

thePavement

The free magazine for homeless people



Issue 130 **Change**
January –February 2021

Missing



Dawain Robert

Dawain went missing from Islington, London on 1 December 2019. He was 85 at the time.

Dawain, 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.



Michael Brimfield

Michael has been missing from Cheltenham, Gloucestershire since 1 January 2017. He was 52 at the time of his disappearance.

Michael 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 Selina or Peter, 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

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

Cover: Our front cover is the fantastic *Clean View* made by an inmate at HM Prison Peterborough. This carved soap was one of the Koestler Arts 2020 prizewinners for *No Lockdown in the Imagination*, displayed outdoors at the Southbank during November.

© Koestler Arts

The Pavement magazine

- www.thepavement.org.uk
- twitter.com/thepavementmag
- facebook.com/thepavementmag
- instagram.com/pavement_magazine

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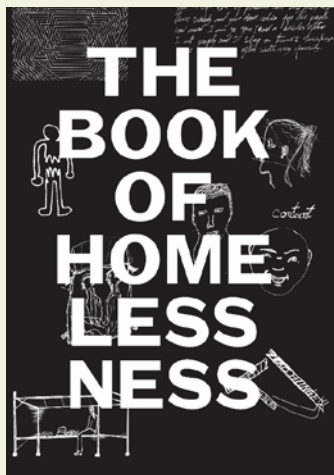
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Congratulations to the creative superpowers at Accumulate who have just published a graphic novel. *The Book of Homelessness*, billed as the “world’s first ever graphic novel created by people affected by homelessness”, began life as creative workshops in January 2020. Founder of Accumulate, Marice Cumber said: “this beautiful book shows the complexities of homelessness, and what causes it, and the struggles that people have undertaken to succeed and flourish.” Contributor Amalia said the workshops, “Helped me use my talents to create pieces of art and poetry for the book. The sessions helped me to grow and transform and heal from domestic abuse, from being homeless and unstable.”

Visit accumulate.org.uk to buy, or follow [@accumulate_ldn](https://twitter.com/accumulate_ldn)

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 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

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

New year's resolution

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London Mayor Sadiq Khan wrote in *inews* in November that homeless people “deserve to be kept safe from Covid-19 too”. Thankfully there was a plan of action to support his reassuring words. After labelling rising homelessness a “national disgrace”, Khan also called on the government to scrap plans to remove rough sleeping migrants from the UK for not having permanent residence. Noting the impending drop in temperature, Khan also demanded from government “the funding and support we need to provide more Covid-safe, self-contained accommodation, rather than shared dormitories in homeless shelters, for everyone in need.”



Giving you a voice: Thanks to a grant from the European Journalism Centre, *the Pavement* has just begun journalism training for a group of people with experience of being homeless. We plan to introduce you to our writers in the March/April issue. However, we can introduce you to journalist and media trainer Veronique Mistiaen (above) who is running our new Citizen Journalism training with an emphasis on solutions journalism. “I am very excited to be working again with *the Pavement*’s writers,” she says. “People who are or have been homeless or insecurely housed have a wealth of experiences and expertise. As a journalist, I increasingly prefer to help people who are unheard find their voices and tell their own stories, rather than telling them myself. This training equips participants to report on important stories that are often overlooked by the mainstream media.” Veronique can be followed on Twitter at [@VeroMistiaen](#)

- *the Pavement* writers’ meet ups will be held using Zoom on Tuesdays 19 Jan, 23 Feb and 16 Mar at 6pm. Please let the editor know if you’d like to attend by emailing nicola@thepavement.org.uk

Not Everyone In

Huffpost UK revealed in November that the government wouldn't be reintroducing its 'Everyone In' policy, which saw people sleeping rough placed into emergency accommodation during the first Covid-19 lockdown that began in late March 2020. Worse still, the Minister for Rough Sleeping and Housing, Kelly Tolhurst, hadn't made any clear commitment to new lockdown measures to house people sleeping rough over winter. Responding to an urgent question in the House of Commons on the safety of people sleeping rough during the lockdown in November, Tolhurst insisted the government was "dedicating over £700m to tackle homelessness and rough sleeping alone this year [2020]."

Budget boost

In response to calls for more funding, chancellor Rishi Sunak pledged an additional £151m spending on homelessness in the next financial year, beginning April 2021. The day before Sunak's announcement in late November 2020, English councils had asked for £4bn to tackle an array of issues, including efforts to tackle homelessness.

St Mungo's, meanwhile, warned of the legacy a £1bn cut in funding for homelessness services since 2008

would have. Sunak, quoted in the *Guardian*, vowed the government "will do everything we can to support those who have been hardest hit [by the pandemic]."

2021 vision

After the delightful surprises 2020 had up its sleeve, what awaits us in 2021? As Minister for Rough Sleeping and Housing Kelly Tolhurst said in November, the government is committed to ending homelessness. She took to repeating a £700m figure spent on tackling the issue in 2020 alone. But, unsurprisingly, this was a stretch. *Huffpost UK* estimated £433m of that figure was for a longer term project to create 6,000 new homes for people sleeping rough, an initiative the government announced in May 2020.

It had promised to deliver half of them by May 2021 but was mysteriously unable to share if work had even begun in October 2020. *Huffpost UK* was able to glean that Communities Secretary Robert Jenrick has apportioned "£9.5m of the loot to Cromwood Housing Ltd, a development company blighted by a track record of renting out fire risk flats." So maybe don't expect a shiny new story about the project's impending success in our next issue...

Bad law project

More on the Home Office's cruel intentions to rush through plans to remove people of foreign nationality sleeping rough from the UK. As *the Pavement* went to press it was uncertain the Home Office would be successful, with a wave of protest and outrage meeting news of the plans. The Good Law Project organised a coalition of local law centres to challenge the new measures. The coalition say Home Secretary Priti Patel's proposals are unlawful, and make a mockery of her promise of a "compassionate" Home Office in the aftermath of the *Windrush* scandal. The groups also said the policy would contravene the European Convention on Human Rights.

Solidarity not charity

Streets Kitchen opened a new Archway branch in December, offering warm meals to the homeless community every Friday and Sunday evening. It's the latest in a string of new Street Kitchens popping up in London, courtesy of founder Jon Glackin and a small army of formidable and reliably brilliant volunteers. The Archway Streets Kitchen joins others running throughout, and now beyond, the second national lockdown. Find them at Archway, Camden, Clapham Common, Dalston, King's Cross, Hackney, Haringey, Kilburn, Shoreditch, Stockwell and Tooting. And breathe. Incredible.

- Updates on www.facebook.com/StreetsKitchenOfficial

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90,063 people were threatened with homelessness between April 2020 and the end of October 2020 despite a ban on evictions.

More than half that number lost their accommodation. Jonny Webb, a fellow at the Institute for Public Policy Research, observed that section 21 evictions were still going ahead, resulting in people losing their homes. "Some people will have been served a notice and not [be] aware of the legal procedure to challenge, and think they must leave their accommodation," he told *the Guardian*.



Brummie chefs cook up a fundraising feast: Michelin star chef Glynne Purnell (R), who is often on TV, teamed up with Birmingham City Council to host a virtual cooking show on 8 December. The *Big Birmingham Cook-A-Long* will support a scheme helping homelessness charities via Change into Action. Guest appearances included Birmingham Cllr Sharon Thompson (L), in charge of Homes & Neighbourhoods, who was a homeless teen. © *Big Birmingham Cook-A-Long*

Kind akt

A charity for young LGBTIQ+ people was hard at work in lockdown 2.0, back in November last year. akt, formerly known as the Albert Kennedy Trust, was busy helping LGBTIQ+ people facing homelessness in **Manchester**, connecting them to local services and offering support themselves. In particular akt has been helping young people who are 'hidden homeless', for example people staying on a friend's couch. Assistant Director of Services at the charity, Hayley Speed, told the *Manchester Evening News* "It's been difficult to see because they've not done anything wrong – it's because of things out of their control."

City of, er, love?



A community of homeless migrants who had set up a camp in Place de la République, **Paris**, were savagely removed from their makeshift shelter by a violent police force late last year. A brave group of volunteers had linked arms with the homeless people, in a futile effort to block the police's path. They chanted "papers for all, accommodation for all", according to the *BBC*. Police dished out liberal amounts of tear gas and baton beat-downs to disperse them. Interior Minister Gérald Darmanin, reacting to the shocking scenes of police brutality, ordered a report into the law enforcement's behaviour.

Misuse of authority

In our previous issue *the Pavement* reported on Peter Krykant's mobile drug consumption room fitted into a van. Krykant's van had a successful trial run in **Glasgow** in September, and we carried a quote of his that "we need to stop criminalising people."

It proved prophetic. Just after *the Pavement* went to press Krykant was charged by police with Section 23 of the Misuse of Drugs Act. Krykant is accused of blocking officers from monitoring the consumption rooms. "I'm surprised at this because there have been regular police patrols passing by and I have chatted away with officers," Krykant told the *Daily Record*.

Progress. Period.

The Period Products Bill passed **Scottish** Parliament in late November, the final step before it consolidates in law the free provision of sanitary products for those who need them. It's a huge step towards ending period poverty in the country, when people are blocked from basic, necessary period products because they cannot afford them. People experiencing homelessness are covered by the bill, which was introduced by Monica Lennon MSP.



Access Hub: at 389 Argyle Street is run by Simon Community Scotland, and provides vital support to homeless people in Glasgow City Centre. This new service launched in September 2020, and is open Mon – Sun from 9am – 5pm. Call the Street Team on **0800 027 7466** for urgent out-of-hours assistance.

www.simonscotland.org © Iain McLean

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Unit dinners

A new family restaurant opened in Whiteinch, **Glasgow** over the festive period, will be feeding patrons and the local homeless community alike. The Unit delivers a staggering 500 meals a day to homeless people in the city, according to *Glasgow Live*. Claire Lilley, who works at the restaurant/social space told the website the The Unit had "made and delivered 475,000 meals to vulnerable families," by the time *the Pavement* went to press.



Homeless Project Scotland set up by Colin McInnes and volunteers, registered as a charity in June 2020 after starting up as a food run in October 2019. Amazingly, during March–August last year it distributed 3,500 meals each week to hostels and vulnerable families all over **Scotland**. You can enjoy a hot meal at the Friday night soup kitchen run by the Glasgow City Mission (now an Overnight Welcome Centre). Typical dishes include chilli, chicken curry, soups and veggie pasta, usually eaten by around 190 homeless and vulnerable people. Colin says shifting this amount of food around was only possible thanks to People’s Ford in Edinburgh giving a transit van free of charge and Arnold Clark buying them a van. “We’re travelling over 7,500 miles a month,” adds Colin.

© Homeless Project Scotland

Plus and minus

“A lot of people have been housed or accommodated by the council and that’s positive,” says Colin McInnes from Homeless Project Scotland, “but the negative is that they are getting housing but with no support, so are not managing to sustain this accommodation. If they have addictions and don’t behave themselves, they end up losing their place. Cold turkey can kill you: if someone is an alcoholic for 15 years and told not to drink they are setting up people to fail. We find they get barred from everywhere and then

there’s nowhere to be put.”

Homeless Project Scotland also runs a free 24-hour hotline which you can call to get somewhere safe to sleep. “We take your call and then call the authorities. We hold the authorities to account and advocate on the caller’s behalf. A person has a right to accommodation, and we’ll assist you to get to that accommodation,” said Colin.

- **24 hour hotline:**
0800 0147 160 and see
www.homelessprojectscotland.org

Why change?

Why theme our first issue of the new year on change? Well it was all change throughout 2020. We experienced Covid-19 and lockdowns that brought Everyone In for the spring, but left everyone out in the autumn. There was also a clear hunger for political change which fired up Black Lives Matter marches, electoral registers, Joe Biden's presidential victory in the US and also (less positively) Brexit. Of course things always change, and we hope that our readers will find things are going to get better for them this year. That's why we love this illustration tackling the theme of the first issue of 2021 – change – with optimism and good humour. Here's to a rain of spare change falling just by you.



If it would start to rain in change drawn by Donatas Mitonis © DM

Please use the centre pages of this mag to find food and recovery support. If you have WiFi then go to www.pavement.org.uk to find our most up-to-date info.

Stay safe.

The Pavement team
www.pavement.org.uk

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Playtime

How many lies do you need to game a points-based housing system? *By Rosie Roksoth*

There's no shortage of self-styled players round my way. However, some are playing a different style of game. I often ask myself: "What does it mean to be a player? What is the endgame here? What is the prize?" I have heard people say "So and so has made it" because they've won some award and still others saying they wanna "make it" as this or that so they can be rich and famous....

But in the end, no one has ever made it until they meet their destiny and unavoidably destiny means one thing only – death. So really what we do on the way is just an elaborate waiting game.

What would your headstone say about YOU? "Rosie – feared and respected" would be my first choice of headstone. But I don't give a toss about the headstone. I hope I have a while yet.

The point I'm trying to make is about the points-based system and just what lengths people are prepared to go to in order to score points.

It seems to me there's an element of game in the system. I lost track of the times I got stood up by my case worker, etc at the housing office when I was sleeping rough. In hindsight this makes sense because

In a nutshell

- The writer argues that playing the system to get housed means that you're going to have to be an expert liar.
- For housing points you need a calculator, eg, score 200 points for intimidation, 40 for completing rehab, 5 points for sharing a shower.
- It's the system that makes liars of us. Doesn't everyone deserve somewhere to live in peace?

without these upsets people would too easily exploit the system.

When someone gets given the run-around enough, sooner or later they show their true colours. How far can someone be pushed before they throw their toys out of the pram?

If someone lies their way well enough through the system to end up housed on the back of those lies, then they're probably a sociopath (probably killing kittens as a hobby?), because that degree of dishonesty takes dedication or brain damage.

My mates range from vicars to hardened criminals and I can respect anyone no matter how much of a scumbag they are, providing they don't hide what they are... I'm proud to be a scumbag too!

Generally, when I hear someone described as "safe" it's not because of their propensity to lie sweetly to



"He rarely told the truth so now we can!"

© Mike Stokoe

your face and then slag you off the moment you're out of earshot. I think "safe" is more to do with being straight up with people, even if it means telling them what they don't want to hear. Then at least everyone knows where they stand. And that is a good start.

So, the people I would describe as players may be tough and violent. They may be clergy. But the one thing they can agree on is that they don't lie. The rest I suppose is just down to degrees of diplomacy. As I read somewhere, "Being diplomatic is making a point without making an enemy". Beyond this, being polite and being diplomatic shouldn't ever be used interchangeably.

Discretion on who gets housed, and who doesn't, isn't up to me THANK FUCK. But as far as I'm

concerned everyone should have the right to live in peace and raise their children in safety, no matter where they're from.

There are many examples that illustrate this philosophy beautifully. Among these are a young man I met who'd recently fled a war zone and had seen much suffering. When he was asked what he wanted in life he said simply, "I would like somewhere to pray in peace, and I would like a wife". That puts things in context.

As for those so-called players who think they'll get ahead by lying and cheating their way through life (but think that's OK because playing games is the name of the game), they will meet their destiny sooner or later. So, if they're happy to have "well-liked by all" on their headstone then good luck to them. ■

Gone missing

Every issue of *the Pavement* we run a Missing People advert (see p2). Here *Kate Graham* from the organisation reveals how effective those ads can be

Research suggests that around half of the people who are homeless had run away or been forced to leave home which is why sleeping rough is “a common experience” for both missing adults and children. There are also links between going missing as a child and adult homelessness, with research finding that 84 % of young homeless people had previously run away before the age of 16. There are similarities in the causes of homelessness and going missing, including relationship breakdown, mental health problems, and financial issues.

Going missing is not an offence. Adults have the right to go missing unless they have been detained under the Mental Health Act or are legally in the care of another person. Children (18 or under) have to be searched for and returned to a place of safety, but going missing is not a crime for a child either. The police and any other professionals involved should always just be trying to support you and make you safe.

If you are an adult and don't want to return home and don't want to be considered as a missing person, you will still need to speak to police so they can close the case. If they

think you are safe and don't need any further support, they will end their investigation and if you don't want them to, they shouldn't pass any information about where you are to your family or friends. This confidence will only be breached if they don't think you're safe and they have a duty to get you support.

- **More info and help at**
www.missingpeople.org.uk

missing people

Case study: Ben*

Ben was made to feel like a burden on the family, so he decided to leave, thinking that they would be happier without him. He was just 10 years old when he first ran away from home.

Luckily, Ben was found by a concerned nurse, and taken home. However, when things at home didn't change, Ben ran away again. And again. And again.

When he was 12 he ended up in London. He was threatened with knives and machetes and robbed of his possessions. He became engrossed in a gritty underworld

Going home

People often go missing because they are struggling with something in their life. That might not have gone away just because they're back.

Missing People suggest giving the person who was missing space when they first get back. "Try to make them feel welcome, and make sure they have anything they need immediately, such as food, water, warmth and sleep. It might not be helpful to start asking lots of questions about what's been happening straight away. Some people need time and space, and interrogating questions may feel overwhelming, even if they are coming from a supportive place. We also know some returned missing people felt like loved ones ignored the missing episode. This may have been because they just didn't know how to talk about it. Once it feels right to, it's good to gently explore whether your person is okay. Ask them: "Is there anything you want to talk about?" Then listen deeply and without judgement.

of drugs, prostitution and sexual predators.

Eventually he settled on the streets as a beggar. After a fellow street beggar offered advice, Ben knew not to take the free heroin that was offered in a bid to draw him into a world of addiction and debt with local drug pushers. He spent years on the streets, his family not knowing where he was, and the authorities not knowing that he needed help.

Running away was Ben's cry for help, but nobody was there to answer him.

Case study: Bruno*

Police were notified by a homeless shelter that one of their service users, Bruno, had not been seen in

several weeks. When Missing People were informed, they published Bruno's appeal on their social media platforms and targeted poster publicity around the Ealing area where Bruno was known to live.

Just over a week after Bruno was reported missing, he made himself known to police who confirmed that he was safe and well. The officer involved in the case highlighted the effectiveness of the charity's poster publicity, indicating that Bruno 'saw [Missing People's] poster and made contact' with the police as a direct result.

***Some details have been changed to protect the missing person's identity.** ■

Benefits pitfall

Unravelling the benefits maze
by *Ian Kalman*

As all of us who have had to claim for benefits know when applying for it, the system can be a maze and if one point is wrong, you may get penalised or find you get less than you should have received. Recently I was interviewing a person about Universal Credit and he informed me that £60 every month was deducted from his claim. I asked him why and he told me it was because of the benefit cap.

I later discovered others had fallen foul of this. The benefit cap had been created so everyone would be paid “fairly”. It is a figure set by the government that is the maximum you are allowed to get. It sounds reasonable at first, but let me present you the case I just heard.

This particular person gets housing benefit plus the living part of Universal Credit so at no times did he exceed the limits set, but the money he gets is more than the benefit cap. I have spoken to the DWP press office citing this particular case and so far the only reply I have had is “that’s the regulations”.

When I lived in the same place as this person, I was on Job Seekers Allowance (JSA) and I was never capped. I think it is once again a blip in the system. It should be

2.5 million households are worried about paying rent over winter. with **700,000** in arrears and **350,000** at risk of eviction.

- Joseph Rowntree Foundation

challenged so if any of you have come across this please contact me. My email is iankalman@gmx.com.

Fight for £20

In the Nov/Dec issue of *the Pavement* I wrote about the £20 extra that those on Universal Credit are getting and that it was due to end in April 2021. More than 100 organisations have approached the government stating that the £20 uplift should remain, especially for those people on the legacy benefits, like Employment & Support Allowance (ESA), JSA and Income Support because these are typically given to people with disabilities and long-term health conditions.

Did you know?

You can apply for UC if you are homeless, but if you are unable to make your claim online this is tricky. However, you can go into a Jobcentre to make your claim. Even if local restrictions are Tier 3 for Covid-19, Jobcentres are open for the people who need extra support and cannot “interact on the phone or digitally”.

Good luck. ■



"CHANGE? - IT WAS ONCE ALL WE EVER KNEW!"

Motivations

The book *No Fixed Abode* written by Maeve McClenaghan was reviewed in the last edition of *the Pavement* magazine. Here Maeve explains what motivated her. Interview by Sarah Hough



Q: Why did you write *No Fixed Abode*?

"It was the winter of 2017 which was a really bad winter going into 2018 and I kept seeing these really sad news reports in local papers about people who were dying while experiencing homelessness. There were a couple that really struck a chord with me. One was about a man called Tony who passed away in the back garden of a house he used to own on a horrible snowy night. To me that was really shocking. At the same time, I was working in central London and every day when I would come into work it seemed like there were more people rough sleeping. Tents were popping up where I'd never seen tents before and it just started a question in my mind which is: 'If we are clearly seeing more people who are experiencing homelessness are more people dying or passing away while homeless?' And that simple question set me off on a journey which then took years because it turned out nobody knew – so I took it

Writer Maeve McClenaghan says homelessness policy, "Doesn't seem to tally with a government who says they want to address homelessness and care for people experiencing homelessness." © MM

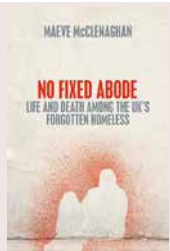
upon myself to try and pull that data together to get an answer."

Q: What made you so determined?

"To start with it was my journalistic curiosity. But the deeper I got and the more people I spoke to who were experiencing homelessness or family members of people who had lost loved ones, it became more of a moral imperative to tell people's stories to try and show the many different ways in which the system is failing people. It became apparent quickly it wasn't going to be: 'Here's the one thing that's gone wrong and if we solve this everything is fine.' It was finding that every single layer of the support system has been chipped away. It took time to really lay that out properly."

Should I read it?

We strongly recommend Maeve's book, *No Fixed Abode*. It would be especially good for policy makers and MPs who need to make the structural changes that prevent people becoming – or remaining – homeless and then dying prematurely, often from preventable causes. Score: 5*



Q: Have you heard about the Home Office's plans to introduce new immigration rules where non-UK nationals could be deported if they are found to be rough sleeping?

"It's really shocking. It's a foolhardy policy that is just going to drive people underground and away from support services. We saw that previously when there were outreach services that seemed to be connected with immigration authorities. There was a huge amount of distrust because of that and then people weren't connecting with services. As we go into winter people need to be inside and to find shelter spaces. It's really dangerous to say to some of the most vulnerable people who have no other support, 'Come in but we might well deport you against your wishes'. That is going to kill people. To me it doesn't seem to tally with a government who says they want to address homelessness and care for people experiencing homelessness."

Q: What do you think the government should do to better support people experiencing homelessness?

"The book was written before we hit this pandemic but I think what it's taught us is that a home, a safe place to call your own, is not a luxury or a status symbol, it's a basic human right and it's a life-saving human right. We need to address the housing crisis in the UK, but I think the government's focus on rough sleeping is very short-sighted. It seems to me we try and bail out a bathtub while the tap is still running with people falling into homelessness because of cuts to mental health services, cuts to drug and alcohol services, immigration policies, people now dealing with unemployment issues and even no fault evictions. All these reasons mean people are still falling into homelessness and meanwhile those who have experienced it aren't given the support to find their way back into housing."

Seaside trip

A change is as good as a rest. Hostel-resident *Ashley* wrote six pages about her day trip to Brighton. Here are the edited highlights

Our trip was planned just as lockdown began in March. So, it was cancelled. Then when it was rescheduled for September only myself, Derek and Aureal turned up with Kevin and Sarah from the council.

We were on the train to Brighton for an hour and 20 minutes, but it didn't feel that long. It was sunny when we left so I took a towel and shorts as I was planning on going for a swim. When we arrived we had a walk along the Pier. Through one of the telescopes we could see wind turbines and a person on a jet ski. It wasn't too busy when we got to the famous Pier but no one else was as excited as me about the funfair rides. We had a two-a-side game of air hockey – we were all very competitive. It was so funny and me and Kevin won hands down. We saw fresh donuts being made in front of us and then eating them hot was fantastic – they were covered in strawberry sauce and a chocolate Nutella dip.

The fish and chips were expensive on the Pier and the seagulls are very big and brave. The seagulls watch you – one man was trying to



cover his plate and we saw the birds blatantly take ice cream off a group of women. We were laughing but if that was me, I would have been scared, they're a lot bigger than you think. We found a fish and chip shop across from the Pier and sat outside and ate. No way could Sarah and I eat a whole one, 'cause the fish was huge, so we got chips and shared the fish and there was plenty.

We did get to the beach, and I got soaked, but it was worth it because the sea salt is good for our feet. I think if the weather had been really hot, we would have gone in a bit deeper than our knees.

We had such a good day, we even got to buy some rock for all the hostel residents and staff. All in all, it was the best day out I've had since coming to London years ago. ■

Blue skies above Brighton Palace Pier
© Sarah Turley

Mooving on: Ashley meets one of
Brighton's unexpected attractions
© Sarah Turley



Life as a mini break

Islington Council's Street Population Co-ordinator Sarah Turley says: "I strongly believe that people experiencing homelessness need more than a roof. We hadn't done a trip like this before, but we were lucky to receive some funding and wanted to use this specifically to offer opportunities and experiences that people might not otherwise be able to have.

We work to get people into accommodation, but in addition to this also want to help them grow, realise their goals and connect with others. Trips like this are an important way of doing this. Next plan is a walking tour in London which is also something people can enjoy and socially distance safely."

In lockdown many people began to **explore their neighbourhood**. If you enjoyed doing that, maybe make it a habit. Where's your favourite park, tree or statue?

Knowing your area well can even become a career. Invisible Cities use guides who have been homeless to lead walking tours in Edinburgh, Glasgow, York, Cardiff and Manchester. During December they also led virtual events: www.invisible-cities.org

TRAUMA

Dealing with trauma and trauma informed care

What is trauma?

- Trauma is distress triggered by either one, or multiple, traumatic events or frightening experiences.
- The most common trauma experiences are neglect, abuse, ill health and bereavement.
- Trauma can also be caused by on-going stresses such as mental health issues, poverty and homelessness.
- If you experience trauma as a child it is called “adverse childhood experiences.”

Emotional and psychological symptoms

Some people will experience none of these symptoms and some will experience many. Everyone is different. No experience of trauma is the same.

- Shock, denial or disbelief
- Confusion, difficulty concentrating
- Anger, irritability, mood swings
- Suicidal thoughts and/or self-harm
- Anxiety and fear
- Guilt, shame, self-blame
- Withdrawing from others
- Feeling sad or hopeless
- Feeling disconnected or numb
- Paranoia
- Difficulty trusting other people



Triggers

Symptoms of trauma can be created by “triggering factors”.

Triggers can be obvious – like seeing abuse on the TV. But triggers can be more subtle – certain smells, sounds, people, places or tastes can be triggers.

It can be difficult to know how to cope with trauma, but here are some ideas to help you manage it:

- Give yourself time
- Engage with other people affected by trauma
- Ask for support
- Talk it over with someone you trust
- Get into a routine centred around healthy food, exercise and sleep – we realise this may not be easy
- Do something that helps you to express your feelings, such as poetry, art, dance or exercise
- Try volunteering and/or helping other people
- Keep your mind active
- Notice how you feel and what your triggers might be (check the info above again).

TIP: Ask your GP for support

More info about coping with trauma at www.helpguide.org/articles/ptsd-trauma/coping-with-emotional-and-psychological-trauma.htm



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.fulfillingliveslslondon



Find more health guides info at
groundswell.org.uk/what-we-do/resources



A new day?

Is it just possible that things are changing for the better?
Round-up by Deputy Editor
Mat Amp

What a year it's been. So much that people took for granted has changed. It's been like the five stages of grief:

Denial – ain't gonna happen to us.

Anger – what the fuck is our government playing at?

Bargaining – if you all wear masks we'll lift the lockdown.

Depression – as the pandemic dragged on and finally, some form of

Acceptance – as we learnt to live with this gift that seems to just keep on giving.

It's incredible that it's taken a pandemic to expose austerity for exactly what it is – the equivalent of strangling a poorly cat to make it better. But it seems like the penny might have finally dropped for an administration that is now pumping money into the economy at an unprecedented rate. It remains to be seen if they'll revert to type when this is all over, but this sea change in government policy is characteristic of a wider change in the way we're behaving as a society.

Many of us are starting to see the limitations of a belief system that puts the self front and centre, simultaneously limiting the size

Making changes

For help making personal changes:

- See phone and drop-in support in the List, centre pages.
- Specialist services offering counselling and talking treatment are usually co-ordinated by a community mental health team (CMHT).
- Keep the CMHT number in your phone in case of crisis.
- Use Citizens Advice for help with benefits, debt, legal issues and local services.
- Go to A&E if you are desperate.
- Talking therapies such as cognitive behavioural therapy (CBT) can be successful.
- Get fitter: running or yoga can improve your mood too.

of our families to a few people we share blood ties with. "We're all in it together" is starting to sound a little bit less like the strap line for a new series of *Star Trek* 'the federation' and more like something we can actually live by and live up to.

Shit, don't get me wrong, there will always be some selfish tosser out there who can't see past their own supermarket trolley, but in general people are thinking less self-portrait and more big picture.



Mat (L) at work for Groundswell © *Groundswell*

For the past six months I've spent several hours every day talking to people from the homeless community. One thing that's struck me is how well people are coping with all the changes brought about by the pandemic.

Some people have told me that they feel things have improved for them because they're getting welfare calls from the doctor, food parcels delivered and they feel like they're being listened to for the first time in... erm... ever.

For some, the hotels provided respite from the streets without the clinical sterility associated with many hostels and supported living houses. Others have taken the opportunities provided by a warm bed and a bit of

stability to get into recovery.

Don't get me wrong... plenty of people on the frontline have had a really difficult time this year, but the experience of being homeless can sharpen our survival skills and make us more resilient to adversity. We learn to adapt and take change in our stride.

Some of us can't wait for this pandemic to end and the vaccine offers a very real hope that this might happen sooner rather than later. Others though are anxious over what happens next. It's always been the poorest in society who pick up the tab when the economy fails, so I guess we just gotta stay strong and hope that the positive changes are here to stay. ■

Question time

What's the point of evaluating research on health care and homelessness?

The team involved with health charity Groundswell's Homeless Health Peer Advocacy (HHPA) project explain how evaluation is going to boost the findings:

Q: Why research?

We are trying to see how Groundswell's HHPA service works, how well it works, and how much money it might save the NHS. Lots of people report good things about HHPA. But we still need to know the extent to which it works, and who it works best for. So, does HHPA work best for long-term or short-term health issues? Does it make a difference that Peer Advocates have lived experience of homelessness themselves? Understanding the service more can help Groundswell keep developing the service.

Q: Who is doing the research?

A big team. Groundswell are central, and through them people with experience of homelessness have shaped what we all do as a team. There are also academic researchers from three universities – the London School of Hygiene and Tropical Medicine (LSHTM), King's College

23,500 sessions – one to one appointments and group health promotion sessions have been run by HHPA volunteer Peer Advocates over the past 10 years. More than 130 people have completed the training.

London (KCL) and University College London (UCL) – working alongside researchers who have experience of being homeless.

Q: Can *the Pavement* readers join the study?

Maybe. Covid-19 permitting, we will be working in hostels and day centres across London soon to do a survey. You might see members of our team, or hostel staff talking about it and if you are approached to take part, please consider it.

Q: What is going to happen with the results?

Groundswell will be working hard to adapt HHPA in response to whatever is found, so we can improve health services for people who are homeless. We'll be doing some workshops in hostels and day centres too. We will also be taking the results

What is HHPA?

Homeless Health Peer Advocacy (HHPA) is a service run by Groundswell in London. Peer Advocates, who have experience of homelessness, support people to access health care. The Peer Advocates can help with logistics for an appointment, travel or help the conversation with the nurse or doctor at the appointment. Ask your keyworker if you think this might work for you.

Info: <https://www.lshtm.ac.uk/research/centres-projects-groups/hhpa>

The HHPA research project team includes Martin Burrows, Kate Bowgett, Mani Cudjoe (Groundswell), Lucy Platt, Sujit Rathod, Paniz Hosseini (LSHTM), PJ Annand, Andy Guise (KCL) and Al Story, Dee Menezes, Rob Aldridge, Serena Luchenski, Andrew Hayward (UCL).

to the people who decide on what health services get funded.

Q: Does research even work?

Lots of researchers go to hostels and day centres and lots of research is done, but often the impact it has isn't always clear. This can be the fault of researchers, but when it comes to health, it is also about the challenges of changing a complex health system that has resource limitations. Our team doesn't have all the answers to that, and we are trying to do the study in the best possible way. Our goal is to improve things for the people Groundswell works with, who will be homeless, or have been homeless or are insecurely housed, and help bring about wider changes in society that affect how people who are homeless are treated.

Q: What does good homeless health research look like?

For us, good research is participatory. This is a buzz word, we know. What we mean is that the study from start to finish, from question development, to study design, and implementation, is being shaped by people with experience of homelessness.

Q: What's the future for homeless health research?

Covid-19 is obviously the big topic, with lots to understand on testing and vaccines. But there are also lots of challenges from before Covid-19 arrived, like understanding stigma and how to reduce it, or what the impact of Universal Credit might be for people's health. If you have any suggestions on what should be studied, we would like to hear from you. ■

In pod we trust

How can night shelters be made more comfortable? Architect George Fisher talks through his pod solution for Ilford. Interview by Jake Cudsi

Speaking to George Fisher, architecture student and designer of easily assembled 'pods' working in a night shelter in Redbridge, Ilford for the 2019-20 winter, the words "dignity", "privacy" and "comfort" continually resurface. These ideas appear to be the three driving forces behind George's design – an adaptation of work by Reed Watts Architects.

Soon after the pods were first used the shelter closed for the season. Then, thanks to Covid-19 practically everything closed. But in this new, socially-distanced era some old world ingenuity might provide vital solutions as we embark on the new normal.

The feature that caught George's eye was the simplicity of the design. The pods are, "essentially cubicles. They're cut by a machine and they arrive flatpack to whatever shelter requires them". After his proposal for the Ilford shelter to adopt the design was given the go-ahead, George and the Salvation Army set about drawing up plans and fundraising which, "took the best part of eight months". Securing the money, happily, was easy enough. £2,000

arrived from the independent charity Commonweal Housing, themselves involved in the original Reed Watts design. The Ilford Salvation Army received £700 from Transport for London, while the panels which make up the pods were donated by timber suppliers Lawsons and James Latham.

Figuring out how to utilise the pods and the space, however, was a more difficult task. George found the original pods took up too much space. "I laid them out in the room and I could only fit a dozen. It would've been a big drop." Considering the capacity of the shelter was more than double that number – 28 people, he wasn't wrong. Even when his redesign managed to hike the number of pods that could fit in the shelter up to 18, George had lingering doubts. "It brought up this moral dilemma of capacity versus comfort."

Ultimately, the Salvation Army, according to George, "Wanted to improve the quality of the shelter, and pressed ahead with his designs. It was the right move. The *Ilford Recorder* reported "tears of joy" being shed at the upgraded shelter's big reveal in winter 2019/20. Not that an exhausted George – who'd spent the day fitting the pods – was there to see them. "I said, 'You know what, I'm tired, I'm just going to go home.' But I wish I'd stayed because



Private pod: Architect George Fisher with his innovative night shelter design. “I do hope within the next few years street homelessness will be eradicated and there will no longer be a use for my pods.” © Jake Cudsi

apparently receiving the guests, and them seeing the beds was a magical moment.”

Thanks to Covid-19 the Ilford shelter is unable to open for winter 2020-21, hopefully only a temporary measure as the UK prepares to roll out vaccines. Looking forward, George wants to see his design adopted elsewhere, with fresh plans to further tweak the pods. Already performing an impressive balancing act, with space and comfort competing with cost and capacity, George wants a redesign to be “scaled up”. But he adds, “I’m not necessarily going to make the pods bigger,” he says. Rather, the new

pods will be “easily manufactured and quickly installed.”

There won’t be any shortage of interest in (nor, depressingly, a need for) the new designs. His previous adaptation had interest from shelters elsewhere in England, as well as international interest from America and the Netherlands. While welcoming the attention from overseas, George, quite uniquely for an architect, hopes to one day soon see his designs become obsolete.

Until then George is busy re-designing the pods to make them more affordable to night shelters.

- **For more information contact georgefisher66@hotmail.co.uk**



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.

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!

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: December 2020

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

ACCOMMODATION

2020-21 WINTER SHELTERS

EDINBURGH:

BETHANY WELCOME CENTRE

Haymarket Hub Hotel, 7 Clifton Terrace,
Edinburgh, EH12 5DR

07919 557 673; 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

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

THE MUNGO FOUNDATION

1st Fl, 63 Carlton Pl, Glasgow, G5 NTW
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. Call for
information about accommodation

support. Recovery Hub online workspace available during lockdown.
Visit website for links to Zoom Meetings:
<https://bit.ly/37pbkj9>

AH, CA, BS, BA, AD

NIGHTSTOP GLASGOW

0141 418 6990 (call for a bed tonight)
uk.depaulcharity.org
Monday – Friday, 9am – 5pm
Nightstop provides young people, aged between **16-25 years**, with emergency accommodation within vetted and trained host households in 30 communities across the UK.

AH

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
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
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

ADVICE & SUPPORT

FRESH START

22-24 Ferry Rd Dr, Edinburgh, EH4 4BR
0131 476 7741; freshstartweb.org.uk
Mon-Thurs 9am-4pm
Friday 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

Textline **07451 289225**;
Helpline **0141 345 0543**
glasgowhelps.org
An online directory helping people find the support they need.

GLASGOW WOMEN'S AID

4th Fl, 30 Bell Street, Glasgow, G1 1LG
0141 553 2022
www.glasgowwomensaid.org.uk
Monday-Friday 10am-4pm
Face to Face drop-in service temporarily closed. Advice and support for women experiencing domestic violence and their children. Domestic Abuse Helpline: **0800 027 1234 (24/7)**.

C

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

LODGING HOUSE MISSION

35 East Campbell St, Glasgow, G1 5DT
0141 552 0285; lhm-glasgow.org.uk
 Mon – Fri: 9am – 3pm (phone lines open)
 Mon – Fri: 10am – 2pm (collection time)
 Not open to large groups or general drop in due to Covid. Contact us first to arrange collection of Food parcels, kettle food packs, toiletries, clothing and emergency assistance. Phone for advice and advocacy from support workers.
Closed 25th, 28th Dec & 1st, 4th Jan
AH, AD, B, BA, BS, CA, CL, C, DT, ET, FF, F, FC, IT, LS, MD, SH, TS, EO

NIDDY ST WELLBEING CENTRE (SALVATION ARMY)

25 Niddy Street, Edinburgh EH1 1LG
0131 523 1060; bit.ly/31J2IyL
 Drop-in: Mon-Fri: 9:45am – 4pm
 limited numbers due to Covid.
 Mon: Women's group 1:15pm
 Tues: Men's group 1:15pm
 Wed: Café clinic, access to GP 2pm
 Thurs: Here Now group 1:15pm
 Fri: Arty Farty Fridays 1:15pm
 Needle exchange: access Mon–Fri
AD, BA, BS, BE, CL, FF, F, L, MS

NHS 111

Call 111 (open 24/7)

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

SCOTTISH CHILD LAW CENTRE

54 East Crosscauseway, Edinburgh EH8
0131 667 6333; sclc.org.uk
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

SIMON COMMUNITY SCOTLAND

389 Argyle Street, Glasgow, G2 8LR
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

Helpline **0808 800 4444**
 Open Mon – Fri: 9am – 5pm
scotland.shelter.org.uk
 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

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**



STREETWORK CRISIS CENTRE

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

ASYLUM & REFUGEE

POSITIVE ACTION IN HOUSING

0141 353 2220; www.paih.org
 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

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 enquiries@ southside-ha.co.uk for information.
AH, BA, DA, TS

SCOTTISH REFUGEE COUNCIL

17 Renfield St, Glasgow, G2 5AH
0808 196 7274 (free helpline)
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

SHAKTI WOMEN'S AID

0131 475 2399;
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

UBUNTU WOMEN SHELTER

www.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

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

FOOD

NEXTMEAL.CO.UK

A great little smart phone app
www.nextmeal.co.uk
 Lists the nearest charities that provide food and support.

FF

for LODGING HOUSE MISSION

See **ADVICE & SUPPORT** section

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
 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
 Monday-Friday: 10am-4pm Breakfast and lunch. Offering support, food, coffee and advocacy. During the Covid restrictions our services have been reduced - please wear a mask.

AC, AH, FF, IT, SF

H4TH (HELP FOR THE HOMELESS)

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

FF, CL

HOMELESS PROJECT SCOTLAND

Glasgow
0800 0147 160
07828 584 544 (call or text 24/7)
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

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



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 – 4.45pm
 Sundays: 3.30 – 4.30pm
 Providing a full meal. Ninety per cent of
 residents are over 40. Not step-free.
 Closed 23rd -31st Dec. Open 25th Dec.
FF

QUEEN'S PARK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ
0141 423 3654; qpgpc.com
 Tues: 12noon (hot meal)
 Thurs: 10am – 12noon (food bank)
 Sun: 5pm – 6pm (free take out meal,
 toiletries, clothing)
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
 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
 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
 Mon – Fri: 2 – 3pm
 Free take-away.
FF

STEPS TO HOPE

07949 838 666; stepstohope.co.uk
Phone-line open all time
 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
 (at Old St Paul's, 63 Jeffrey St, EH1 1DH)
 Sunday Suppers: 5pm
 (at St Cuthberts, 5 Lothian Rd, EH1 2EP)
FF

THE MARIE TRUST/ WAYSIDE CLUB

32 Midland Street, Glasgow, G1 4PR
0141 221 0169; themarietrust.org
 Mon – Fri: 7:30pm – 11pm
 Free food available on weeknights.
 Most services currently suspended.
FF

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

LGBTQI+

EACH

0808 1000 143 (helpline);

each.education/homophobic-transphobic-helpline

Mon–Fri: 9am–4pm (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 & Wed: 12noon – 9pm

Thu & Sun: 1 – 6pm

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

C, MH, OL

LGBT YOUTH SCOTLAND

See website for branches

www.lgbtyouth.org.uk

07984 356 512 (chat or text)

Scotland's national charity for LGBTI young people, working with 13–25 year olds across the country.

C

STONEWALL SCOTLAND

www.stonewallscotland.org.uk

0800 0502020 (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
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



BREATHING SPACE SCOTLAND

0800 83 85 87; breathingspace.scot

Monday–Thursday: 6pm–2am

Friday–Monday: 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

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

MH

COMBAT STRESS (NATIONAL)

01372 587 000; combatstress.org.uk

Mon–Fri: 9am–4:30pm

24hrs, 365 days service via helpline:

0800 138 1619; 07537 404 719

helpline@combatstress.org.uk

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

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

Monday–Thursday: 9am–5pm

Friday: 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

Monday–Thursday: 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

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

MH

HEARING VOICES NETWORK

0114 271 8210; hearing-voices.org

A network for people who hear voices and see visions. For groups info email info@hearing-voices.org

MH, C



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

- 1 Selling the Big Issue allows you to work when you want and you can earn a decent living
- 2 Selling the magazine also improves your people and sales skills, and places you at the heart of a loyal community of customers and supporters

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Go to 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

Mon – Fri: 9am – 6pm

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

info@mind.org.uk or text: 86463.

Legal support: 0300 466 6463;

legal@mind.org.uk

MH, AD, LA

NATIONAL SELF-HARM NETWORK

www.nshn.co.uk

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

C, MH

NHS INFORM - SCOTLAND

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

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

0131 662 4359;

www.supportinmindscotland.org.uk

Mon – Fri: 9am – 4pm

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; 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

MH, A, C, D, TS

SAMARITANS

Helpline: 116 123 (24hrs, 365days)

samaritans.org

Whatever you're going through, a Samaritan will face it with you. Free and confidential mental health support.

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

You can take things at your own pace, whatever is troubling you, they will listen carefully and talk things through on a confidential basis.

C, MH

SANE (NATIONAL)

www.sane.org.uk; support@sane.org.uk

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

Monday-Sunday: 4:30pm-10:30pm

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

C

THE SANDYFORD INITIATIVE

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

0141 211 8130; 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

Unable to take calls at the moment due to Covid: admin@apexscotland.org.uk
For offenders, ex-offenders and young people at risk of offending. Help with employment, training or further education.

EO, ET

BETHANY CHRISTIAN TRUST (COMMUNITY EDUCATION)

65 Bonnington Rd, Edinburgh EH6 5JQ

0131 454 3119; www.bethanyct.com

Tuesday Morning: IT Drop in

Wednesday Afternoon: Creative Writing

Opening again in January 2021. Call first to check.

ET, CA

CLAIRE MULHOLLAND COACHING

07809197529

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

CA, ET

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



MOVE ON (GLASGOW)

4th Fl, 24 St Enoch Sq, Glasgow, G1 4AA
0141 221 2272; 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.
AH, AD, ET, OW

CRISIS SKYLIGHT (EDINBURGH)

Crichton House, Edinburgh EH8 8DT
0131 209 7700;
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;
www.emmausglasgow.org.uk
 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
 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 (SAFER CHOICES)

91 Mitchell St, Glasgow, G1 3LN
0800 085 2704
www.barnardos.org.uk/saferchoices
 Mon – Fri: 9:30am – 5:30pm;
 Mon & Wed: 6pm – 2:30am
 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
 24/7 support for homeless 16–21. Referral only via GCC: **0141 302 2744** or **0800 838 502** for out of hours.
AH, AD, BA, C, ET

KEY

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

B Barber
BA Benefits advice
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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

EDINBURGH CITY YOUTH CAFE

11–15 Vennel, Edinburgh, EH1 2HU
0131 229 1797; www.6vt.info
 Working remotely during lockdown,
 but some face-to-face Drop in available.
 Please contact us through the website or
 email 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
07537 410 027 (text)
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.

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 221 2293; www.foursquare.org.uk/contact
 Email: 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

PENUMBRA

0131 475 2380; penumbra.org.uk
enquiries@penumbra.org.uk
 Head office temporarily closed –
 contact via email.
 Wide range of mental health services for
 adults and young people.
 Good leaflets on self-harm.

MH, A, C, DW, TS

QUARRIERS STOPOVER

0141 420 3121;
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

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



QUARRIERS - 'WHAT IF' MEN

0141 638 5170; 24/7

whatif@quarriers.org.uk

Supports young men (18–25) with complex needs.

MH, AH, AD, A, C, DW, MS, OW

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://](https://arthomelessint.usahidi.io/views/map)

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

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F Food

FF Free food

GIVIN' IT LALDIE

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

07749 028 424; givinitlaldie.org.uk

Contact for Covid-19 information.

Sing-along sessions on their Facebook:

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

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 0141 433 2999 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

AC

THE SPACE

257 London Road, Glasgow G40 1PE

0141 237 1221; thespacescotland.org

Fri & Sat : 11am – 6pm

Sun : 11am – 5pm

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

07968546034, raisedvoices.org.uk

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
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STREETWISE OPERA

020 7730 9551;

info@streetwiseopera.org

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

AUDIO BOOKS & COMICS

AUDIBLE

Free audio books - listen on phone.

Just click and listen now for free

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

Free comics.

Works better on tablet screen or laptop than smartphone. Requires quick free registration with email.

WINTER SHELTERS

EDINBURGH:

BETHANY WELCOME CENTRE

Haymarket Hub Hotel, 7 Clifton Terrace, Edinburgh, EH12 5DR

07919 557 673; bethanyct.com

Free accommodation, food and support for people sleeping rough.

AH, FF, OL

GLASGOW:

OVERNIGHT WELCOME CENTRE

07543 851 895 (direct contact)

0800 0277 466 (Simon Community)

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 information.

AH