiseopera.org](mailto:info@streetwiseopera.org)

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

Daily session on Zoom, see website.

Acting and singing workshops for homeless people.

No auditions, and sessions are free.

Build confidence, meet people, learn new skills and have fun!

MD

## RECOVERY

### FRANK

0300 123 6600; [talktofrank.com](http://talktofrank.com)

Honest information about drugs can be found online.

Find local drug treatment centres

Text: 82111

Message us through the website in confidence. The website also contains other people who can help.

### NARCOTICS ANONYMOUS (NA)

0300 999 1212; [ukna.org](http://ukna.org)

Helpline open 10am – midnight.

Online meetings available

### SMART RECOVERY

[smartrecovery.org.uk](http://smartrecovery.org.uk)

Online meeting at the times listed on their website.

Use their call-back service between 9am – 5pm: request by emailing your name & number to:

[support@smartrecovery.org.uk](mailto:support@smartrecovery.org.uk)

## SURE RECOVERY APP

This app was co-developed with and for people who are using, in recovery, or thinking about reducing their substance use.

Search 'SURE Recovery' on App Store or GooglePlay.

## WE ARE WITH YOU

[www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)

Speak online to trained drug and alcohol workers.

## AUDIO BOOKS & COMICS

### AUDIBLE

Free audio books - listen on phone.

Just click and listen now for free [stories.audible.com/start-listen](https://stories.audible.com/start-listen)

### DIGITALBOOK.IO

Free audio books - listen on phone.

Just click and listen now for free <https://www.digitalbook.io/>

### DIGITAL DARKHORSE COMICS

[digital.darkhorse.com/pages/free](http://digital.darkhorse.com/pages/free)

Free comics.

Works better on tablet screen or laptop than smartphone.

Requires quick free registration with email.