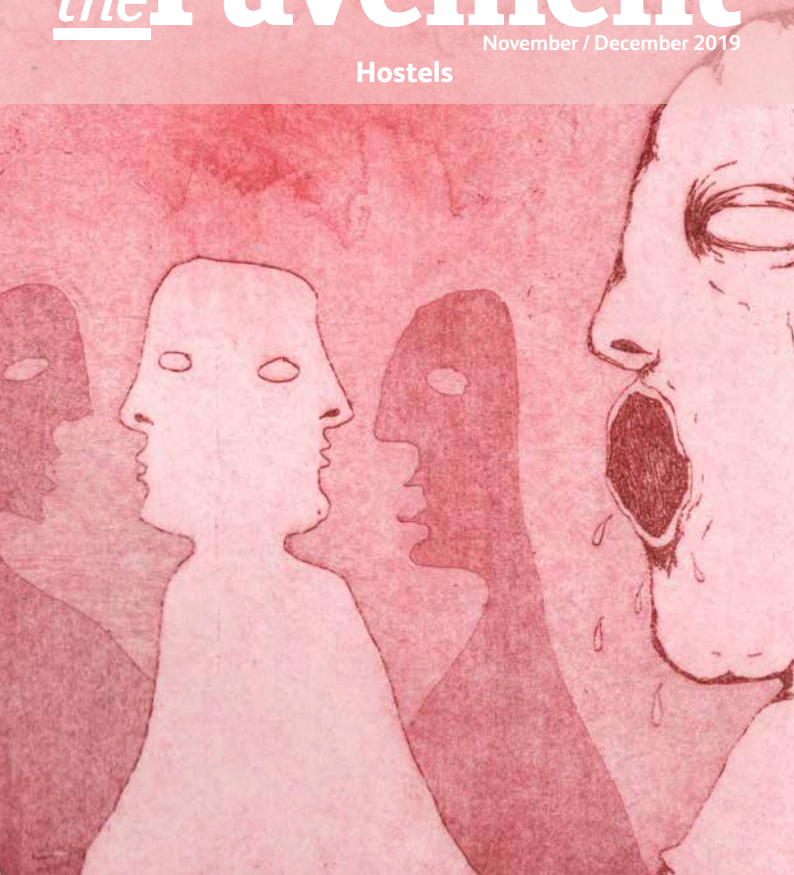


FREE
mag for
homeless
people

thePavement

November / December 2019

Hostels



Missing



Jacqueline Ullmer

Jacqueline went missing from Carrbridge in the Scottish Highlands on 31 August this year. She was 60 at the time of her disappearance.

Jacqueline, 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, confidential and 24/7.



Davide Luongo

Davide has been missing from Belsize Park, London since 22 June 2018. He was 30 at the time.

Davide can call our free, confidential and 24/7 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.

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

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

Free, confidential, 24/7.

**missing
people**

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

A lifeline when someone disappears

Hostels

Hostels are lifesavers. But they do not suit everybody. In fact, it was the stories of hellish hostel experiences (and budget cuts) that inspired this issue of *the Pavement*. As Mat Amp on p24 says in his colourful column: "Hostels can be difficult but wherever they put you it has to be better than the street. If you're finding it difficult, ask for help and if you don't get it, ask somewhere else."

For general help finding food, recovery routes and somewhere to stay please turn to the centre pages of this mag for the list of services. Stay safe.

The Pavement team

- www.thepavement.org.uk
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Stop Press: Goodbye to our wonderful Val Stevenson who is taking a break as *the Pavement's* web editor. New web editor and the man to send services info to, for the List, is Kieran Hughes.

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The List (centre)..... A–P

The Pavement is written for your entertainment and information. Whilst every effort is made to ensure the accuracy of the publication, *the Pavement* cannot be held responsible for the use of the information it publishes. The contents should not be relied upon as a substitute for medical, legal or professional advice. *The Pavement* is a forum for discussion, and opinions expressed in the paper are not necessarily those of *the Pavement*.

A special hello to everyone at Crisis at Christmas

This winter 1,000 copies of *the Pavement* will be distributed during 23–29 December to **Crisis at Christmas**’ guests. For more information about night shelters (open from November to around April) please see the centre pages for a list of services.



Help in Hackney: Arto Maatta (right) works at the Greenhouse Walk-in Centre, which provides free housing advice and health care for single homeless people in Hackney at 19 Tudor Road, E9 (Mon-Fr, but not Wed). His advice: “For housing seek help as early as possible. Try and get your documents sorted - you’ll need ID and proof of any benefits. If you’re sleeping rough get the Streetlink outreach team to meet you.” Colleague Lisa Bellas (left) says: “At the Greenhouse we’re used to people not having ID, but you can still see the GP.” Her tip: “Don’t sleep in parks, go to the winter night shelters.”

In the centre of this mag there’s a list of services which includes winter night shelters. © *the Pavement*

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

We’re a small charity, founded in London in 2005, producing a pocket-sized mag full of news, views and cartoons. Right in the centre is a list of places to help you. 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.

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.

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 been homeless. A big thank you our readers and writers.

- www.thepavement.org.uk

Fundraisers needed

Can you fundraise or donate so we can keep providing *the Pavement* free to homeless people? A magazine that helps in moments of crisis, as well as giving the info people may need to move on. Ideas please to:

- nicola@thepavement.org.uk

Written by Jake Cudsi

Grim record

The Office for National Statistics (ONS) estimates 726 homeless people died in England and Wales in 2018, the most in a single year on record. The grim figures represent a 22% rise on the number of deaths in 2017. This is also the biggest annual increase since data started being collected in 2013.

Drug related deaths increased by 55% from 2017 to 2018, by far the biggest increase among causes. Overall there were 294 deaths associated with drug abuse, with 131 of those attributed to opiate poisoning. In **Birmingham** 23 people died – this was the highest number of deaths recorded by a local authority.

PAVEMENT SAYS:

Living on the streets can be fatal. With a million people on council house waiting lists where are the homes that people need? That's why there's a growing call for the Government to start house building again. In Scotland Housing First has just passed its first milestone (see p6). While TV presenter George Clarke – who fronted C4's *Council House Scandal* - is campaigning for 100,000 new council houses to be built every year for the next 30 years.

Sign the petition on:

- www.councilhouses scandal.co.uk

INVITE

Saying goodbye:

Many homeless people die far younger than they should. This is also desperately sad for their friends, support workers and family. That's why everyone is invited to remember all homeless people who have lost their lives at the **2019**

Service of Commemoration held at St Martin-in-the-Fields at 11am on Thursday 14 November.

© *Homeless Jesus* by Jack Carter, age 14.



Bad photo

Parliament has apologised to a group of people sleeping rough close to the Palace of **Westminster** in September, for taking individual photos of them while they were asleep. The photos were taken by a cleaning contractor employed by the parliamentary estate, according to the *Guardian*. A House of Commons spokesperson refused to explain why the pictures were being taken, although they did apologise for “any distress caused” adding that the practice “has been immediately stopped.”

Facing court

The Pavement reported months ago that **Glasgow** City Council (GCC) had been accused of it, now they are facing legal action over it. Shelter Scotland had raised more than £15,000 by October to fund the action, with the charity saying GCC had illegally denied people temporary accommodation. The *BBC* quoted the director of Shelter Scotland, Graeme Brown, admonishing GCC for “denying hundreds, perhaps even thousands, of people their right to a roof over their head.”

No UC evictions

Living Rent, Scotland’s Tenants Union, is launching a new Glasgow city-wide campaign calling on Housing Associations (HAs) to halt evictions arising from Universal Credit (UC) *writes Jack Hanington*. Following the Tenants Union’s summer actions against Serco and Mears Group in solidarity with 300 eviction-threatened asylum seekers and refugees, Living Rent will organise across Glasgow to pressure HAs to commit to a No UC Evictions policy. Research from the National Housing Federation showed last year that nearly three-quarters (73%) of tenants on UC are in debt. In 2018/19, evictions of UC claimants from council houses in the UK reached an all-time high.

- www.livingrent.org

Housing firsts

In Scotland, 120 previously homeless people have now been housed under the groundbreaking Housing First program begun in 2018 *writes Jack Hanington*. The pathfinder policy aims to provide stable housing as a first step, rather than a last step, in the process of overcoming homelessness.

The Scottish Government, working with Social Bite, local authorities, third sector and housing providers, is trying to make Scotland the third country to attempt a nationwide roll out of the Housing First program. Currently it is run in **Aberdeen City, Aberdeenshire, Dundee, Edinburgh, Glasgow** and **Stirling**. By 2021, Housing First aims to provide 830 people with their own home.

- <https://social-bite.co.uk/housing-first-gas>

Starting Universal Credit?

For a short time, Citizens Advice Bureau will help anyone make an initial application for UC until they get their first payment *writes Ian Kalman*. This ends in April 2020. CAB is at some job centres for a few hours, so either check in your job centre or go to your nearest CAB. Or you can try CAB’s Help to Claim phone line. England tel: 0800 144 8444, Scotland tel: 0800 023 2581. Also see www.citizensadvice.org.uk/benefits/universal-credit/

3 Signs of Oral Cancer



A sore that
doesn't go away



Red or white
patches



Persistent pain
or **tenderness**
when swallowing

Tooth care: November is Mouth Cancer Awareness Month. Visit a dentist if you have an ulcer that hasn't healed after two weeks or you see a red/white patch in your mouth or you have pain/difficulty when swallowing.

© Gettysburgsmiles.com

Landlords' excuses

Readers of *the Pavement* will be all too familiar with the difficulties of accessing affordable housing. Our July/August 2019 issue noted Shelter's report on the rift between councils and social landlords, who weren't taking on homeless people as prospective tenants. Then in September the Chartered Institute of Housing released a report confirming that social landlords don't want homeless people as tenants. The study reveals social landlords routinely exclude homeless people from accommodation due to fears over the reliability of universal credit, unmet support needs and a presumption that prospective tenants would find themselves in rent arrears.

Manchester change

As *the Pavement* went to press, the future of two of **Manchester's** 28 homelessness charities looked uncertain. Coffee4Craig and Centrepont have run a seven-day service for homeless people for more than two years. Operating out of one building, the two charities offer evening drop-in services, hot food, showers, internet and general support. However the building, owned by Centrepont, requires urgent repairs, according to the *Manchester Evening News*. Work is scheduled to start in December and expected to last a year. The charities are keen to continue their partnership, but Coffee4Craig needs a permanent home. Its funding from Manchester city council runs until April 2020.

Bedding down

The Mayor of **Greater Manchester**, Andy Burnham, moved ahead with the second phase of his A Bed Every Night (ABEN) scheme in October. About 400 beds have been made available for emergency accommodation use. This is an increase of 100 on last year, according to *Wigan Today*.

Burnham hopes his ABEN scheme will end the need for people to sleep rough in Greater Manchester, while also providing support for homeless people in the area.

Getting Googled

News from Silicon Valley, where Google continues its research into how far the boundaries of ethics can be pushed. Their latest effort involves facial-recognition technology research carried out for them by contractor Randstad. Randstad had teams offering \$5 gift vouchers to people willing to have their faces scanned. Participants weren't told the Randstad researchers worked for Google, nor did they know their facial data was being recorded. Sources working for Randstad told the *New York Daily News* that Google had ordered researchers to target homeless people in **California**, as they were reportedly considered less likely to talk to the press, and more likely to take the vouchers and shut up.

New Hackney hostel

Dalston, **London**, is set to welcome a new hostel for homeless families. Blue Chip Trading Ltd and property developer Hezi Zakai have had plans for the purpose-built 292-room hostel approved and work will start imminently. The hostel looks set to house more than 600 people, and offer 24-hour security, as well as free wi-fi and a launderette. Rooms will come fitted with workstations too, according to the *Hackney Citizen*.

The plan has its detractors, with some councillors arguing this is not 'temporary' accommodation as tenants may stay for years in housing not fit for permanent residence. Hackney council will manage the site once work is complete.

No credit

Universal Credit (UC) has come under fire from **Tower Hamlets** council. Council officials registered 728 suspected errors in UC roll out in the London borough over an 18-month period from April 2018 to October 2019. During that time there was £215,000 in underpayments to UC users. A spokesperson for the Department for Work and Pensions (DWP) struck a defiant tone responding to the council's findings. The *Daily Mirror* reported them insisting "we (the DWP) continue to provide the best support possible to every single claimant."



Priced out: Hackney had the highest increase in property prices in the UK over the past 20 years – up by 472 %. Last year the total cost of temporary accommodation in Hackney increased from £7.2 million to £9.3 million.
© Pavement

A bad act

The Homelessness Reduction Act of 2017 (HRA) has lived an odd life. It was initially welcomed with hope, but this soon gave way to a creeping doubt. Now, two years on, an investigation by The Bureau of Investigative Journalism has outlined how it may be of no use to the people who need it most. The Bureau's *Locked Out* report shares evidence of people being denied support, told they're not really homeless and being offered impossible solutions out of their circumstances. Published in partnership with *Huff Post UK*, *Locked Out* reveals the shocking dearth of affordable housing harming HRA's effectiveness, and the inability of councils to offer advice to people experiencing homelessness. The full report is available on the Bureau's website.

- www.thebureauinvestigates.com

Things I've learnt: Connection at St Martin-in-the-Fields has set up a **Living Library** where instead of taking out a book, librarians introduce you to a real life person – with opinions. Then the two of you have a chat and share stories over a cup of tea. © Connection



Hostel life

Everyone has something to say about staying in a hostel. Here's a guide to the pros and cons by David Lawrence

When I became homeless, I discovered that there are different types of hostels which help homeless people find their own flat. There are single sex hostels (not just women only) and mixed hostels. At all the services provided vary. Mental health support is offered at the majority, plus help for substance or alcohol addiction and for those people who are considered vulnerable.

Due to austerity, funding for the homeless has been massively cut. There are approximately 20 % less hostel places than in 2010. This has made it far more difficult to get the help needed. It also means that people are being put in hostels where they do not fully fit in. This can cause clients to be held back as they may not be accepted by other clients.

In research I did with St Mungo's last year called *On your own two feet* we found out some reasons for people returning to rough sleeping was thanks to the rules and the people encountered in the hostel. Another was the pressure put on clients to change their life.

Hostels have a goal: to support the clients to make changes in their life so when they move on, they are able to keep their home. The support

Pets in hostels

Many hostels refuse to take pets, and those that do often limit numbers. The good news is that StreetVet (which gives free vet care to anyone who is homeless) is working on a scheme to help hostels accept more people's pets. www.streetvet.co.uk

St Mungo's accepts people who already have a dog or cat. Expect to sign a dog contract.

varies depending on what the client wants, but time at a hostel should be building people's self-esteem.

One disadvantage of hostel life is that it is difficult for people to leave their friends from the streets. People may also feel pressure to carry on with the problems that caused their homelessness. In the research I often heard managing perfectly well on the streets was a "Badge of Honour." Another problem is being afraid of letting go their old life, people sometimes feel there's nothing to replace their friends or their addiction. In a hostel they might be told by other clients that they cannot change. They might be verbally abused. All staff work hard to stop this, but to succeed anyone in a hostel needs to be focused on recovery.

Another disadvantage is that there need to be rules in the hostel for everyone's safety. But, this takes away the freedom many homeless

people felt on the streets.

The advantages of living in a hostel are not just about having a roof. It's a place where you learn how to manage your life, and how to use your time usefully. You may get a sense of achievement, reconnect with people and build your self-esteem. Although all these are hard without properly funded services, meaning only a handful achieve recovery.

Yes, hostels have pros and cons, but I am certain that the advantages outweigh the disadvantages. I

accept that there are times when this might be questioned, but with determination from staff, and most importantly the client, hostels are essential.

- **If you are sleeping rough or you see someone sleeping rough call Streetlink on 0300 500 0914 or go on line. Also get help from www.crisis.org.uk and www.mungos.org.uk**
- **In Scotland, call Shelter Scotland's free housing advice helpline on 0808 800 4444**



Made my own: Dean from the 999 Club in Deptford Broadway working on an upcycled chair created from an old wardrobe door with help from mentor Ellen Svenningsen. Dean's finished chair went on show at the V&A for the London Design Festival's final day in September to showcase design solutions to the climate crisis. Dean's chair makes good use of waste products, gives him the skills to make furniture for temporary accommodation and pride knowing that it will be donated to the People's Kitchen based at the Royal Docks.

© 999 Club / V&A

Hostel help

Sarah Hough finds out about the frustrations a project worker experiences trying to move clients through the hostel system

Anyone who has spent time living in a large hostel will remember those daunting first few nights; getting used to the sounds, smells and personalities of the other people sharing the space. The realities can be harsh and difficult to adapt to.

It's hard enough to cope with the institutional nature of hostel life, but trying to work in a hostel can bring problems too. My interview with a project worker from St Mungo's sheds light on the issues she faced whilst working for a homelessness charity and, ironically, becoming working homeless herself. Her name has been changed to protect her identity.

Pip worked as a project worker in a large hostel for four years. She became homeless after the houseboat she was living in became uninhabitable. "It was interesting going to work with people who assume that you've got this really nice life and having to explain that no, 'I'm actually looking for a place myself at the moment'. Some are quite shocked by that... I'm trying to sell them this idea that if you conform to society and get the job,

In a nutshell

- Hostels are only really suitable for people with support needs who are sleeping rough or referred by housing options (council).
- If you are working and do not need support, then try other temporary accommodation.
- When you're booked in, the rent comes from your housing benefit/UC
- Check how much the service and meal charges are. The writer was charged £20 a week at Lambeth assessment centre but when she went to a semi-independent hostel it dropped to £8 a week. Pay the service charge from your benefits.
- Check with your key worker what the move on process from the hostel will involve, and check how long you are expected to stay in the hostel.
- Make sure that your key worker explains all your options for your future housing.
- You should also do your own research and know your rights.

get the training then you can afford housing, but actually I couldn't."

Pip doesn't believe the hostel system works. "I've seen people come into that hostel really clean and healthy and within a matter of a few weeks, they're injecting because that's what they're surrounded by."

If service users do manage to

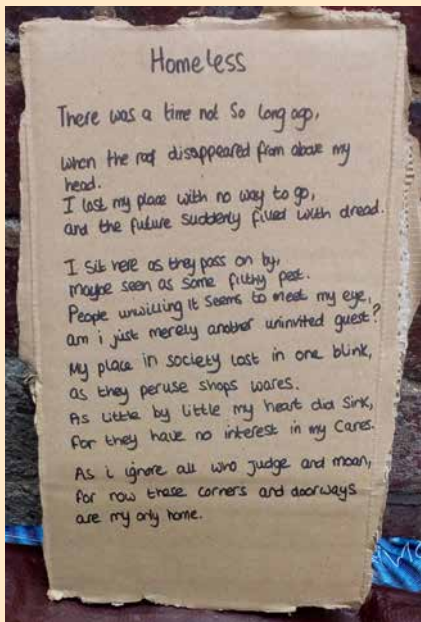
survive the hostel system, Pip refers them to a move on scheme through the council, but only after they have demonstrated they are ready for independent living and can cope independently.

Unfortunately, some people may be unable to prove a strong connection to a local area, even if they have been genuinely living there, as homeless people often go undocumented with local services.

Some of Pip's clients cannot move on due to the lack of proven area connection and they may have to remain in semi-independent housing until they can make up the time required (eg, two or three years). Pip acknowledges the frustration caused by a system that traps people in a high cost-service that is detrimental to their attempt to recover from the condition of homelessness.

Doorways: This poem was written by Peter Gregory and David Gough after their third time made homeless. The pair also write short stories inspired by their experiences. If you'd like to be published in *the Pavement* please send your ideas, words or photos to the editor, nicola@thepavement.org.uk In our first 2020 issue we're focusing on street food. © Gregory & Gough

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



Under one roof

Life in a hostel with the Singer, the Racist and the Spy, by Chris Sampson

I met some, erm, characters after almost four years living in a South London hostel. There was the tenant who decided to rip her radiator off the walls one night, flooding the flats below and leaving many of us without heating for three days.

"Of course," replied a 75-year-old tenant as if it was the most natural thing in the world when I asked if I'd heard right about him smoking crack. Silly me. The stink of crack, by the way, is horrendous; a sort of burning plastic stench. Lord knows what enjoyment anyone gets from it.

Then there was Mr Pants, so-called due to his habit of staggering to the front desk in only his Y-fronts. This was funny until he was seen on CCTV writhing naked in a corridor. There were a lot of kids at the hostel, so bye-bye Mr Pants....

Anyhoo, the main three characters at the hostel were the Singer, the Racist and the Spy.

The Singer's nickname was somewhat ironic, given his penchant for tuneless caterwauling at all hours of the night, to the accompaniment of slamming fire doors, as he wandered round the corridors, high on heroin. Only he thought his singin' was great. Sadly, he died in hospital, aged only around 30.

Supposedly, there was a zero-tolerance policy toward racism at the hostel, so why didn't the staff report The Racist's vile outbursts? "The council never do anything," they replied. And so The Racist subjected BAME staff and tenants to several more vile rants before he was finally arrested and relocated. A disgrace.

Another tenant, while being arrested after fighting with a woman (another class act, eh?), asked police "Don't you know who I am?" and assured them they'd be "sorry", as he was, "a spy for the Americans". I'd always presumed that the CIA would almost certainly insist that new recruits observe a *Fight Club*-style decree: "Don't tell anyone you're a spy", but apparently not...

The council allocated rooms without rhyme or reason; people with mobility issues were billeted on upper floors, while ground floor flats stood empty. There were innocents on the premises; women with babies and toddlers, awaiting permanent housing. There were chaotic characters, but also a spirit of generosity. People shared what little they had, be it cash, food or humour.

And despite all the problems in the hostel, there was always the knowledge of how lucky we were knowing that the so-called street homeless would love to be under our roof.

You can complain

If you are living in a hostel, or supported housing, you can complain about unacceptable behaviour.

- Every provider has a complaints process. Use that to make a complaint.
- Focus on your recovery. If people are doing things that are not OK, report them.
- When booked into a project you should be told how you can make a complaint. Remind yourself by looking at noticeboards.
- If you feel the person supporting you (eg, a key worker) is blocking you, then you can go above them and make a formal complaint to their manager. Or Google the head office number and make a complaint that way, as this will go to the right people and should be taken seriously

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



Ok to complain: Leave feedback in a suggestion box if you don't want to make an official complaint. © *Pavement*

PAVEMENT SAYS:

If something concerns you, for example if you see someone being abused or exploited, then confidentially talk to a hostel staff member who will deal with it.



"I USED TO HAVE A GROTTO"

Need to know

Generally you need to be referred to use a night shelter. Here's how:

1. Go to your council office.
2. If you are sleeping rough and need to be connected to local services you can make an alert using StreetLink. Call **0300 500 0914** or **www.streetlink.org.uk**

Tip: StreetLink staff go out at 10pm (or later) so try to stay in the place you reported yourself (even if it's raining), so that they can find you and help you move on to proper accommodation.

If you identify as **LGBTQ+** there's a high chance you may end up homeless. In London The Outside Project **www.lgbtiqoutside.org** runs a homeless crisis winter shelter. Also get help from Stonewall Housing, call **020 7359 5767**.

Quaker Homeless Action runs a **24-hour day centre** over Christmas – just turn up. It opens at 3pm on Monday 23 December at the American Church on Tottenham Court Road, W1T 4TD and closes at 10am on 30 December.

There will be hot food and drinks, clothing, entertainment, mobile library, hairdressers, a food bank, showers, and all sorts of other services and resources available. @QuakerHomeless

SCOTLAND:

In **Edinburgh** free transport to the night shelter from Waterloo Place at 9.15pm and 9.30pm every night. **Glasgow Winter Night Shelter** is open from 1 Dec – 31 March at 35 East Campbell Street.

Shut eye: We spend a third of our life asleep: where are you sleeping tonight? Outside? Inside? On cardboard? On a mat on the floor? Have you tried the night shelter camp beds?

Is there a pillow? This picture was inspired by a story from our friends at the Museum of Homelessness during the Shock to the System event to mark World Homeless Day. © *Pavement*



Hostile hell

Horrible times in a hostel reported by McGinlay. This may be upsetting.

Sometime ago, I used to work for an independent homeless outreach. Though this was rewarding, it was heart-breaking to hear some of the challenges my clients were facing. Through this outreach, I realised the varied levels of homelessness: most people's idea of it is rough sleeping but there are sofa surfers, squatters and those living in homeless hostels.

Some of my clients spoke of these places as a "living nightmare". No offence to them, but I used to think they were exaggerating. Surely hostels are meant for temporary safety and support, right?

By 2012, my own sense of security was broken, when a stalker made it unsafe for me to live at my home. I had to move out for my own safety, I was told I would only have to stay in a hostel for a few months. Those few months turned into two years and I cannot stress enough... IT WAS HELL ON EARTH.

The place was a mixed sex hostel with around 55 residents including 14 vulnerable females. All of the women were financially and sexually harassed. One ex-con said he deliberately committed petty crimes so he could go back to prison, to feel safer behind bars!

A young man, who I will call 'T',



© Jean Hendry

was seriously suicidal one evening and asked for help. The staff's attitude was blasé. They accused him of "seeking attention". Right in front of everyone, T started to slice up his left arm, over old scars. Within seconds, I couldn't see his flesh anymore, there was so much blood pouring from him. No staff called 999, nor assisted T to A&E. Neither T nor I had any travel expenses but we managed to walk to the nearest hospital. And today, that image still haunts me... I promised T I would tell his story one day.

Staff members also ate donated

Pret sandwiches reserved for residents. One so-called support worker knowing some clients had no income or benefits, said “Oh, I’ll have an extra beef sarnie, my dog likes them.”

The degree of daily neglect was taking its toll on my mental and physical health; I could stay awake for up to five days in a row due to the pressure I faced and receiving death threats or threats of rape made it worse. I felt suicidal, the repeated flashbacks on a daily basis led to a very public emotional breakdown. One amazing friend Rob, who had previously worked in mental health, intervened, as most friends by now had given up on me and didn’t know what to do. I was then diagnosed with Complex Post Traumatic Stress Disorder and eventually started therapy.

To this day, it scares the shit out of me that this hostel still stands. Since my experience, many have come forward to disclose similar experiences and have gone as far as to say “there needs to be a *Channel 4 Dispatches* type of investigation into these places. I’ve known many people go through that broken system. They go in with a handful of problems and come out the other end with more problems than they began with.

I’m still receiving therapy. Homelessness is a traumatic experience. To any reader who

Trauma recovery

Tried and tested services for mental health recovery:

- The Traumatic Stress Clinic at St Pancras Hospital, self-referrals accepted.
- Cognitive Behaviour Therapy & Schema Therapy, request through local GP, this therapy IS very intense but worth doing.
- The Trauma Focused Hypnotherapy the writer receives is private. Details from: Mariam@mb-therapy.co.uk
- Ask to be referred for therapy, which is available from some hostels

can relate to my story, my heart goes out to you and if you need therapy, I highly recommend it. I am currently receiving trauma focused hypnotherapy; it targets the trauma images I see in flashbacks. The therapy technique helps me not to get emotionally distressed when I talk about intrusive memories. Honestly speaking, I think it is the best therapy for PTSD, so readers please consider this if you feel like it might help you on your journey to healing and recovery.



What is a refuge?

Info from solacewomensaid.org

- A refuge is a safe place for women and children experiencing domestic abuse.
- Refuge addresses are confidential. Buildings have added security.
- Refuges offer short-term crisis accommodation. Expect to stay for around six months.
- A key worker supports you during your time at the refuge.
- Rent for a refuge place can be high, but your key worker will support you to apply for housing benefit to help cover costs.
- You can find a refuge space if you call Solace Advice Line on 0808 802 5565 from Monday – Friday 10am-4pm. Or for 24-hour support call the National Domestic Violence Helpline on 0808 2000 247.

- If you would like to talk to someone at **Solace** call 0808 802 5565 (Mon–Fri, 10am–4pm) or email: advice@solacewomensaid.org www.solacewomensaid.org
- Try **Respect** if you're concerned about your own, or someone else's, violent behaviour. Tel: 0808 802 4040

Safe lives

Scarlett Hanson is a rock for women fleeing domestic abuse. Interview by Rosie Roksoph

Speaking with Scarlett Hanson about her work at Solace, which offers advice and support for women experiencing domestic violence, it is immediately obvious she's in the right job.

For anyone who has ever hit the bottom and decided to seek help from an outsider, you'll know what a big leap that is. At your most vulnerable it's vital you put yourself in the hands of someone who understands what you're going through.

Pity is not the same as empathy gained through lived experience – the former often just adds injury to insult, making a person feel less normal.

It's the cycle of abuse that means those people who manage to get away before they die in an abusive relationship, are often sufficiently damaged that they never realise the potential for using their experience in a positive way.

Sadly, Scarlett's lived experience of being in an abusive relationship started when she was just 13. It lasted 14 years until she contacted Solace and was advised to leave the house and take her children to live in a refuge, similar to the one she now

works at. With that she ended the relationship and never looked back. In the years since she has grown stronger and as a result, she is a rock for women who need her.

The majority of those women have experienced sexual violence from men they are/were in a relationship with, but there are more unusual cases too. Among these was a Somali woman who came to the UK aged 10. Both parents were perpetrators; subjecting her to female genital mutilation (FGM) and other forms of sexual violence. Then there was the case of a woman who escaped a dangerous cult where she was brainwashed and groomed.

Scarlett tells me many abusive tactics are used. Perpetrators often use forms of abuse they believe they can get away with because it stops short of physical violence. These include verbal abuse; violently smashing things and threats of physical violence; violence towards animals; pressuring women into sex or jumping on them when they're asleep.

Believing what their abusers repeatedly tell them, women often feel they can't report domestic violence under such circumstances.

Many women on the street escape inclusion in statistics about domestic violence because they are picked up by gang members promising food and shelter in exchange for legitimate employment, but instead

are violently forced to work as mules, prostitutes and other illegal jobs. People traffickers use similar methods.

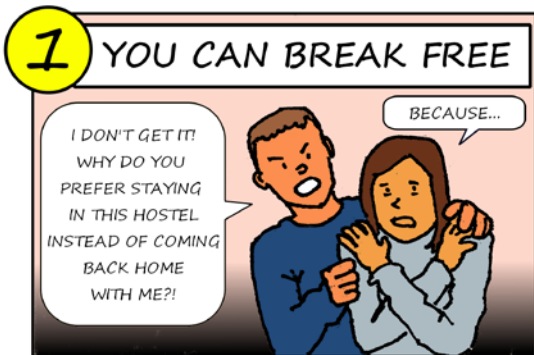
Another tactic used by abusers is to victimise themselves and pretend the abuse is the other way around. For example, in court cases where child custody is concerned there is a lot of manipulation by abusers involving social service professionals – things like bogus reports about the alleged incapacity of a parent – which leads to so-called secondary abuse where professionals disbelieve accounts by the abused party. Obviously, this can lead an already vulnerable woman to feeling helpless.

Among Scarlett's cases are women with drug and alcohol misuse issues and those with no recourse to public funds who she is supporting while they apply for British Citizenship.

Healing trauma

The root of many problems is often trauma. To recover, you will need to use a wide range of services and a holistic approach. Aim for:

1. Housing (ie, a place to live so that then you can work on any other issues such as alcohol and substance abuse, violence)
2. Peer mentoring (a good friend)
3. Personal budgets so you are in charge of your spending.

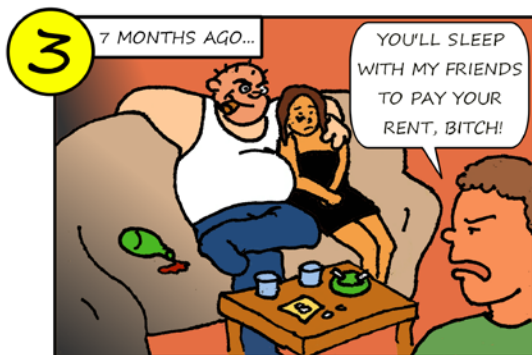


What I'm thinking

Thoughts from a woman specialising in helping sex workers

"She's not a sex worker, she's being sexually exploited. How did she get there? Is she safe? Does she have family? Children? Do they know? Does she know she's being exploited? Is her health OK? Does she want out?"

"I know there'll be a certain amount of resilience. It's innate being



Comic © Ioanna-Kyriaki Toufexi

a woman. But is she being controlled? What's led her down this path? Remember there's always hope.

"There are lots of reasons women end up in a situation selling sex but always somewhere in their life they haven't been believed – either what they said, or what's happening to them.

"Women get trapped in a cycle of abuse. But you can get over trauma."

Finding yourself again

By Deputy Editor Mat Amp

"I live in a house where you can get a blow job for less than a fiver." That was the first line I wrote for *the Pavement*. At the time I was in supported accommodation in a five-bedroom house on Effra Road in Brixton, but at one point there were about 30 people using it as their primary residence. Mostly, they were using it to get high, crash and all the fun that goes with crack addiction - the shouting, screaming and stabbing.

At the time I dreaded the thought of going into a hostel. But even though I'd only been homeless for a couple of years, bouncing from the streets to shooting galleries was taking its toll on my mental and physical health. If I didn't get off the streets soon, I was going to die. I knew that.

The first step, for me at least, was the assessment centre. I was in bits at the time, a street junkie shoplifting for a fix, but I was assessed as low risk and moved into supported living in a shared house.

Despite being a converted family house with a garden it had that cold institutional feel. My first case worker was as much use as a chocolate teapot in the Sahara desert. She listened but she heard nothing. I got despondent quickly – and then things started to get really bad.

In a nutshell

- Hostels can be difficult with chaos, rules (no visitors) and a full on atmosphere.
- Expect questions at a hostel. Your answers get outcome stars.
- If you're finding it difficult, ask for help. If you don't get it, ask somewhere else.
- Cutbacks make it hard for staff too. See p12.

When one of the residents gave keys to every low-level rip-and-run crackhead within a two-mile radius of the house, in exchange for a few licks on a pipe, I was soon getting nostalgic for some good old-fashioned institutionalised sterility. It felt as if the universe was testing me 'coz all this shit kicked off for real just after I managed to get clean. It was more like a war zone than a domestic living arrangement.

It's a tsunami of emotion when you get clean and there was no relaxing in that house, not even for a minute. After you stop using, you're raw and it feels like every bit of pain and anguish in the world is being

channelled into you – unfiltered and beamed directly into your soul with a giant invisible antenna.

The trick was to survive until I got housed. And even that turned into a test when the flat I was meant to move into was cancelled due to problems with rising damp.

Eventually things got so bad that I decided to walk out of the place after two and a half years, ending my tenancy and effectively giving up my right to a flat. But instead of cutting me off, St Mungo's rehoused me in another five-bedroom house 300 yards away, and it was heaven.

At this point I had a case worker who really cared. Through her I found my way to this magazine which has led me to opportunities that have given me back a sense of purpose and a desire to live. The move on, to a one-bed Housing Association flat, soon came through, which has helped with my fight against addiction.

Although the intensity of emotion can last for up to six months or more when you stop using heroin, after a few months the pain and anguish starts to be accompanied by joy, laughter, and love. The struggle at this point is to get some perspective and not be overwhelmed by the sheer 'massiveness' of it all.

Hostels can be difficult but remember, wherever they decide to put you, it has to be better than the



Share your stories: *Pavement* loves hearing your experiences. Share in words, or on Instagram using #pavementpics. Follow us on: @pavement_magazine © *Mat Amp*

street. If you're finding it difficult, ask for help and if you don't get it, ask somewhere else. People will tell you that it's impossible to get clean in emergency accommodation but that just isn't true.

For me it was a struggle to survive, a struggle that I thought was going to kill me, but it showed me the way back to myself.



How was it?

What are your feelings about staying in hotels or night shelters? Interviews by Claire Rivers

MEET Richard:

"There are different types. The charity sector ones, which mostly run for single homeless. If they find you having relationships, you're out the door. The private sector runs differently – going into each other's rooms; people having a drink in someone else's room – they're quite happy about it. But where they do let themselves down is the buildings. I was literally in a bathroom with the bath taken out and a bed put in its place.

"I was hospitalised – there was no heating, and lots of things going on. I explained that to the doctors in the hospital, and while I was there overnight, two other residents of my hostel were admitted on the same ward as me, and they said the same thing. That's three of us out of a ward with eight beds. So, I said to the doctors 'Now do you believe me?'

"Because I had relating health issues, I went to see my GP, explained the situation to them. They issued a safeguarding arrest at the hostel. The Local Authority got involved, and within two days I was moved.

"As far as freedom of thought, freedom of expression, freedom of



Lisa © Claire Rivers

being yourself – the private sector hostel I would give it 8/10; for the voluntary sector, I would give it a 3. There are too many people involved in there who are jobsworths, saying 'You've got this problem, you've got that problem' and if you haven't got the problem, they make it up."

MEET Lisa:

"I did stay in a shelter – it was OK. All different women, and there were folding beds, and it's OK. I get on with people. I don't complain, I just put up with it.

"I do feel sorry for people. I was

In a nutshell

- Hostels aren't for everybody. See pros and cons on p10.
- Tips on life in a hostel are on most pages in this *Pavement*, see p10 onwards.
- You can complain, see how on p14.
- You can survive and move on, see p24.

reading the paper, the Middle East news. I saw these three children, and their Mum, had passed away in Syria. They were going to a shelter, but the middle girl – there were two brothers; one older and one younger – was shot in the chest. She died instantly. And the younger brother was only about 9 or 10. I just felt so sad. He's never going to get his sister back.

"I wonder what happened. I would have liked to help. See what happened – they were going to go to shelter, and she got shot in the chest, and died."

MEET David:

"Night shelters are difficult places... it's quite an angry vibe. The ones I've stayed in, they're high dependency, drink, mental health – and everyone's put in the same room so it can cause a lot of friction. It can be quite scary. This is why so many entrenched rough sleepers don't go back into night shelters.

"I stayed in a really good one.

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



Left out: One of the messages left by a homeless attendee at StreetFest 2019, see p30. © Jean Hindry

The food was great; the staff were brilliant, but it was only open seven days because it was a cold weather shelter, and then they moved me to this other shelter and it was the most awful place I've ever been into. There were people shooting up at breakfast.

"They put me into this room where someone had smeared human shit down the walls. I went 'Can't you put me into a clean room?' And they went 'We can't afford cleaners. You're gonna have to clean it yourself.' In the end, I moved out of there and moved back into my car."

Two pay cheques away?

Being a couple of pay cheques from the street isn't true for those with caring family or friends who can provide support. It's telling us something different, says Simone Hellenen, the need to destigmatise needing help

It is sometimes argued that "we are all two pay cheques away from homelessness". This counters the idea that people are either personally responsible for their homelessness or particularly vulnerable: sinful or sick (Gowan, 2010) mad, bad or sad (Seal, 2005). Stigma plays more than a bit-part in complex stories that land people in homelessness. Perniciously, stigma helps to keep people homeless and keep the strategies we use to help fragmented, precariously funded and underfunded.

The way we think and talk about homelessness is important. The two pay cheques thinking does attack part of the problem because it emboldens people experiencing homelessness to feel "it could happen to anyone, so there is nothing especially wrong with me". It also stops some people from pissing on people sleeping rough because "it could be me". And it ignites a giving spirit in individuals and philanthropists who donate time and money more willingly to the

In a nutshell

- Stigma helps to keep people homeless.
- The stigmatisation of need means that people wait until a crisis before trying to access help.
- Crisis responses makes prevention far harder, if not impossible.

deserving poor.

There is a danger that two pay cheques thinking will deprioritise some social issues that DO create homelessness, and don't impact on us all equally, like inequality and poverty. I think I first heard the phrase "two pay cheques" around 2011. This may not be a coincidence as there is no doubt that since 2010 the pile-on of austerity, welfare reform, volatile employment conditions, such as zero-hour contracts, and a failing housing market has pushed many more people into a precarious position where homelessness is more likely than it was before.

But two pay cheques thinking has more in common with anti-stigmatising campaigns in mental health than anti-austerity campaigns. As Will Davies argues the "idea that one is simply 'unwell'" might provide comfort "to people wrestling with their own depression

or anxiety”, but it simultaneously veils “more fundamental cultural, political and economic questions regarding the distribution of distress in our society” (Davies in Tyler & Slater 2018).

So, are we all two pay cheques away from homelessness? Not according to the findings of Bramley and Fitzpatrick. They propose that **“homelessness is not randomly distributed across the population”**. The odds of it occurring are to do with “individual, social and structural factors [eg, poverty], most of which are outside the control” of individuals. The authors explain that people who experience these factors and do not go on to become homeless are buffered by a range of protective factors including having a partner and being able to stay in the family home as a young adult. What’s clear is that some of us already have help in our lives.

We are all dependent and vulnerable (owing to having a physical body), but society has made not having back-up help shameful. There is this thinking that people doing well get there and stay there just because they work hard and they’re good. They might be, but they too depend on and get help. We were all babies once that needed our arses wiped and in time, we will all be old or sick and will again need our arses wiped.



Wake up: People sleeping rough are vulnerable to horrific abuse such as being urinated on by strangers
© Streets Kitchen

The ability to help (not just wiping arses) and care is golden. But because needing this sort of care is laced with stigma, the work is poorly paid and insecure instead of guaranteeing a living wage, good employment conditions and professional esteem. What’s needed are universal programmes to address income inequality, increase meaningful secure employment opportunities and provide decent affordable housing. That’s why it’s time to challenge the idea that we’re all two pay cheques from homelessness.

Simone Hellenen has just completed a PhD on engagement with help at the University of Birmingham. She worked with Groundswell for nine years. Find full book titles on the Pavement website. ■

Park life

StreetFest 2019, hosted by Give A Shift, Streets Kitchen and Jammin' for Change, is a September afternoon festival in the park for people who are homeless. Report from Jean Hindry who set up a stall for health charity Groundswell with colleague Gerry

StreetFest was organised by Haringey and Islington councils in Finsbury Park. There were various homeless charities and organisations offering advice, information and help or signpost homeless and vulnerable young people to the right service. Pets who are a great comfort to homeless people were not forgotten either, this was like a one-stop shop all in one space with a festival community feel. Under the trees there were even three music stages to entertain the visitors.

It was a chance for people to look after their mental health. It is vitally important that homeless people realise that they are entitled to a GP even if they don't have an address.

Streets Kitchen were dishing out free food and I have to say the smell wafting over from the BBQ was making me very hungry. However, volunteers and stall holders were not allowed to take advantage of the free food, and quite right too.

There were loads of clothes and shoes for homeless people to sort out to their liking, a library bus, yoga and meditation. Also proving popular was a mocktail stall, a nail bar and free haircuts.

- **For a chance to volunteer try our friends at Groundswell. The office is at St Matthew's church close to Brixton tube.**
www.groundswell.org.uk



At StreetFest Elvis lookalike (left) delighted all singing *Are you lonesome tonight?* on London's buses4homeless. Mojo (right) from Groove Groom & Grub shaved heads and beards. Here he's with Mel who does fundraising runs for Streets Kitchen. Other highlights: the BBQ, music, poetry and nail bar.

© Pavement



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
- Tel: **0808 800 4444**
(8am–8pm Monday – Friday,
8am–5pm weekends)

3. Citizens Advice Bureau

- Web: 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 for a more detailed version of your housing rights in England and Scotland.

Don't miss an issue

Want more (or less) copies of *the Pavement*?

TURN TO
CENTRE PAGES
FOR THE LIST
OF SERVICES

We distribute our little mag for a homeless readership bimonthly in London, Edinburgh and Glasgow. Mags are free, but if you'd like to make a donation (or donate a box of 100 copies for 50p a mag) tell the team.

For any distribution changes please contact:

London: Mat Amp

- london@thepavement.org.uk, tel: **07595 602 324**

Scotland: Marco Biagni

- scotland@thepavement.org.uk, text: **07701 093 643**

SERVICES NEWS FOR THE CENTRE PAGES: Please send in any info about the services you love (or offer) including correct days and times. We keep a list on our website and share in our magazine.

Listings: Kieran Hughes

- web@thepavement.org.uk

My notepad...

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

the Pavement

KEY TO ALL SERVICES

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

Changes: web@thepavement.org.uk

Updated: Oct 2019

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

Scotland List

DAY CENTRES/DROP-INS

BARONY (CONTACT POINT)

101 High Riggs, Tollcross, Edinburgh EH3 9RP

0845 140 7777;

www.baronyha.org.uk

Drop-in times: Mon: 2–8pm (art & games); Tue: 10.30am–4.30pm (walking & taster sessions); Thu: 2–8pm (health, body & mind); Wed: 10.30am–4.30pm (swimming & wellbeing); Sun: 11am–4pm (Sunday papers!)

A safe place for those experiencing mental health problems to socialise or gain 1:1 or peer support.

MH, MD

GLASGOW CITY MISSION

20 Crimea St, Glasgow G2 8PW

0141 221 2630; glasgowcitymission.com

Mon–Fri: 10am–10pm; Sat: 4–8pm

Activities, services and 1-2-1 support to tackle immediate needs and underlying issues. Free meals, art class, music studio, gym, computers, college courses, money help, ESOL classes, gardening, etc

AH, AD, A, AC, B, BS, BA, CA, C, DA, D, ET, FF, FC, IT, K, LA, LF, MH, MD, OL, OW, SF, TS

LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT

0141 552 0285; lhm-glasgow.org.uk

Mon–Sun: 8am–3pm (breakfast & lunch. Closed New Year's Day)

Free breakfast and lunch. Showers, foot clinic, haircuts, counselling. Pool, table tennis, board games. IT suite.

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

MOVE ON (GLASGOW)

4th Fl, 24 St Enoch Sq, Glasgow G1 4AA
0141 221 2272; moveon.org.uk
 Mon–Fri: 9am–5pm
 Enables homeless people to develop the skills they need. Services for people 18–28.

AH, AD, BA, DA, ET, OW, TS

QUEEN'S PK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ
0141 423 3654; qpgpc.com
 Wed: 5.30–8pm (free meal – 28 Daisey St, G42 8JL); Sun: 5–6pm (free meal, toiletries, clothing – 170 Queen's Dr, G42 8QZ); Tue & Wed: 10am–1.30pm (low-cost meal – 28 Daisey St)
 Church where everyone is loved unconditionally.

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

ROCK TRUST (ALBANY ST)

55 Albany St, Edinburgh EH1 3QY
0131 557 4059; www.rocktrust.org/
 Mon–Fri: 9am–midday (drop-in); Mon: 4–7pm (cooking); Tue: 2–4pm (employability)
 Educates and supports young people to build the personal skills and resources required to make a positive and healthy transition to adulthood, while avoiding or moving on from homelessness.

AH, BS, C, CL, F, FF, IT, L, OW, TS

SHELTER SCOTLAND GLASGOW COMMUNITY HUB

116 Osborne Street, Glasgow, G1 5QH
<https://scotland.shelter.org.uk>
Drop-in: Mon, Wed, Fri: 10am–3pm
 Our Glasgow Community Hub is a one-stop-shop for anyone who is homeless, facing homelessness or needs advice about a housing related problem. The Hub offers specialist advice on Housing, Money & Debt, and Welfare Benefits as well as having a team of solicitors who make sure your rights are represented and fairly enforced. Support services are available to help those who require ongoing support. We help and support anyone dealing with issues affecting their ability to find or keep a home.

If you need a computer or telephone to resolve a housing, money or debt issue, we can give you free online access daily. Drop into the hub for more details.

AH, BA, CA, DA, LA

SPITTAL STREET CENTRE

19b South Bridge St, Bathgate, Edinburgh EH48 1TR
01506 205 413; nhslothian.scot.nhs.uk
 Thu: 9am–4.30pm (drop-in for women; wound clinic); Tue: 9am–4.30pm; Mon, Wed, Fri: 9am–4.30pm (drop-in dentist 1.30–3.30pm)
 Services include needle exchange (not Wed), dentist, sexual health/ HIV advice, womens' group, wound clinic and more. Drop in or call for more information.

A, DT, D, MS, MH, NE, SH

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

STREETWORK CRISIS CENTRE

22 Holyrood Rd, Edinburgh
EH8 8AF

0131 557 6055; streetwork.org.uk/
Mon–Fri: 7am–10pm (drop-in); Sat &
Sun: 8am–4pm (drop-in)
Helpline 24/7: 0808 178 2323.

Assistance with housing, benefits,
domestic violence, addictions,
information and referrals. Washing,
toilets and storage facilities.

AH, BS, BA, CA, CL, D, ET, IT, L, LS, MH, OL, OW

THE MARIE TRUST

32 Midland St, Glasgow
G1 4PR

0141 221 0169 (option 2); www.themarietrust.org
Mon–Fri: 9am–4pm (closed 11.30–
12.30); Tue: 1pm–4pm (Expressive Arts);
Fri: 10am–12noon (art drop-in)

Low-cost breakfast and lunch, as well as
a range of classes and activities.

*AH, AD, AC, BS, BE, BA, CA, CL, C, ET, F, FC, IT,
MS, OL, OW*

THE SALVATION ARMY (EAST ADAM ST)

1 East Adam St, Edinburgh
EH8 9TF

0131 667 4313; www.salvationarmy.org.uk/

Mon: 9am–12noon; Tue & Thu: 3–9pm;
Fri: 1–4pm; Sat: 6–9pm
Weekly job club and fortnightly lunch
club – call for details.

AH, A, BA, CL, ET, F, FF

NIDDRY ST WELLBEING CENTRE (SALVATION ARMY)

25 Niddry Street, Edinburgh, EH1 1LG
0131 523 1060

Monday–Friday: 9am–1pm Cafe;
Monday: 1pm–3pm Sally’s WOW Group
(Women only);

Monday: 9am–1pm Parish nurse;
Tuesday: 11am–12pm Here and Now
(wellbeing);

Thursday: 1pm–2pm Here and Now
(wellbeing);

Thursday: 2pm–3pm Move Breathe
Relax (yoga & mindfulness);

[https://www.salvationarmy.org.uk/
niddry-street](https://www.salvationarmy.org.uk/niddry-street)

Cafe space, various activities,
shower facilities, one-to-one support,
psychosocial group, crisis intervention.

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

THE SPACE

257 London Rd, Glasgow G40 1PE

0141 237 1221; thespacescotland.org

Wed–Sun: 12–6pm

Vegetarian/vegan. Pay as You Decide.

FF

THE WAYSIDE CLUB CENTRE

32 Midland St, Glasgow G1 4PR

0141 221 0169

Mon–Sun: 7.30–10pm; Sat: 1–4pm and
7.30–10pm

Drop-in for people affected by
homelessness and poverty.

B, BS, CL, FF

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

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

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

FULL LIST
AVAILABLE ON
OUR WEBSITE



DRUGS & ALCOHOL

ADDACTION (NORTH WEST GLASGOW RECOVERY HUB)

0808 178 5901; addaction.org.uk

Mon–Sun: 8am–8pm

Support on your recovery journey from alcohol and drug use. They will assist you to make positive changes in your life to help you get on the road or sustain your recovery journey. All interventions will be tailored to meet your needs – including outreach workers coming to you so you do not need to travel. Call the helpline to refer yourself for services.

AD, A, D, MH, OL, OW

BETHANY CHRISTIAN TRUST

65 Bonnington Rd, Edinburgh EH6 5JQ

0131 561 8930; www.bethanyct.com

Tue: 12.30–2.30pm (women only drop-in); Thu: 1–3pm (men only drop-in)

Supports individuals to tackle long-term homelessness problems including addictions, debt, lack of furniture, unemployment and social isolation.

AH, A, CA, C, D, FF, OW

COCAINE ANONYMOUS (SCOTLAND)

PO Box 26812, Glasgow G1 9AB

0141 959 6363;

cascotland.org.uk

Fellowship of people who help each other to stay off cocaine, crack and other drugs. Contact them (info@cascotland.org.uk or the helpline number) to find your nearest meeting.

CROSSREACH (RANKEILLOR INITIATIVE)

205 Cowgate, Edinburgh EH1 1JH

0131 225 4901; crossreach.org.uk

Mon–Fri: 9am–5pm (phone only for referrals)

Temporary supported accommodation for men in recovery from drug/alcohol in shared flats in Edinburgh. Referral via individuals, professional workers and independent agencies.

AH, A, C, DA, D, TS

CROSSREACH MOVE ON (WHITEINCH)

0/5, 13 Victoria Pk Drive South,

Whiteinch, Glasgow G14 9RN

0141 959 5069; crossreach.org.uk/

Mon–Fri: 9am–5pm (phone for referral)

Temporary furnished accommodation and support to adults in recovery from substance misuse, who have achieved a period of stability through residential or community rehabilitation. Service is mainly for people living clean, but some methadone, etc, users who are stable will be considered.

AH, A, C, D, MH, SF, TS

DRINKLINE

0300 123 1110; drinkaware.co.uk

Mon–Fri: 9am–8pm; Sat & Sun:

11am–4pm

Free, confidential 24/7 helpline for people worried about their alcohol intake. Advice on services to help you cut down your drinking.

A, C, OL

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

GLASGOW COUNCIL ON ALCOHOL (CLAREMONT ST)

2nd Floor, 14 North Claremont St,
Glasgow G3 7LE

0141 353 1800;

www.glasgowcouncilonalcohol.org

Thu & Fri: 9am–5pm; Mon–Wed:

9am–9pm; Sat: 9am–1pm (fortnightly -
please phone first)

Help and support to anyone
experiencing problems related
to alcohol consumption. Alcohol
counselling, training, prevention and
education, group work, support, advice
and information. Whether you are
concerned about yourself or someone
you know, contact them. Phone to check
times of fortnightly drop-in on Sats.
Helpline: 0808 802 9000

A, C

HUNTER ST HOMELESS HEALTH SERVICE

55 Hunter St, Glasgow G4 0UP

0141 553 2801

Mon–Fri: 9.30am–4.30pm (closed

12.30–13.30;

GP/nursing team from 13.30)

One-stop shop to meet the health and
addiction needs of service users who are
homeless and are the most vulnerable
such as rough sleepers, those living
in emergency accommodation and
temporary accommodation for up to
three months.

A, D, FC, MS, MH, SH, SF

KNOW THE SCORE

0800 5875879; knowthescore.info/

Mon–Sun: 8am–11pm (helpline)

Free confidential 24-hour drugs
information helpline and good online
advice for people in Scotland.

LODGING HOUSE MISSION

See DAY CENTRES/DROP-INS

MARIJUANA ANONYMOUS UK

0300 124 0373 (helpline); www.marijuana-anonymous.org.uk

Marijuana Anonymous follows the 12-
step model of Alcoholics Anonymous.
They are there to help those who have
become addicted to or dependent upon
marijuana. Email: helpline@marijuana-anonymous.org.uk.

C, D

SPITTAL ST CENTRE

&

STREETWORK CRISIS CENTRE

See DAY CENTRES/DROP-INS

TURNING POINT SCOTLAND (DRUG CRISIS CENTRE)

123 West St, Glasgow G5 8BA

0800 652 3757 (9am–5pm); www.turningpointscotland.com/

Open 24/7 (drop-in, needle exchange,
advice and assessment)

A safe, confidential 24/7 drop-in service
which will support and encourage
people to find ways of making their
substance misuse less problematic and
to achieve a better quality of life.

A, C, D, LF, MS, NE, SH, SF

FC Foot care
IT Internet access
LA 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



TURNING POINT SCOTLAND (HOMELESSNESS SERVICE)

112 Commerce St, Tradeston, Glasgow
G5 9NT

**0800 652 3757 (9am–5pm); www.
turningpointscotland.com/**

Mon–Sun: Open 24 hours (needle
exchange & temp accommodation)
A safe, confidential 24/7 drop-in service
which will support and encourage
people to find ways of making their
substance misuse less problematic
and to achieve a better quality of life.
Open 365 days a year. Temporary
accommodation available by self-
referral. Max stay is around three weeks.

A, C, D, LF, MS, NE, SH, SF

TURNING POINT SCOTLAND (MIDWAY PROJECT)

Kingston Business Centre, 75 Stanley St
(3rd Floor), Glasgow G41 1JA

0141 429 2668; www.

turningpointscotland.com/

Support and accommodation for
homeless people (18+) with mental
health and/or addiction issues.

AH, A, BA, D, MH, OW, TS

TURNING POINT SCOTLAND (NORTH EAST RECOVERY HUB EDINBURGH)

5 Links Pl, Leith, Edinburgh EH6 7EZ

**0800 652 3757 (9am–5pm); www.
turningpointscotland.com/**

Mon, Wed, Thu: 10am–4pm (drop-
in); Tue: 10am–7pm (drop-in); Fri:
10am–1pm (drop-in); Mon: 9am–
4.45pm (needle exchange); Tue & Thu:

9am–7.45pm (needle exchange); Wed:
11am–4.45pm (needle exchange); Fri:
9am–4.15pm (needle exchange)
Range of addiction and recovery
services open to men and women
aged 16 and over who are aware they
have a substance misuse problem
and would like to start their recovery
journey. Phone or drop in for more
services information, including Cooking,
Art Classes, Gardening, etc. Other
venues across Edinburgh available: call
freephone number for information.

A, AC, C, D, LF, MS, NE, SH, SF

FOOD/SOUP RUNS

AL-KHAIR FOUNDATION IN PARTNERSHIP WITH MADRASSAH AL-FAROOQ

32-38 Dixon Avenue, Crosshill, Glasgow
G42 8EJ

0141 433 2686

Mon–Sat: 5.30pm–6.30pm (soup
kitchen and foodbank)

Fresh meals six days a week. Aims to
contribute towards the betterment and
prosperity of the people of Glasgow.
Pushtu and Arabic spoken.

FF

BALVICAR ST

Glasgow G42 8QU

Thu: 7pm–9pm (Soup run)

FF

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber
	<i>AC</i> Art classes	<i>BA</i> Benefits advice
	<i>AD</i> Advocacy	<i>BE</i> Bedding available
	<i>AH</i> Accommodation/ housing advice	<i>BS</i> Bathroom/showers
		<i>C</i> Counselling

<i>CA</i> Careers advice	<i>EF</i> Ex-forces
<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
<i>D</i> Drugs workers	<i>ET</i> Education/training
<i>DA</i> Debt advice	<i>F</i> Food
<i>DT</i> Dentist	<i>FF</i> Free food

BETHANY CHRISTIAN TRUST (CARE VAN & SHELTER)

Waterloo Place, Edinburgh

0131 225 9445;

www.bethanychristiantrust.com

Mon–Sun: 9:15pm & 9:30pm

Joint venture by Edinburgh City Mission and Bethany Christian Trust goes out 364 evenings a year in Edinburgh city centre at various locations. Sleeping facilities, soup, rolls & tea/coffee.

Winter Service: transport to night shelter from Waterloo Place at 9:15pm and 9:30pm every night, unless shelter is already full. Dinner and breakfast provided. 0131 561 8930 (daytime) or 07919 557 673 (night time)

CL, FF

CADOGAN ST

Corunna, 39 Cadogan House, Glasgow G2 7BA

Mon–Sun: 9–10pm

Together ROPKA, Religious Society of Friends, St Mary's, Salvation Army, Glasgow Gurdwara, Emmaus, Caledonian Uni, FeedGlasgow, Glasgow Uni, Marks & Spencer, Marist Brothers, St Peter's, Humanists, Catholic Worker, City Mosque, GUSH and others provide a hot drink, soup, a sandwich and a friendly face to anyone over 20 years old. 365 days a year. Aim to direct homeless service users to appropriate services.

FF, OL

CARRUBBERS CHRISTIAN CENTRE

65 High St, Edinburgh EH1 1SR

0131 556 2626

Sun: 8am–9am

Serves free breakfast along with a short service.

FF

GLASGOW CITY MISSION

See DAY CENTRES/DROP-INS

KAGYU SAMYE DZONG GLASGOW

The Tibetan Buddhist Centre, 7 Ashley St, Glasgow G3 6DR

0141 332 9950; ksdglasgow.org.uk/

Fri: 4pm–5.30pm; Sat: 11am–12.30pm;

Sun: 6pm–7.30pm

Tibetan Buddhist group that provides food to anyone in need three times a week. Part of the Glasgow Soup Kitchen group.

FF

MISSIONARIES OF CHARITY (HOPETOUN CRES)

18 Hopetoun Cres, Edinburgh EH7 4AY

0131 557 8219

Sun–Wed: 4–4.30pm; Fri: 4–4.30pm

Ninety per cent of residents are over 40. Ring or drop in 24 hours a day. Not step-free.

FF

QUEEN'S PK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ

0141 423 3654; qpgpc.com

Wed: 5.30pm–8pm (free meal – 28

Daisy St, G42 8JL); Sun: 5pm–6pm

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



(free meal, toiletries, clothing – 170 Queen's Dr, G42 8QZ); Tue & Wed: 10am–1.30pm (low-cost meal – 28 Daisey St, G42 8JL)

Church where everyone is someone and everyone is valued regardless of past, or present situation, where self-belief is nurtured and where everyone is loved unconditionally.

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

ROCK TRUST (ALBANY ST)

5 See DAY CENTRES/DROP-INS

SOCIAL BITE (BOTHWELL ST)

5 Bothwell St, Glasgow G2 6NL

0131 220 8206; social-bite.co.uk/

Mon–Fri: 7–11am (free breakfast);

Mon–Fri: 2–3pm (suspended items available)

Every single penny of Social Bite's profits are donated to good causes. One in four of its team is formerly homeless. Suspended items are bought by customers for homeless people. NOTE: if collecting free food, you cannot sit inside the shop.

FF

SOCIAL BITE (ROSE SREET)

131 Rose St, Edinburgh EH2 3DT

0131 220 8206; social-bite.co.uk/

Mon–Fri: 2–3pm (suspended items available)

Every single penny of Social Bite's profits are donated to good causes. One in four of its team is formerly homeless. Suspended items are bought by customers for homeless people.

FF

SOCIAL BITE (SHANDWICK PL)

89 Shandwick Pl, Edinburgh EH2 3DT

0131 220 8206; social-bite.co.uk/

Mon–Fri: 2–3pm (suspended items)

Every single penny of Social Bite's profits are donated to good causes. One in four of its team is formerly homeless. Suspended items are bought by customers for homeless people.

FF

SOCIAL BITE (ST VINCENT ST)

103 St Vincent St, Glasgow G2 5EA

0131 220 8206; social-bite.co.uk/

Mon: 4–6pm (Social Supper); Mon–Fri:

7–11am (free breakfast); Mon–Fri:

2–3pm (suspended items available)

Every single penny of Social Bite's profits are donated to good causes.

One in four of its team is formerly homeless. Suspended items are bought by customers for homeless people.

NOTE: if collecting free food, you cannot sit inside the shop, except at the Social Supper.

FF

SOCIAL BITE (UNION ST)

516 Union St, Aberdeen AB10 1TT

0131 220 8206; social-bite.co.uk/

Mon–Fri: 7–11am (free breakfast);

Mon–Fri: 2–3pm (suspended items available)

Every single penny of Social Bite's profits are donated to good causes. One in four of its team is formerly homeless. Suspended items are bought by customers for homeless people.

FF

Homeless?

Know your rights

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** whilst the council considers your application. If you are not offered accommodation, call us for advice.

The council must notify you of their decision on your homeless application in writing. You may have the **right to appeal a decision** – call us for help.

If the council says ‘no local connection’ or ‘not eligible’, or if you can’t afford the temporary accommodation, you can call us for advice.

0808 800 4444

Call us for free advice
9am-5pm, Monday to Friday.

Shelter
Scotland

SOUPER SAT

Old Saint Paul's Church, 67 Jeffrey St,
Edinburgh EH1 1DH
07955 274058; soutersaturday.org.uk

Sat: 8.30am–2pm (Old St Paul's Ch, 67 Jeffrey St)

A faith neutral food and social service in Edinburgh. They offer free breakfast, lunch, sandwiches, coffee and conversation every Sat. Their porridge is legendary! Email: admin@SouperSat.org.uk

SPITTAL STREET CENTRE

See DAY CENTRES/DROP-INS

ST COLUMBA'S CHURCH (THE SHILOH)

St Vincent St, Glasgow G2
Sun: 7.30–9pm

FF

ST PATRICK'S CHURCH

North St, Glasgow G3 7DA
0141 221 3579
Thu & Sun: 8pm–9pm (Soup kitchen)

FF

THE SALVATION ARMY (REGENER8+ DROP IN)

25 Niddry St, Edinburgh EH1 1LG
0131 523 1060; salvationarmy.org.uk/
Mon–Fri: 9am–12.45pm
Cheap, good quality breakfast & dinner; Crisis Intervention Support workers; Gateway Visiting Support Offices; safe space; games; chaplaincy; various activity groups.

AH, AD, AC, BS, BE, BA, CL, F, FF, IT, L, LF, TS

TURNING POINT SCOTLAND (DRUG CRISIS CENTRE)

See DRUGS/ALCOHOL

TURNING POINT SCOTLAND (HOMELESSNESS SERVICE)

See DRUGS/ALCOHOL

MISCELLANEOUS

FRESH START

22-24 Ferry Road Drive
Edinburgh
EH4 4BR

0131 476 7741

Please call for opening hours.

<http://www.freshstartweb.org.uk/>

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

STREET SOCCER SCOTLAND (EDINBURGH)

07480 979919;

<http://www.streetsoccerscotland.org/>

Mon: 2–4pm (Meadowbank Sports Centre); Wed: 10.30am–12noon (Meadowbank Sports Centre); Tue & Wed: 1–3pm (Portobello Powerleague); Thu: 11am–12.30pm (Crags Sports Centre) Referral only. Two-hour football sessions offer players a chance to meet

KEY	A	Alcohol workers	B	Barber
	AC	Art classes	BA	Benefits advice
	AD	Advocacy	BE	Bedding available
	AH	Accommodation/housing advice	BS	Bathroom/showers
			C	Counselling

CA	Careers advice	EF	Ex-forces
CL	Clothing store	EO	Ex-offenders
D	Drugs workers	ET	Education/training
DA	Debt advice	F	Food
DT	Dentist	FF	Free food

new people, improve physical/mental health, increase confidence. Safe and positive environment. FREE, aged 16+, numerous venues. Call Robbie Wood on 07480 979919 for info.

LF

WINTER SHELTERS

BETHANY CHRISTIAN TRUST (CARE VAN & SHELTER)

Edinburgh

0131 225 9445;

www.bethanychristiantrust.com

Mon–Sun: 9–11pm

Joint venture by Edinburgh City Mission and Bethany Christian Trust goes out 364 evenings a year in Edinburgh city centre at various locations. Sleeping facilities, soup, rolls & tea/coffee.

Winter Service: transport to night shelter from Waterloo Place at 9:15pm and 9:30pm every night, unless shelter is already full. Dinner and breakfast provided. For more information phone 0131 561 8930 (daytime) or 07919 557 673 (night time)

CL, FF

GLASGOW WINTER NIGHT SHELTER

35 East Campbell St, G1 5DT

<https://www.glasgowcitymission.com/about-us/what-we-do/glasgow-winter-night-shelter.php>;

07555 591 466;

0141 221 2630;

gwns@glasgowcitymission.com

1 Dec to 31 Mar

Mon–Sun: 10pm–8am

Open to anyone 18+ who is homeless and has nowhere else to sleep. Breakfast in the morning.

We work with adults and children who are vulnerable and disadvantaged in Glasgow, people that are often leading chaotic or difficult lives. We want to help them to break free from their oppressive situations.

That situation may involve: homelessness, addiction, poverty, family breakdown, prostitution, emotional issues, fleeing persecution overseas and now seeking asylum - or maybe all of these.

AH, AD, BA, BS, FF, MS

WOMEN

AGAINST FORCED MARRIAGE

0800 141 2994; www.againstforcedmarriages.org/

Mon & Thu: 10.30am–4.30pm

Free, confidential helpline to support people who fear being pressured into a forced marriage or are already in

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



one. Provides information and support every step of the way. Male victims are welcome to call. Outside helpline hours, leave a message and you will be contacted. In an emergency, call 999.

C, LA

BRITISH PREGNANCY ADVISORY SERVICE

08457 304030; www.bpas.org

Open 24/7

Emergency contraception & termination advice. Calls to Actionline (24/7) are charged at local rate.

C, MS

EDINBURGH RAPE CRISIS CENTRE

17 Claremont Cres, Edinburgh EH7 4HX

08088 010 302; www.erc.scot/

Mon–Sun: 6pm–midnight (helpline)

Mon & Thu: 7pm–midnight (LGBTI)

Free, confidential support and information to women, members of the transgender community and young people 12–18 who have experienced sexual violence from male or female abusers at any time. For an appointment or referral, please call 0131 556 9437.

AD, C

EDINBURGH WOMEN'S AID

4 Cheyne St, Edinburgh EH4 1JB

0131 315 8111; edinwomensaid.co.uk

Tue, Wed, Fri: 10am–3pm (support

services – outreach, resettlement,

children, young people on 0131 315

8110); Mon: 1–3pm (drop-in at 4

Cheyne St, Stockbridge, EH4 1JB);

Thu: 2–7pm (4 Cheyne St); Mon–Fri: 9.30am–4.30pm (office – phone 0131 315 8111)

Saturday: 10am–1pm (drop-in & access support services)

Tue, Wed, Fri: 10am–3pm (4 Cheyne St)

An all-women organisation which provides information, support and refuge accommodation for women and any accompanying children who have experienced or are at risk of domestic abuse. 24-hour phoneline: 0800 027 1234

AH, AD, C, OW, SF

GLASGOW CITY MISSION

See DAY CENTRES/DROP-INS

GLASGOW WOMEN'S AID

4th Floor, 30 Bell St, Glasgow G1 1LG

0141 553 2022; www.glasgowwomensaid.org.uk/

Monday, Tuesday, Thursday, Friday:

9:30am–5pm (also drop-in service)

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

AH, AD, C, DA, LA, TS

HEARING VOICES NETWORK

0114 271 8210; <http://www.hearing-voices.org/>; nhvn@hotmail.co.uk

A network for people who hear voices and see visions. If you want information about hearing voices groups, call or email.

C, MH

KEY

A Alcohol workers

AC Art classes

AD Advocacy

AH Accommodation/
housing advice

B Barber

BA Benefits advice

BE Bedding available

BS Bathroom/showers
C Counselling

CA Careers advice

CL Clothing store

D Drugs workers

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DT Dentist

EF Ex-forces

EO Ex-offenders

ET Education/training

F Food

FF Free food

LODGING HOUSE MISSION

See DAY CENTRES/DROP-INS

NATIONAL DOMESTIC VIOLENCE HELPLINE

0808 2000 247; www.refuge.org.uk
24/7 helpline. If you are in immediate danger, please call 999.

AS, C

NATIONAL SELF-HARM NETWORK

<http://www.nshn.co.uk/>

Resources and information for people who self-injure. The Forum is supportive and understanding.

C, MH

NO PANIC

www.nopanic.org.uk; helpline: 0844 967 4848; youth helpline: 0330 606 1174; info@nopanic.org.uk

Monday–Friday: 9am–5pm

Support for those suffering from panic attacks, phobias, OCD, general anxiety disorder and tranquilliser withdrawal. Info, advice, counselling, listening, befriending and referrals.

AD, C, D, MH, OL

NUMBER 20 (FOUR SQUARE)

Call for address. Edinburgh

0131 557 1739; www.foursquare.org.uk/

Temporary supported accommodation for women 16–21 (inclusive) who are homeless or at risk.

C, D, MH, Outreach workers

ONE IN FOUR

020 8697 2112; www.oneinfour.org.uk
Monday–Thursday: 9am–9pm; Saturday:

10am–5pm; Friday: 9am–6pm

Support and resources for people who have experienced sexual abuse and/or sexual violence. Useful info about coping with flashbacks and panic attacks. Phone or email.

C, MS, MH

PRISONERS' ADVICE SERVICE (PAS)

PO Box 46199, EC1M 4XA

020 7253 3323; <https://bit.ly/31SLApx>

Monday, Wednesday, Friday: 10am–5pm (advice line, closed 1–2pm);

Monday–Friday: 9:30am–5:30pm

Free legal advice and support to adult prisoners through a telephone advice line, letters clinic and legal outreach sessions.

AD, LA

RAPE CRISIS SCOTLAND

0141 331 4180 (gen enquiries);

www.rapecrisisscotland.org.uk;

08088 01 03 02 (helpline)

Monday–Sunday: 6pm–midnight

Monday–Friday: 9am–4pm (office)

Free, confidential helpline for anyone, women and men, affected by sexual violence, no matter when or how it happened. We can also put you in touch with local rape crisis centres or other services if you need longer-term support. Minicom for deaf or hard of hearing people (0141 353 3091). Interpreters available if needed.

C, OL, SH

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

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

OL Outreach worker links
OW Outreach workers
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SH Sexual health
TS Tenancy support



ROCK TRUST (ALBANY ST)

See DAY CENTRES/DROP-INS

SAY WOMEN ACCOMMODATION PROJECT

3rd Floor, 30 Bell St, Glasgow G1 1LG
0141 552 5803; www.say-women.co.uk;
enquiries@say-women.co.uk
Monday–Friday: 9:30am–9:30pm
(Accommodation Project); Monday–
Friday: 9:30am–5pm
24-hr emergency on-call service.
Support drop-in, helpline and
accommodation for women 16–25
who are homeless or threatened with
homelessness and are survivors of child
sexual abuse, rape or sexual abuse.
Step-free with lift access. Phone or
email.
AH, C, Medical/health, Step-free

SEXUAL HEALTH HELPLINE

[www.nhs.uk/worthingtalkingabout/
Pages/sex-worth-talking-about.aspx](http://www.nhs.uk/worthingtalkingabout/Pages/sex-worth-talking-about.aspx)
Find your nearest clinic or just find
out about AIDS and HIV. Info on
contraception, family planning, sexual
health, clinics etc.
C, MS, SH

SHAKTI WOMEN'S AID

Norton Park, 57 Albion Road, Edinburgh
EH7 5QY
0131 475 2399; shaktiedinburgh.co.uk;
info@shaktiedinburgh.co.uk
Monday–Friday: 9am–5pm
Support and information to BME
women, children and young people
experiencing and/or fleeing domestic
abuse.
AD, OL, SF

SPITTAL STREET CENTRE & STREETWORK CRISIS CENTRE

See DAY CENTRES/DROP-INS

STREETYOUTH (STREETWORK UK)

18 South Bridge, Edinburgh EH1 1LL
0131 344 0825; [http://www.
streetwork.org.uk/youth/](http://www.streetwork.org.uk/youth/)
Monday–Friday: 9am–5pm
Work with people up to age 26 who are
at risk of, or experiencing, homelessness.
*AH, A, BS, BA, CA, DA, D, ET, K, LS, MH, NE, OL,
OW, SH, TS*

TURNING POINT SCOTLAND (DRUG CRISIS CENTRE)

See FOOD/SOUP RUNS

TURNING POINT SCOTLAND (HOMELESSNESS SERVICE)

See FOOD/SOUP RUNS

TURNING POINT SCOTLAND (NORTH EAST RECOVERY HUB EDINBURGH)

See FOOD/SOUP RUNS

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
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	<i>AD</i> Advocacy	<i>BE</i> Bedding available	<i>D</i> Drugs workers	<i>ET</i> Education/training
	<i>AH</i> Accommodation/ housing advice	<i>BS</i> Bathroom/showers	<i>DA</i> Debt advice	<i>F</i> Food
		<i>C</i> Counselling	<i>DT</i> Dentist	<i>FF</i> Free food

WORK/TRAINING

APEX SCOTLAND

9 Great Stuart St, Edinburgh EH3 7TP
0131 220 0130; www.apexscotland.org.uk

Services will help clients to move onto employment, training or education. To find your local office, visit the website.

AH, BA, CA, ET, IT

BETHANY CHRISTIAN TRUST

65 Bonnington Rd, Edinburgh EH6 5JQ
0131 561 8930; www.bethanychristiantrust.com/

Tue: 12.30–2.30pm (women only drop-in); Thu: 1–3pm (men only drop-in)
Supports individuals to tackle long-term problems including unemployment.

AH, A, CA, C, D, FF, OW

BETHANY CHRISTIAN TRUST (COMM EDUCATION)

65 Bonnington Rd, Edinburgh EH6 5JQ
0131 454 3119; www.bethanychristiantrust.com/

ILA accredited centre.

CA, ET

CLAIRE MULHOLLAND COACHING

Hired rooms in city centre, Edinburgh
07809197529; coachclaireuk@gmail.com

Mon–Sun: 8am–8pm
Free/low-cost personal coaching, in person, by email or via Skype.

CA, ET

COUNCIL FOR HOMELESS YOUNG PEOPLE

71 Wilton St, Glasgow G20 6DF

0141 945 387

Residential support for young, single homeless people. Referral via Social Work Dept, Glasgow CC: 0141 302 2744.

AH, AD, BA, C, ET

CRISIS SKYLIGHT (EDINBURGH)

Crichton House, Edinburgh EH8 8DT

0131 209 7700; crisis.org.uk

Learning, coaching and housing advice. Visit website or phone for details.

AH, AC, ET, IT, LF, MD

DEPAUL UK

020 7939 1220; uk.depaulcharity.org

Mon–Fri: 9am–5pm

Helps young people through training and employment, prison work, work in communities, and volunteering and mentoring.

AH, BA, CA, DA, ET, TS

EMMAUS GLASGOW

Emmaus House, 101 Ellesmere St, Glasgow G22 5QT

0141 353 3903; www.emmausglasgow.org.uk/

Accommodation and work for homeless people. Helps people with addiction problems to access local services.

AH, CA, CL, ET, OL

FC Foot care
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SH Sexual health
TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



FOYER FEDERATION

020 7430 2212; foyer.net

Provides more than 10,000 homeless 16–25-year-olds with accommodation, training, job search etc.

[AH, AD, CA, C, ET](#)

MOVE ON (EDINBURGH)

2nd Floor, 25 Greenside Pl, Edinburgh EH1 3AA

0131 558 3740; moveon.org.uk

Access training, volunteering, education and work towards employment.

[CA, ET, IT](#)

MOVE ON (GLASGOW)

4th Floor, 24 St Enoch Sq, Glasgow G1 4AA

0141 221 2272; www.moveon.org.uk

Mon–Fri: 9am–5pm

Access training, volunteering, education and work towards employment. Services for people 18–28 years old.

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

ROCK TRUST (ALBANY ST)

See DAY CENTRES/DROP-INS

ROYAL BRITISH LEGION

0808 802 8080;

www.britishlegion.org.uk

24/7 (contact centres)

Info, advice and support to members of the armed forces. Visit one of their centres, call (free from UK landlines and main mobile networks) or use their online resources to find out more.

[AH, AD, BA, CA, DA, ET, IT, OW, TS](#)

STREETWORK CRISIS CENTRE

22 Holyrood Rd, Edinburgh, EH8 8AF
Mon–Fri: 7:15am–10pm

Sat & Sun: 8:15am–4pm (drop-in)

<http://www.streetwork.org.uk/>

Helpline 24/7: 0808 178 2323. Open 365 days a year to support anyone in Edinburgh who does not have a safe place to sleep. Providing help and support through their Holyrood Hub.

[AH, BA, BS, CA, CL, DA, DW, ET, IT, L, LS, MS, OL, OW, SF, AD](#)

THE BIG ISSUE (EDINBURGH)

31 Queensferry St, Edinburgh, EH2 4QS

0131 467 4701

Monday: 7:30am–3:30pm;

Tuesday–Friday: 8am–4pm;

Offers a self-employment opportunity to anyone who is facing poverty or homelessness.

[SF](#)

THE BIG ISSUE (GLASGOW)

43 Bath Street, Glasgow, G2 1HW

0141 553 0924; www.bigissue.com

Saturday: 8:30am–1pm;

Tuesday–Friday: 8am–4pm;

Monday: 7:30am–3:30pm;

Offers a self-employment opportunity to anyone who is facing poverty or homelessness.

[SF](#)

YMCA

www.ymca.org.uk

Housing, training and community health organisation that runs hostels for homeless young people. Check the website for details.

[AH, AD, BA, CA, ET, MS](#)