

An abstract, colorful artwork featuring a profile of a face in the upper half, rendered in vibrant, swirling colors like orange, yellow, green, and blue. The lower half of the image is dominated by thick, horizontal, wavy bands of color, including red, orange, yellow, green, and blue, creating a sense of movement and depth.

the Pavement

The free magazine for homeless people

May – June 2021

Issue 132: Access to Healthcare

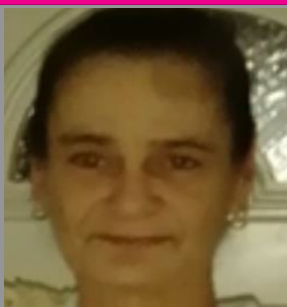
Missing



Kevin Fasting

Kevin went missing from Liverpool, Merseyside on 21 November 2003. He was 49 at the time.

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



Carol Mighall

Carol has been missing from Birkenhead, Merseyside since 5 January 2021. She was 51 at the time of her disappearance.

Carol can call our free and confidential helpline for support and advice without judgement and the opportunity to send a message to loved ones. Call/text 116 000 or email 116000@missingpeople.org.uk.

If you think you may know something about Kevin or Carol, 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 and confidential.

**missing
people**

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

A lifeline when someone disappears

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

Cover: Thank you to Glasgow-based artist *James Gray* for our fantastic cover art. James started his art career in a day centre when he was experiencing homelessness. Follow James on Instagram at **@graymosaic**
© *James Gray*

The Pavement magazine

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TURN TO PAGES A – P
FOR THE LIST OF SERVICES

Contents

About us.....	4
Editorial.....	5
News.....	6 – 11
Interview.....	12 – 13
Operation	14 – 15
Cartoon	16
Benefits	17
A&E	18 – 19
Vaccine	20 – 21
Mat's column	22 – 23
Pets	24 – 25
Best & worst	26 – 27
GP	28
Dreams	29
Comic	30
Your rights	31

The List (centre)..... A – P

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Vaccine talk: Streets Kitchen founder Jon Glackin receiving his Covid-19 vaccine.

A GP in London led the way (see Vaccine programme story, p6), Wales was ambitious, and England lagged behind. But by late April the Covid-19 vaccination rollout among the homeless population, and among people working in the homeless community, was well under way. At the start of the year, Homeless Link mobilised and called on vaccines for homelessness workers, as well as people experiencing homelessness. *The Pavement* is glad to see homeless people and homelessness workers (see Streets Kitchen founder Jon Glackin pictured above) prioritised for vaccination. If you're still awaiting your jab, or are questioning whether you want one, find information about the vaccination, courtesy of Groundswell, on p20.
© Streets Kitchen

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.

• editor@thepavement.org.uk

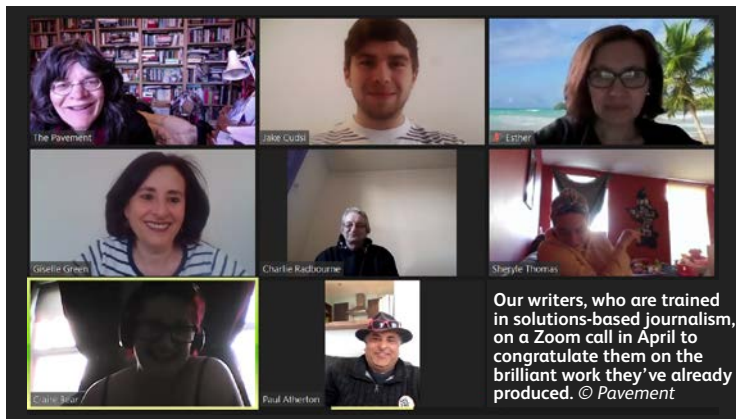
Telling it like it is

This issue has seen a takeover by our solutions journalism trainees focusing on access to health. The project, funded by the European Journalism Centre and organised in part with our friends at health charity Groundswell, saw 12 people with experience of homelessness join a unique training programme run by solutions journalism specialist, Giselle Green. The six-week training (between December 2020 – February 2021) has enabled us to share high-quality writing from our trainees in issues 131 and 132 and we hope future issues too. Writing is a muscle, but writing about your own experience, especially the trauma of homelessness, requires bravery and skill.

You start with the five Ws – who, what, where, when, why – and then, as trainer Giselle Green explains, you ask a sixth W – what next? In this issue, this takes us from the challenge of finding a GP who will treat asylum seekers; via outreach at a pop-up shower to the need for a friend and advocate in A&E. We are very proud of the quality of this work and hope it will help our readers tackle their health challenges too. Thank you to everyone involved.

Please use the List on the centre pages of this mag to find food and recovery support. If you have WiFi then go to www.pavement.org.uk.

Stay safe, *the Pavement team*





Living in the past

In the six months between the start of April and the end of September last year, police in **England** and **Wales** used the ancient, draconian Vagrancy Act to make 361 charges leading to court hearings, reports *HuffPost UK*. The Vagrancy Act was introduced in 1824, and as our older readers may remember, it seemed harsh then. Sections 3 and 4 of the act prohibit “begging” and “lodging in... the open air, or under a tent”. The UK government vowed a review of the law back in 2018, but that’s ancient history. No comment on the progress of the review, nor any changes (or abolishment), have been made. Crisis called the charges “inhumane”.

Peter, the first tenant housed as part of the Riverside Next Steps Accommodation Programme, pictured in his new home.

© Riverside

Vaccine programme

Dr Anil Mehta is on a mission to vaccinate homeless people in east **London** against Covid-19. Homeless people were not included in the highest priority category, as the UK stepped up inoculating people at the start of the year. Mehta told the *Associated Press* he was moved to act, forming a small team of doctors and nurses to offer free jabs at homeless day centres and night shelters. In one week in late February, Mehta and his team provided vaccine jabs to more than 200 homeless people and social care workers.

Address issues

HSBC is offering a bank account to people without a permanent home address with its No Fixed Address service. It operates in over 100 branches around the UK, and people can access this scheme by using the address of the charity supporting them and being accompanied by a caseworker. Under this system they will not need proof of address or photo ID. Speaking to *The i*, Polly Neate, Chief Executive of Shelter, said that HSBC's scheme will mean that "more people can take a key step towards financial independence" crucial to helping rebuild people's lives.

- Find out more at www.hsbc.co.uk/help/money-worries/no-fixed-address/

170-mile school run

Lack of local social housing within Birmingham meant that a 10-year-old boy and his family were relocated 85 miles away in a **Manchester** Travelodge. This meant that for two months he had to wake up at 5am for the school run, and then get straight to bed once arriving back to his hotel. His headteacher, whilst commending him for his 'great resilience', told *the Guardian* that this is not an isolated issue, with many other children having to make long journeys to schools as they were not able to be housed within the city.

Next step

Social housing and regeneration organisation Riverside is investing £1.86m into a new scheme designed to help rough sleepers access permanent homes in **England**. The Next Steps Accommodation Programme (NSAP) provides funding for local authorities to create new tenancies and offer support for people sleeping rough. By late March 38 Riverside properties were being used for the NSAP scheme. One of the scheme's new tenants, Peter, has moved into a one-bedroom terraced home in Liverpool. "It's a wonderful experience to have somewhere to call home that I haven't had for more than six years," he said.

- www.riverside.org.uk/care-and-support/supported-living/single-homelessness

170% increase in people sleeping rough between 2010 and 2020

976 homeless people died in the UK in 2020, according to analysis by the Dying Homeless Project (Museum of Homelessness)

710 homeless people died in the UK in 2019, up by more than a third in 2020.

Well played

Former footballer Lou Macari has been hard at work since the Covid-19 pandemic turned everything on its head last year. In a segment on *BBC Radio 5 Live*, Macari revealed he had set up 'glamping pods' for homeless people in **Stoke-on-Trent**. Macari has run a homeless shelter in the region for the past four years, but had to make significant alterations to the shelter when the pandemic hit in March 2020. The former Manchester United star invested in 'glamping' pods for the 46 residents of the Macari Centre, and set up the wooden pods – designed for luxury camping – in a warehouse. Macari says residents are “showing a great deal of pride in their pod.”

Cartoon caper

Solutions journalism trainee Paul Atherton's idea to look at homelessness best practice and compare it with what has happened to him has been given pictorial life by cartoonist Mike Stokoe. Using the tradition of political satire begun by William Hogarth, they've created an up-to-date political cartoon about homelessness. You can see a version on p26. Excitingly, talks are ongoing to have the work on display at the Cartoon Museum, 63 Wells Street, W1A 3AE.

- **Keep an eye on their Twitter for updates: @cartoonmuseumuk**

Health and wealth

Camden New Journal (CNJ) reports on the continued privatisation of NHS services and general practices. AT Medics LLP, a subsidiary of US health insurance firm the Centene Corporation, has taken on numerous NHS-funded contracts in the UK since last autumn, including the Camden Health Improvement Practice for homeless patients. Campaigners protest the takeover of services has been approved without any public debate. According to *CNJ*, Centene Corp is the 42nd richest corporation in the US, recently slashing 3,000 jobs in the States.

NHS hero

Tom Pemberton was on the streets from the age of 17. With the help of The Prince's Trust he was able to join the Get Into Hospital Services programme, allowing him to secure a job working for the NHS as a laundry assistant. He's now 23, helping to mentor other young people enrolled in the programme, and recently spoke at the Movement to Work Youth Summit at the Houses of Parliament. His remarkable achievements were acknowledged as he was given the Prince's Trust Young Achiever of the Year award. Speaking to *LancsLive*, he said “it is amazing what you can achieve with the right support, if I can do it, anyone can.”

- **www.princes-trust.org.uk**



Village people: The homeless charity Embassy has outlined plans to convert shipping containers into 40 modular homes in **Manchester**. Embassy plan to build on a derelict site in the city centre, and told *Manchester Evening News* the scheme would be the first Housing First development of its kind in England. The development is called Embassy Village, and plans put forward by the charity detail a communal outdoor space for residents, life-skills support and a village hall. Embassy hope to start construction in summer 2021, pending approval by Manchester City Council. © Embassy

When in Rome...

3,000 people in **Rome**, Italy are currently sleeping rough every night, according to Community of Sant'Egidio, a Catholic charity. The charity says there are about 8,000 homeless people in the capital city, and night shelters are turning people away because of Covid-19 restrictions. The pandemic

has seen homelessness rise in Italy, and shelters have struggled. "Shelters which could previously host 100 or 200 people have had to reduce numbers or completely close," Massimiliano Signifredi, coordinator for homeless outreach at Sant'Egidio, was quoted as saying in *the Guardian*.



Fettes College, Edinburgh, students Eleanor Kinmonth and Emmanuel Urama designed this poster for the Youth Homelessness Prevention Pathway.
© A Way Home School

Finding a way

A Way Home Scotland, a coalition of individuals, organisations and authorities working to end youth homelessness in Scotland, launched its second Youth Homelessness Prevention Pathway. The new pathway sets out to outline ways to prevent homelessness for all young people, it follows the success of the first pathway in 2019, aimed at care leavers faced with homelessness. *Scottish Housing News* reports the pathway contains 16 recommendations and three calls for action, including an emphasis on creating local strategies tailored

to the population. The Scottish Government published statistics for the year 2019-2020 showing 8,319 people between the age of 16 and 25 presented as homeless to their local authority.

Be kind

Kindness Homeless Street Team, a community group based in **Glasgow**, served more than 200 people at their outdoor soup kitchen on one freezing, snowy night in late February. The street kitchen is set up in George Square on Mondays, Wednesdays, Fridays and Sundays, and regularly serves a group between 130 and 150 people. Laura McSorley set the Kindness Homeless Street Team up in 2019. Speaking to *Glasgow Live* she said the soup kitchen was seeing “loads and loads of new faces” during the pandemic.

- Visit the team's Facebook page at facebook.com/KindnessHST

Antisocial architecture

The Pavement has previously railed against the ugly sight of anti-homeless architecture, architecture designed to disrupt and exclude the homeless population of any given place. Now plans have been submitted to the City of **Edinburgh**

Council to install rails at the National Records of Scotland (NRS) building. STV News says that in plans submitted to the council, NRS cited concerns over people drinking on the steps of the building and using needles. If successful, the plans would see metal railings placed along the entrance to West Register House on Charlotte Square.

Preventative care

A new group whose members include figures and organisations from the housing and homelessness sectors, health and social care, and local authorities has warned support to prevent people becoming homeless needs to start up to six months before a person is threatened with losing their home. The Homelessness Prevention Review Group (HPRG) want action to be taken a little further on up the river, confronting the issue at source, before people have fallen into homelessness. The Scottish Government ordered the creation of the HPRG, and the group has been organised by Crisis. Professor Suzanne Fitzpatrick, chair of the HPRG, explained to *The Scotsman*: “The homelessness system should become the safety net it was intended to be rather than a default response to housing problems.”

Unbelievable "success"

Some quite literally unbelievable news: the Scottish Government has revealed there are only 11 people sleeping rough in the whole country. According to the *Daily Record*, the government says the lowly number is down to the success of schemes designed to house people during the pandemic. The figures were released in response to a Freedom of Information request. Colin McInnes, chairman of Homeless Project Scotland, was having none of it. “Last Friday night, we fed 240 people at our soup kitchen in Glasgow. What we see on the streets suggests there are more than 11 rough sleepers in Glasgow, never mind Scotland.”

1,414 homeless households were accommodated in B&Bs between March and September 2020 in Scotland, data released by the Scottish Government in late March revealed

704 homeless households were housed in B&Bs over the same time frame in 2019, representing a 99% increase.

Keeping clean

ShowerBox was set up to provide homeless people and people sleeping rough with a simple, yet difficult to find service: A free and secure shower. Interview by *Sheryle Thomas*

When I was street homeless, I found it really difficult to access places to have a shower. Homeless centres that receive government funding are inaccessible until you have a local connection of six months. How can you get a local connection when you are homeless? It's extremely difficult and it's yet another government restriction that isn't helping homeless people. Luckily there is now an outreach service for rough sleepers that provides showers. ShowerBox helps with mental and physical health and – importantly – keeping clean, especially with Covid-19.

I spoke to the founder of ShowerBox, Sarah Lamptey.

Why did you set up ShowerBox?

I used to be a volunteer for the Simon Community, and individuals who had been homeless in different parts of the world spoke to me of the extra challenge in London because of lack of access to showers. Two years ago, I started to work out what I could do to help. Quaker Homeless Action was running a winter shelter at the American International Church

in 2018 and needed showers, so I fundraised, bought an old trailer and renovated it. Fast-forward two years and my volunteers now run showers from the trailer each Saturday at St Giles-in-the-Fields Church, near Tottenham Court Road tube station, between 10am and 3pm. It's a drop-in service and there are free showers and towels provided as well as toiletries and other essentials like Tricky Period packs – full of period products for women.

How does it work? Where do you get supplies?

We run on JustGiving donations and we've received two grants from other charities, too. Ecover sponsors us with cleaning products, and Greggs gives us unsold baked goods each Saturday morning. We are given hot water from the neighbouring coffee shops so we can give out hot drinks, too. Malcolm, who runs MLJ Cleaning company, cleans our towels each week for free and we couldn't do it without him! Also we are often donated clothing, and sometimes given sleeping bags and shoes to give out, too.

What sort of response have you had?

We have had a really positive response from our guests, donors and fellow voluntary groups. There has been some resistance though. A few local councillors argue that efforts should focus solely on getting individuals off the streets, not providing hygiene facilities. My response is that they should be working to get individuals into accommodation! But what happens in the meantime? I believe that mental and physical wellbeing is at the centre of whatever we humans work towards. I think every day matters in one's journey, and if we can help even one person have a more comfortable, healthier day, then that is what we want to do.

Why does it work so well?

I am lucky enough to have a core group of volunteers who help each week, alongside the other groups in the area who I connect with regularly such as the Simon Community, Street Storage, Streets Kitchen, Tricky Period and the Museum of Homelessness. We also have returning faces who come to shower each week who help us set up, so it works well as we all work together.



The ShowerBox team set up in their usual spot at St Giles Church, central London.

© ShowerBox

What are your hopes for the future?

I have a double shower room for installation, which we have started to create out of a ten-foot shipping container, and also a huge solar power shower donation from eco company Navitron which I am working to install and run safely in London.

I'd love to make a community wellbeing and shower garden, with showers at the centre, and work with local groups to make it happen. The public baths that used to exist in this city were community hubs and I'd like this green space to work to revive that sense of unity.

- **ShowerBox runs weekly sessions on Saturday from 10am – 3pm at St Giles Church, London.**
- **Visit their website for more info: www.showerbox.org** ■

Patient Lee waiting

Before finally being operated on, *Lee Foxall* endured an agonisingly long wait for heart surgery. From his hospital bed, *Lee* spoke with *Giselle Green* about the uncertainty and the loneliness of waiting

I've been here in the Queen Elizabeth Hospital in Birmingham for almost a whole month now, waiting for heart surgery. I've had it cancelled three times in three weeks. The first time it was understandable. When it happened again and then again, it was a terrible disappointment. I had got myself so prepared the night before, you do your nil by mouth, no water and no food after a certain time. You get yourself shaved for surgery. You're woken up early to get washed. So from six o'clock you're ready, you're just lying there waiting. Mentally prepared. About half eight the sister came in and said she still wasn't sure they could get a bed for me in intensive care. She said we would know in a bit. She came back within about 40 minutes. And I just knew by the look on her face, she was going to give me bad news. And she did. She just said it's been cancelled. The surgeons and team came up in the evening and apologised. They said it won't be this week now.

There are people in here that have been in longer than me. One chap, he went home two days ago, he'd waited over 10 weeks for his heart operation after it had been cancelled

Long list

About 4.7m people are waiting for operations in England. The highest number since records began in 2007, says the *BBC*.

quite a few times. There was another chap and he'd been waiting five weeks. It seems to be the norm at the moment.

There's such a backlog now that this is just going to go on and on and on for quite a while. There are so many people out there that have got more major surgery required than myself. I just feel for them.

And one of the hardest things is having no visitors. Total isolation. I'm in a room on my own at the moment so I've got no one to talk to. The nurses and doctors come in and do their observations. And you have a bit of a chat, a bit of banter. But I don't think they've got the time. Everybody's been lovely. But they're very busy. The NHS is so under pressure, they're run off their feet, you can see that. And I take my hat off to everybody in the hospital. Praise to the NHS.

As we're not allowed to have



Thanks to regular contributor to *the Pavement* Chris Bird for sharing this beautiful artwork titled Dream Town. © Chris Bird

visitors, I'm lucky enough to have my phone. I would've found it so much harder if I hadn't been able to talk to anyone outside. I've also got my tablet so I've managed to get onto Zoom with Groundswell and Crisis as well. I've had some good messages and it's good seeing these people. They are a blessing to me. I don't know what I'd do without that.. It would be a case of just sitting here waiting, you're not allowed to go out of the building. Total boredom.

The thing I'm most looking forward to when I get home is my own bed! I must admit, the beds here are ok but they're not the comfortablest are they? And a change of scenery and being secure back in your own place. Hopefully,

we'll have a nice summer so I'll be able to sit in the garden.

For someone who's been homeless themselves, it's a big thing being able to go home. I've been street homeless and through hostels and everything, I've done the journey. But to actually say you're going home and knowing I've got the key in my pocket, it's a relief. I couldn't imagine what it's like for somebody who is homeless, they've got that feeling that they're going back to a hostel. My heart goes out to them. I know that I am actually going to what I call home. It is such a relief.

• **A week after sharing his story with *Giselle*, Lee's heart operation finally went ahead. He is now back at home recovering.** ■



Inflation, inflation, inflation

The numbers just don't add up on Universal Credit.

By *Ian Kalman*

Good news for those on benefits, as an increase in Universal Credit (UC) payments started in mid-April. You will see an extra 0.5 % – in real terms around 37 pence – and I would suggest don't spend it all at once.

Now for those of you in accommodation the energy companies announced a rise of around 9 % . I worked mine out and it has increased by 6 % .

This inequality rather infuriated me as I also know my food bill had increased by a third and I felt this was an injustice, I did not expect any changes would happen but maybe something might be done. I therefore wrote to four political parties, asking for their opinion and if something might be done.

I gave them a week and I must admit I am not surprised at the response. I have not heard from the Liberal Democrats or the Green Party. The Labour Party said they could not comment about this but if I had any other questions I should get back to them.

The Conservative press office got back to me but their reply was standard, they did say if anyone felt they had problems with their electric bill they can always transfer to another company. As all company's

In a nutshell

- This year's 0.5 increase to benefits follows a 1.7% increase introduced in April 2020
- In real terms, this represents a 37 pence increase on last year
- These are the first increases to benefits in six years, following a freeze on payments.

have increased their rates this will not help.

The spokesperson then spoke of the £20 extra to UC, people could transfer to that if they are eligible. Fact: in September that £20 disappears.

I will say I was surprised that only the Conservatives replied, but it also shows the lack of importance of UC to the other three parties.

I will continue to champion this. It will be interesting to see what will happen when the £20 disappears.

- **You can apply for UC if you are homeless. You can claim online or at the Jobcentre.**

Mental health and A&E

When visiting A&E, the support of a friend, advocate, or peer mentor could be crucially important, by *Charlie Radborne*

John was in crisis. He'd had mental health problems for many years but this time was different. His peer mentor Pete took him to his GP. The doctor assessed the situation, talked to them both and tried to calm John. He said if the situation persisted, John should go to A&E and gave him a note.

John's mood did not improve. It declined. As he descended into greater distress and crisis, the talk of suicide increased. Pete had no option but to take John to A&E.

Pete booked him in at reception. He explained the situation and passed over the letter from the GP because John, at this stage, was unable to talk with clarity or even string a sentence together.

The pair sat waiting, all the time Pete trying to keep John calm.

Eventually the psychiatric nurses arrived. But they would only see John alone, barring access to Pete. This made John more distressed and, as it later emerged, it left him feeling "alone and lost".

Just a few minutes later John was released, no explanation, not even a word and told to go home. Outside A&E, John grew more suicidal and sank deeper into crisis.

It was at around midnight that I got a phone call from Pete. He is

Want to talk?

If you are experiencing mental health problems, take a look in the centre pages of this magazine to find organisations to contact, e.g.

- Mind, a mental health charity
www.mind.org.uk or
0300 123 3393
- To discuss your mental health over message, text "SHOUT" for free to 85258

a colleague of mine. He explained the situation to me. I told Pete to call the police and ask them to take over responsibility for John's safety. They were not happy and just took John back to A&E. But he wasn't even seen this time and the police ended up driving him back to his accommodation leaving him to stew.

This sorry story, of a person in a mental health crisis being left without a friend or mentor to advocate for them in A&E and not being properly treated, is all too common. I know of many instances, both personally and through friends and colleagues, where the psychiatric nurses called to A&E will not let anyone in with the patient while they are being assessed.

What is a peer mentor?

A peer mentor is usually somebody who has lived experience of homelessness who can help support, advise and befriend people who are currently homeless. According to OutcomeHome, the organisation Charlie works for, the aims of peer mentoring are to:

- Provide non-judgmental support
- Empower clients to engage with support services
- Develop peer groups for both clients and peers to gain support

We are allowed to support clients and friends at GPs, at councils, at DWP and most other appointments. It is even encouraged. Just to give them moral support, be with them in a strange environment, someone to fill in the words they cannot say, to express their feelings, their emotional state. And to talk about what happens after the appointment.

This doesn't happen at A&E. Why not?

Talking with the professionals that I know, they believe that it is obstructive to have someone else present, because emotions can run high and this will interfere with their assessment. These are professionals, they should be able to control the situation. How can they make a proper diagnosis without the full picture?

There is a solution. Allow the friend, family member or carer to go in for at least part of the assessment. Let them offer support and provide their own information which may

help build up a better picture of the person in crisis. And afterwards, make sure the psychiatric nurses speak to them and give some helpful tips on how to stop the crisis getting worse instead of just walking away in the opposite direction.

When I personally was in crisis, and got taken into a psychiatric assessment on my own, an old adage went through my mind: "It's better to remain silent, and thought a fool, than to open your mouth, and remove all doubt."

As you can see, I couldn't talk to them in A&E either.

- **Names have been changed in this article. *Charlie Radbourne* is a lead peer mentor with OutcomeHome, which provides psychological services to people who are homeless. He has more than two years experience of peer support and advocacy.**
- **Find out more at:**
www.outcomehome.com

HEALTHCARE

About the Covid-19 vaccine

What you need to know about the vaccine:

- Reduces risk of serious illness from Covid-19
- Injected into muscle in upper arm
- Administered in two doses, 3 to 12 weeks apart
- Two doses offer the best protection
- It is safe to have the vaccine if you have already had Covid-19
- The approved vaccines work against new variants of Covid-19
- Three vaccines have been approved for use in the UK so far
- Every vaccine has been tested and analysed

What happens after the vaccine?

- Common side effects include fatigue, headaches, pain
- These are all signs of the vaccine working
- It's safe to take paracetamol if side effects continue
- Call NHS 111 if side effects persist or get worse
- No long-term side effects of the vaccine have been reported
- After receiving your first dose, you will be given details of your second
- Moving forward, a Covid-19 vaccine will likely be offered every year, like the flu jab

Frequently Asked Questions

1. Do I need the vaccine if I've had Covid-19 already?

Yes, the antibodies present in your immune system after infection will decline. The vaccine strengthens immunity against the virus.

2. Why isn't just one vaccine being used?

Multiple vaccines using multiple scientific approaches gives society the best chance of controlling the virus.

3. What vaccines are available to me?

As of April 2021, three Covid-19 vaccines have been approved for use in the UK. These are Pfizer/BioNTech, Oxford/AstraZeneca and Moderna. All three have been through the same approval process.

4. How has the vaccine been produced so quickly?

The entire genomic sequence of the virus was published on 12 January 2020. Vaccine development started immediately, supported by huge investment and resources.

Find out more about the vaccine

- Groundswell and partners Covid-19 vaccine info: www.groundswell.org.uk/the-covid-19-vaccine
- Covid-19 guides for people experiencing homelessness: www.groundswell.org.uk/coronavirus
- NHS info on the Covid-19 vaccine: www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine



Groundswell works with people with experience of homelessness, offering opportunities to contribute to society and create solutions to homelessness. Participation is at our core because the experience of homelessness is crucial in making decisions that affect lives and ultimately help people to move out of homelessness.

Many of the reporters featured in this edition are taking part in Groundswell's '*Monitoring the Impact of COVID-19 Project*' – you can find out about this project and view many more of their reports at <https://microsites.onourradar.org/covid19>



Creative writing

Confronting and (gradually) overcoming grief and writer's block, by *Mat Amp*

Over the last year my creative muscle has withered and shrunk like my nad sack after a dawn dip in a Swedish fjord. My Instagram feed features one post in the last year and writing feels like digging glass out of my foot with a blunt spade. Before you start reaching for your tiny violins, rest assured that I'm not launching into some sad song or looking for sympathy either.

During the first lockdown, feelings from the traumatic shit that happened to me in my past rapidly overwhelmed me. I'd be curled up in a ball sobbing, thinking about my parents. My mum was two days short of her 30th birthday when she died suddenly. My dad was run over by a drunk driver a few years later when he was 48.

Growing up, (it would probably be more honest to use the term 'getting older') there was nothing but love in our home. While it was tragic to lose my folks at such a young age, I've always felt lucky to have had them at all. It's something I've accepted, so it was surprising to find myself so intensely connected to that loss again. Even more surprisingly, I've gradually started to feel less and less. Now I find myself unable to cry.

The major reason for writing



Facing up to hurtful emotions, problems and difficulties we face can be a daunting prospect. We can and do come out the other side better for it. © Poppy Burnley

this column is to share this type of experience in the hope it makes others feel less alone if they are going through something similar, but it also helps me work out what's going on in my life. As I'm writing this, I realise that feeling less about everything is probably some kind of survival instinct. It's easier to deal with a detached world when you detach yourself from your feelings.

The silver lining for me is the thing my nan used to bang on about, yer know, 'that you don't know what you've got till it's gone'. With her words still ringing in my ears (she

You're not alone

Mat found he wasn't alone in experiencing writer's block.

"Writing about writers block is better than not writing at all"

- Charles Bukowski, *The Last Night of the Earth Poems*

The process of writing, and creativity in general, can itself be inspiring. Try writing down your thoughts and feelings regularly.

The Pavement welcomes submissions of writing, artwork or photographs from everybody, particularly people with lived experience of homelessness.

died nearly 15 years ago but she was very loud) I'm determined to make the most of what's been an utterly shit year by never taking my friends, or the things I do with them, for granted ever again. I'm gonna roll this lesson up and smoke it like a Bob Marleyesque baseball bat of a dooberoony.

When I was at my lowest point five or six years ago, I pencilled in a date and time to take an overdose. Things started to change for me when a few positive things happened in quick succession. The most important of them was my case worker booking me on a course run by this magazine. I turned up only because she'd gone out of her way for me, and I felt I owed her that much. How screwed up is that?

That course and my subsequent involvement with *the Pavement* directly led to supported permitted work and then a full-time job.

I'm really not saying that's what everyone should be doing, but it's what I wanted. All I had to do was say yes.

For a while after that I said yes to everything. I got into yoga and volunteering, and helped people with odd jobs, like walking the dog, feeding the goldfish or whatever. It was a total pain in the arse for a while because I ended up doing everything for just about everyone, but it worked.

Over the past year though, I've gradually withdrawn emotionally and writing this column, something that I usually love, has really been like digging glass out of my foot with a blunt spade. Only, this splinter was in my head and the keyboard has effectively been the tweezers I've used to deal with it.

Anyone need their shed painted?

- For 24 hour support contact [samaritans.org](https://www.samaritans.org) on 116 123 ■

Best of friends

Our pets are our friends, and that bond can be vitally important when experiencing homelessness, writes *Sarka*

Looking after cats has been central to my life during the last 10 years. All the cats I've met on the way have kept me going and given me purpose and drive. They've also brought me sadness at times when I could not help them as I was struggling myself. But my determination to help them has pulled me through.

I started feeding a colony of feral cats in the garden of my rented accommodation. During one autumn I took in two kittens who were in urgent need of veterinary treatment. I got very attached to them, so when I was evicted from my home, keeping the kittens was my major concern. At first St. Mungo's found fostering for the kittens, even though that wasn't part of their job.

In the meantime I kept going back to the garden of my old home to feed the colony as often as I could. The cats were used to being fed twice a day, though, so sadly many disappeared despite my best efforts.

Meanwhile the fostering of my house kittens with St. Mungo's ended so I took my pet cats into my emergency accommodation as I had nowhere else to put them. But an inspector came round unannounced and found out about them.

I was given an ultimatum: remove the cats from my emergency

Pet peeves

- Most private rented accommodation doesn't allow pets
- Nor do night shelters, hostels, emergency and temporary accommodation.

Can charities help?

- Most homelessness charities do not help with pets
- You can't enter most charity's hostels if you have a pet with you
- According to research, only 10% of all UK hostel projects currently accept pets
- Pet charities don't foster pets of homeless people.

accommodation or I would be kicked out onto the street. I called multiple cat charities asking for help. The charities told me they mostly fostered cats put up for permanent adoption. I didn't want to give up my cats.

But finally some good news. The Crisis Skylight team negotiated

with my landlord to give me time to find somewhere for my cats. I asked anyone and everyone if they knew somebody who could take my cats for a bit. A friend of a friend was willing to have them. Eventually I had to take the cats out of there. But by that time I had found accommodation where I am allowed to have my pet cats and it is not so far from my feral cats too.

There was another special cat in my life that I will never forget – Tortie. She was always on the street, in snow, rain or shine. She ate when I offered her some cat food. She did not eat a lot, what she seemed to want was love and attention. I would spend hours sitting in a doorway with Tortie on my lap. She was neither feral nor owned. She was abandoned, homeless.

Sitting outside with her was harder by February as it was snowing and freezing. I spent hours just cuddling her on my lap. The weather was getting warmer in March, so I thought things would get better for her. But she disappeared. I never found out what happened. Tortie gave me her cuddles and feline company when I needed that as much as she needed human warmth and affection. She helped me through a difficult time. I just wish I could have done more for her. I cry when writing this. I still mourn her. ■



One of Sarka's cat companions, Waffy. © Sarka

Have a pet? Some good organisations to know:

- The Mayhew provides dogs with free health checks and microchipping: themayhew.org
- Blue Cross offers free veterinary treatment www.bluecross.org.uk or call 0300 790 9903
- StreetVet provides outreach veterinary care www.streetvet.co.uk
- Pet Fostering Service Scotland provides short-term emergency care for pets www.pfss.org.uk or call 0344 811 9909



PAUL AHERTON WAS HOMELESS AT HEATHROW AIRPORT TERMINAL 5 WHEN LOCKDOWN WAS ANNOUNCED & BORIS JOHNSON SAID TO GET "EVERYONE IN" IT COULD'VE BEEN AN END TO ALL HIS WOES, IT COULD'VE BEEN THE BEST OF TIMES FOR HIM, INSTEAD THE REALITY WAS THE ABSOLUTE WORST

■ THE MEET - Being found homeless - 9pm

THE BEST OF TIMES



THE WORST OF TIMES



■ A GOOD NIGHT'S SLEEP - Sleep Health - 2am

THE BEST OF TIMES



THE WORST OF TIMES



■ STAYING CLEAN - Personal Hygiene - 7:30am

THE BEST OF TIMES



THE WORST OF TIMES



■ OPEN WIDE - DENTAL HEALTH - 9:30 am

THE BEST OF TIMES



THE WORST OF TIMES



■ THE DOCTOR - PHYSICAL HEALTH - 11 am

THE BEST OF TIMES



THE WORST OF TIMES



BY PAUL ATHERTON CARTOON BY stokoe

Seeking asylum and care

The difficulties accessing healthcare being an asylum seeker, by *Tina Banda*

As an asylum seeker it was not easy to register with my GP as I didn't have my ID. I had to ask my case worker from the charity that provides me with accommodation to write a letter so I could get registered.

I have a lot of health issues, therefore I am constantly seeing my GP. But with the pandemic it's been difficult, as I can only speak to them on the phone. Some doctors are really good, some are not. I have to push to be heard, even if it means calling the practice every day.

When you are prescribed medicine, some doctors will tell you that you can buy them off the counter. At the moment I have an HC2 certificate as an asylum seeker which means I am entitled to free medical care and some medicines but not all. I have no support coming from the government which means the little money I get from charity I have to use on medicines. There are other people who do not have this HC2 certificate and they have to pay for their treatment and prescriptions. It's hard for them as they do not really have money so some end up very sick.

I always remind my GP that I am an asylum seeker, some do understand what it means. Other

In a nutshell

Migrants Organise:
www.migrantsorganise.org

The British Medical Association:
<https://www.bma.org.uk/advice-and-support/ethics/refugees-overseas-visitors-and-vulnerable-migrants/refugee-and-asylum-seeker-patient-health-toolkit/refugees-and-asylum-seekers-entitlement-to-nhs-care>

Some information can also be found in our centre pages, the List

Remember: You can still register with a GP even if you are homeless.

TURN TO PAGES A – P
FOR THE LIST OF SERVICES

doctors I have to explain to them what an asylum seeker is and the problems we face, so that when they are prescribing medication they know that some of us won't be able to afford to buy them.

Nell's lightbulb moment



Nell's salon vision imagined by Ella Meyer © Ella Meyer

When I was homeless or in any tricky situation I tried to focus on practical results that would make me feel better

These ideas lie between a dream and something that haunts me quite frequently. When you don't have a place to call home, you lose the ability to have somewhere warm and clean. And slowly you lose your identity by not being able to have something basic like a haircut, or do something relaxing like getting your nails done.

That's why I have these two visions: a mobile salon offering free haircuts and manicures; and a tiny house in someone's garden equipped with a warm bed and shower to help a homeless person with little impact on the host's own daily life. In today's society everyone is wrapped up in their own problems, so I want my solutions to be as minimally demanding on others as possible. ■



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!

My notepad...

Make sure you read...

the **Pavement**

online at

www.thepavement.org.uk



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

Updates: web@thepavement.org.uk
Compiled: April 2021

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

Scotland List

HEALTH

BREATHING SPACE SCOTLAND

0800 83 85 87, <http://bit.ly/2ZqTsO1>

Mon – Thu: 6pm – 2am

Fri – Sun: 6pm – 6am

Free, confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety. Experienced advisors listen and offer advice. Outside opening hours, contact Samaritans on 116 123 (24/7).

MH, AD, C

NHS 111

Call 111 (open 24/7); nhs24.scot

NHS services for Covid-19 are free for everyone. Dial 999 for emergencies.

ADVICE

SHELTER SCOTLAND

0808 800 4444; scotland.shelter.org.uk

Open Mon – Fri: 9am – 5pm

Make a homeless application with a local council. This is different from a housing options interview and from an application to the mainstream housing waiting list. You have the right to temporary accommodation while the council considers your application.

AD, AH, TS

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

0141 553 2022

glasgowwomensaid.org.uk

Mon – Fri: 10am – 4pm

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

C

LODGING HOUSE MISSION

35 East Campbell St, Glasgow, G1 5DT

0141 552 0285; lhm-glasgow.org.uk

07864 705 668 (Chaplain)

Mon – Fri: 10am – 2pm (food parcel collection & phone line open)

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.

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

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

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

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

SURE RECOVERY APP

App was co-developed with and for people who are using, in recovery, or thinking about reducing their substance use. Search 'SURE Recovery' on App Store or GooglePlay.

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
	<i>AC</i> Art classes	<i>BA</i> Benefits advice	<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
	<i>AD</i> Advocacy	<i>BE</i> Bedding available	<i>D</i> Drugs workers	<i>ET</i> Education/training
	<i>AH</i> Accommodation/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

FOOD

NEXTMEAL.CO.UK

A new mobile app has been launched in a Devon city to help support homeless people and show them where to find food. Search postcode, town or street.
www.nextmeal.co.uk

Lists the nearest charities that provide food and support.

FF

BALVICAR STREET

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

FF

CARRUBBERS CHRISTIAN CENTRE

65 High St, Edinburgh EH1 1SR
 0131 556 2626; www.carrubbers.org
 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; glasgowcitymission.com
 Mon – Fri: 10am – 4pm

Breakfast and lunch. Drop-in centre open to max 15 people at a time.
 Offering support & advocacy.

AC, AH, FF, IT, SF

H4TH (HELP FOR THE HOMELESS)

07966 062 495; www.h4th.org.uk

Cadogan Street, Glasgow, G2 6QE
 Thursdays: 8 – 10pm

H4TH is a weekly outdoor soup kitchen for free food and clothing.

FF, CL

HOMELESS PROJECT SCOTLAND

194 Argyle Street, Glasgow, G2 8BT
 0800 0147 160; 07828 584 544 (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, advice all available.

FF, OL

KINDNESS STREET TEAM

George Square, Glasgow, G2 1AL
 Mon, Wed, Fri, Sun: 7pm

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

FF, CL

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



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.

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,)

Please call first in morning for details.

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

SOCIAL BITE (ROSE SREET)

131 Rose St, Edinburgh EH2 3DT

0131 353 0250; social-bite.co.uk

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

WOODLANDS COMMUNITY CAFE

Fred Paton Centre, 19 Carrington Street,
Glasgow, G4 9AJ

0141 332 2656:

www.woodlandscommunity.org.uk/
whatson

Monday Cuppa: 10am – 12noon online

Thursday Night Cuppa: 5 – 6pm online

Monday and Thursday cuppa events currently online. Visit website for details on other upcoming events, including

Dr Bike Free bike repair workshop with Climate Action. Covid-19 restrictions still apply to events at the Community Gardens.

AH, F, BA, FF, LA, MD

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

MENTAL HEALTH

ADVOCARD

0131 554 5307; advocard.org.uk
 Monday–Friday: 9am–5pm
 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
 Text: 07920 207 564,
 email: advocacy@advocard.org.uk
[MH, AD, SF](#)

BREATHING SPACE SCOTLAND

0800 83 85 87; breathingspace.scot
 Free, confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety.
[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
 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.

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](#)

[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



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, and

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

NHS INFORM - SCOTLAND

www.nhsinform.scot

Online health information service.

MS, MH

NATIONAL SELF-HARM NETWORK

www.nshn.co.uk

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

A supportive and understanding forum.

C, MH

PENUMBRA

57 Albion Rd, Edinburgh EH7 5QY

0131 475 2380;

www.penumbra.org.uk

Mon–Thurs: 9am–5pm

Friday: 9am–4pm

Offers a wide range of mental health support.

Coronavirus Hub available at:

www.penumbra.org.uk/coronavirus

MH, A, C, D, TS

SAMARITANS

Helpline: 116 123 (24hrs, 365days)

samaritans.org

Whatever you're going through, free and confidential mental health support.

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

C, MH

SANE (NATIONAL)

www.sane.org.uk;

support@sane.org.uk

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

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

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

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

C

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
	<i>AC</i> Art classes	<i>BA</i> Benefits advice	<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
	<i>AD</i> Advocacy	<i>BE</i> Bedding available	<i>D</i> Drugs workers	<i>ET</i> Education/training
	<i>AH</i> Accommodation/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

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***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***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.

No routine services available - emergency and vital services only.

*MH, AD, C, DW, FC, MS, NE, OL***RECOVERY****BETHANY CHRISTIAN TRUST**

65 Bonnington Rd, Edinburgh EH6 5JQ

0131 561 8930; www.bethanyct.com

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

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

*ET, CA***COCAINE ANONYMOUS**

PO Box 26812, Glasgow G1 9AB

0141 959 6363 (24/7)

<http://bit.ly/1rfbsXm>

Helpline and website. Fellowship of people who help each other to stay off cocaine, crack and other drugs. Cocaine Anonymous is a twelve-step program formed in 1982 for people who seek recovery from drug addiction. It is patterned very closely after Alcoholics Anonymous.

*C***CROSSREACH (RANKEILLOR INITIATIVE)**

205 Cowgate, Edinburgh EH1 1JH

0131 225 4901; <http://bit.ly/2rpvN2E>

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

For those in the early stages of recovering from substance use, we can provide temporary accommodation in shared flats while you get back on your feet again.

AH, A, C, DW, BA, BS, CL, 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



CROSSREACH MOVE ON (WHITEINCH)

0/5, 13 Victoria Park Drive South, Whiteinch, Glasgow G14 9RN
0141 959 5069, <https://bit.ly/2MKuxzU>
Mon – Fri: 8am – 10pm;
Sat & Sun: 9am – 5pm;
Phone first for referral/to arrange a visit.
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 for people living clean, but some methadone, etc, users who are stable will be considered.

MH, AH, A, C, DW, TS, SF

DRINKLINE

0300 123 1110, <https://bit.ly/1koY12I>
Mon – Fri: 9am – 8pm;
Sat & Sun: 11am – 4pm
Free, confidential helpline for people worried about their alcohol intake or anyone concerned about them. Advice on services to help you cut down your drinking.

A, C, OL

FRANK

0300 123 6600; talktofrank.com
Comprehensive and honest information about drugs online.
Find local drug treatment centres
Text: 82111
Message us through the website in confidence.

GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW
0141 221 2630; glasgowcitymission.com
Mon – Fri: 10am – 4pm
Drop-in centre open to max 15 people at a time. Offering support & advocacy.
AC, AH, FF, IT, SF

GLASGOW COUNCIL ON ALCOHOL

14 North Claremont St, Glasgow G3 7LE
0141 353 1800, <http://bit.ly/2LZJHTs>
0808 802 9000 (freephone helpline)
Mon – Thu: 9am – 9pm;
Fri: 9am – 5pm; Sat: 9am – 12pm
GCA is an accredited counselling service and provides individual, free and confidential counselling for people experiencing alcohol-related difficulties and those affected by someone else's alcohol use. Group and 1-1 support.

A, C, OL, SF

HEALTH IN MIND

0131 225 8508, <http://bit.ly/Ivct8>
Mon – Fri: 9am – 5pm
All meetings currently online on Zoom.
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. Counselling; support for people from minority ethnic communities; combatting isolation by connecting people; art therapy; suicide prevention; support with substance misuse; health information; training and more - check website for details.

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



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

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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 SERVICES

55 Hunter Street, Glasgow G4 0UP
0141 553 2826, <http://bit.ly/2O3WYgB>
 Mon – Fri: 2 – 4pm (12 GP: people max);
 1:30 – 4pm (addictions team);
 9:30am – 4pm (health nursing, closed
 between 12:30 – 1pm)
 GPs, nurses and office staff also run
 clinics at some hostels. Appointments
 not necessary. Also mental health,
 sexual health, podiatry, dietitian.
MH, AD, A, C, D, MS, OL, OW

KNOW THE SCORE

0800 587 5879, <http://bit.ly/18PZAVr>
 Monday-Sunday: 8am-11pm (helpline);
 Free confidential 24-hour drugs
 information helpline and good online
 advice for people in Scotland.
D

NARCOTICS ANONYMOUS (NA)

0300 999 1212; ukna.org
 Helpline open 10am – midnight.
 Online meetings available

SCOTTISH FAMILIES AFFECTED BY ALCOHOL & DRUGS

08080 10 10 11, <http://bit.ly/2GeF0Sc>
 Monday-Friday: 9am-9pm (helpline).
 Bereavement support & free
 counselling. If you have lost someone to
 a drug-related death, call for guidance
 & information, free counselling sessions,
 telephone support and peer support.
 email: helpline@sfaad.org.uk

SECOND CHANCE PROJECT

402 Sauchiehall St, Glasgow G2 3JD
0141 336 7272, <http://bit.ly/2IGlaB4>
 Monday-Friday: 9am-5pm; Three-stage
 day treatment programme for people
 with drug and/or alcohol problems.
 Training & counselling. Self-referral.
ET, DW, A, C

SMART RECOVERY

smartrecovery.org.uk/online meetings
 Online meeting at the times listed on
 their website.
 Use their call-back service between
 9am – 5pm: request by emailing your
 name & number to:
support@smartrecovery.org.uk
C, D

TURNING POINT SCOTLAND (DRUG CRISIS CENTRE)

123 West Street, Glasgow G5 8BA
0800 652 3757 (9am – 5pm)
<http://bit.ly/1SVE0AO>
 Monday – Sunday: 24 hours
 Drop-in, needle exchange, advice and
 assessment. Accommodation and
 support for people with addiction issues.
 24-hour advice, support and
 assessment.
 Detox, GP clinics, residential unit, post-
 residential methadone clinic, abcess
 and ulcer clinic, well-woman clinic and
 much more. Also family support centre.
A, C, D, LF, MS, NE, SH, SF

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
	<i>AC</i> Art classes	<i>BA</i> Benefits advice	<i>CL</i> Clothing store	<i>EO</i> Ex-offenders
	<i>AD</i> Advocacy	<i>BE</i> Bedding available	<i>D</i> Drugs workers	<i>ET</i> Education/training
	<i>AH</i> Accommodation/ 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

TURNING POINT SCOTLAND (HOMELESSNESS SERVICE)

112 Commerce Street, Tradeston,
Glasgow G5 9NT

0141 420 1929

<http://bit.ly/2xZuA45>

Monday – Sunday: 24 hours

Needle exchange & temp accommodation. 24 hour service for homeless people in crisis because of mental health, drugs or alcohol.

A 12-bed residential unit provides a safe environment to withdraw from a chaotic lifestyle. Average stay is 28–36 days.

A, C, D, LF, MS, NE, SF, AD, AH, FC

TURNING POINT SCOTLAND (NORTH EAST RECOVERY HUB EDINBURGH)

5 Links Place, Leith, Edinburgh EH6 7EZ

0131 554 7516 (9am–5pm)

<http://bit.ly/2qKeiWM>

Mon – Thur : 9am – 5pm

Mon – Fri : 9am – 4:30pm

Drop-in is currently **closed** to the public - please call us on **0131 554 7516** to arrange support. Door service available for people with no phone.

Needle Exchange is still running Mon – Fri at the times stated above.

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. Other services across Edinburgh available: call freephone number for information.

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

WE ARE WITH YOU (NE GLASGOW RECOVERY HUB)

24-28 Broad Street, Bridgeton, Glasgow
G40 2QL

0808 164 4261, <https://bit.ly/3v1Cupl>

Mon – Sun: 8am – 8pm (outside these hours, call **0808 178 5901**)

For your recovery from alcohol and drug use. Individual support and tailored interventions, including outreach, Call the helpline or email.

OW, OL, MH, AD, A, DW, ET

WE ARE WITH YOU (NW GLASGOW RECOVERY HUB)

The Quadrangle, 59 Ruchill Street,
Glasgow G20 9PX

0808 178 5901, <https://bit.ly/2P9nxSS>

Mon – Sun: 8am – 8pm (outside these hours, call **0808 178 5901**)

For your recovery from alcohol and drug use. Individual support and tailored interventions, incl outreach workers.

Call the helpline or email.

MH, AD, A, DW, OL, OW

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
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OUR WEBSITE



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)

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, D, 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

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.
Online drop-ins on Mondays and Fridays 7 – 8pm.
Please contact us through the website or email **contact@6vt.info**.

MH, AH, A, C, DA, D, 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 & support for 16–24 people from Glasgow helping them to develop skills they need to maintain a home.

AH, AD, BA, CA, DA, TS, SF

KEY

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

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

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

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

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, D, 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, D, 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

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, D, 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, D, 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.

Over 17s can still get support through the helpline on 111 600.

C

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



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

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
 Covid restrictions still in place. Call first
 to check details.
ET, CA

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.
 If you are looking to access Crisis
 services in Edinburgh, please fill in the
 form online with your contact details
 and we will get back to you within 2
 working days. Or please call or email
edinburgh@crisis.org.uk
AH, AC, ET, IT, MD, LF

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

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.

AH, CA, CL, ET, OL

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

ROCK TRUST (ALBANY ST)

55 Albany St, Edinburgh EH1 3QY

0131 557 4059

<https://bit.ly/1DEgD4k>

Advises, educates and supports young people.

Enables them to build the personal skills and resources required to make a positive and healthy transition to adulthood, while avoiding or moving on from homelessness.

Not Step-free.

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

THE BIG ISSUE (EDINBURGH)

31 Queensferry Street, Edinburgh EH2 4QS

0131 467 4701; www.bigissue.com

Monday: 7:30am-3pm

Tuesday-Friday: 8am-3:30pm

Offers a self-employment opportunity to anyone who is facing poverty or homelessness. Staff may be on outreach but can be reached by phone.

SF

THE BIG ISSUE (GLASGOW)

43 Bath Street, Glasgow G2 1HW

0141 553 0924; www.bigissue.com

Monday: 7:30am-3:30pm

Tuesday-Friday: 8am-4pm

Saturday: 8:30am-1pm

Offers a self-employment opportunity to anyone who is facing poverty or homelessness. Staff may be on outreach but can be reached by phone.

SF

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

FC Foot care
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L Laundry
LA Legal advice
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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](#)

GALOP

0800 999 5428

www.galop.org.uk

Mon & Tue: 10am – 4pm

Wed & Thur: 10am – 7:30pm

Fri: 10am – 4pm

The LGBT+ anti-violence charity.

Offers support for LGBTQ+ people

experiencing hate crime,

sexual violence or transphobia.

Online chat and free helpline available.

[AH](#), [AD](#), [C](#), [MS](#), [LA](#)

LGBT HELPLINE SCOTLAND

www.lgbthealth.org.uk

0300 123 2523 helpline open on:

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

Tuesday & Wednesday (12-9pm)

Thursday & Sunday (1-6pm)

helpline@lgbthealth.org.uk

livechat at www.lgbthealth.org.uk

[C](#), [MH](#), [OL](#)

SPECTRA CIC

0800 587 8302

spectra-london.org.uk

1-2-1 and trans social groups all online due to Covid-19. Check Spectra website, Facebook or Twitter for details. Health and well-being services.

[MH](#), [C](#), [ET](#), [OL](#), [OW](#), [SH](#)

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](#)

SWITCHBOARD LGBT+

0300 330 0630

switchboard.lgbt

Mon–Sun: 10am–10pm (helpline)

For LGBT+ people who have experienced hate crime, sexual violence or domestic abuse. Supports people who have had problems with the police or have questions about the criminal justice system. Phone or email chris@switchboard.lgbt or message via the website. Bereavement help.

[LA](#), [AD](#), [MH](#)