

the **Pavement**

The free magazine for homeless people

September – October 2021

Issue 134: Losses & Gains



Missing



Marek Szymczak

Marek went missing from Croydon, London on 12 July 2021. He was 47 years old at the time.

Marek, 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.



Adriana Alexander

Adriana has been missing from Newnham, Cambridgeshire since 28 June 2021. She was 64 at the time of her disappearance.

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

If you think you may know something about Marek or Adriana, 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 artist DK for our beautiful cover art. DK produced the painting as part of a project with Portugal Prints, an artist community within the mental health charity Mind. Members of Portugal Prints make art to build better lives. Follow them on Instagram at: [@portugal_prints](https://www.instagram.com/portugal_prints) [@DK](https://www.instagram.com/DK)

The Pavement magazine

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- twitter.com/thepavementmag
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thepavement.org.uk/complaint



Members of The Outside Project and the Find and Treat Team

Dropping in: Our friends at The Outside Project ran a sexual health screening and Covid-19 vaccination drop-in in August, from its HQ in London. The drop-in was a huge success, with all available Covid-19 vaccination jabs being used well before closing. The drop-in was run in partnership with NHS England's Find and Treat Team. People attending the drop-in were treated to a free toothbrush and were also offered noise-cancelling headphones, travel refunds and access to a shower. To receive a vaccine, attendees were not required to have their ID, NHS number, nor a phone. The Outside Project is planning to run more drop-in sexual health screenings with the Find and Treat Team.

- Visit their website for updates: lgbtqoutside.org
- Follow The Outside Project on Instagram: [@lgbtqoutside](https://www.instagram.com/lgbtqoutside)

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

Lose some, gain some

There are ups and downs, round and rounds, and then there are losses and gains. Everyone is familiar with loss, some more than others. But when we suffer and endure loss, we can welcome the opportunity to gain something. Whether it be resilience, or the chance to get back on one's feet. For people experiencing homelessness there will always be a knowledge of what has been lost, but with that comes the realisation of just how much there is to gain.

Our writers know all about losing and gaining, too. Take Claire on page 12, for example. After a stay in prison, Claire challenged herself to improve her life, with remarkable results. Chris on page 27, meanwhile, relays the story of a work colleague whose life could finally progress once they had a late diagnosis of bipolar disorder.

We continue to feature writers who have graduated from the European Journalism Centre-funded solutions-based journalism scheme. These writers are trained in asking the question of 'what next?' in their writing.

The List of services can be found in the centre pages. Whether it be vital information found in the List, an enlightening opinion read in an article, or even just a good chuckle at a cartoon, we hope you gain something from reading our magazine.

Stay safe.

the Pavement team

www.pavement.org.uk



Readers of *the Pavement* will be familiar with Ian Kalman's unique brand of wit and charm (see many, many previous issues of the magazine). Now fans can enjoy Ian's acerbic humour in podcast form! The new podcast, called *Bin of Words*, will tackle the issues of today. Each episode will consist of facts and comment, with the listener the key ingredient. So, to access, or even be featured on the podcast, please contact Ian at:

binofwords@writeme.com

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© Nina Baillie, The Growing Project and Grand Union



Green shoots

Grand Union, an arts organisation based in **Birmingham**, released a documentary in July on the homeless gardening project, The Growing Project. The Growing Project is a community-led growing scheme working with organisations who support vulnerably-housed people and people experiencing homelessness. The documentary was filmed in four different project locations. Grand Union set up the project in partnership with Spring Housing, Crisis Skylight Birmingham, SIFA Fireside and St Anne's Hostel.

- Watch the documentary on YouTube here: www.youtube.com/watch?v=e08152BOG78

Sheening armour

Actor Michael Sheen has pledged £10,000 to the charity Arts & Homelessness International. Sheen answered the call for donations from the charity made in late July. The charity offers positive change in people and policy through the arts and creativity. In late July it set up a Crowdfunder to support their work, having struggled in its fundraising efforts since the pandemic. Sheen urged everyone “fortunate enough to make good money” to “step up and help.”

- Find out more about Arts & Homelessness International on its website: www.with-one-voice.com

Act update

As of 5 July 2021, the Domestic Abuse Act requires councils to prioritise people made homeless through domestic abuse when assigning accommodation. Under the old legislation, victims needed to be assessed as “vulnerable” and domestic abuse itself was not a stand-alone reason for people to be prioritised. A figure of £1.5m has been allocated to councils to implement this and further changes made to the Domestic Abuse Act include a duty to provide support alongside safe accommodation.

- **Read about the new legislation here:** www.gov.uk/government/news/more-support-for-victims-of-domestic-abuse-at-risk-of-homelessness

Criminal act

Homelessness charities and housing groups have signed a joint letter demanding changes to the deeply unpopular Police, Crimes, Sentencing & Courts Bill. The coalition says that in its current sorry state, the bill would criminalise “any person staying in a car, van or other vehicle – or indeed has a vehicle parked near where they may be sleeping rough.” Unmoved, MPs voted through the bill in the House of Commons, and it will now be read in the House of Lords. The bill could become law should it progress through the Lords.

Patch test

Homeless people across the UK are set to be given free e-cigarette packs, in a study looking at how effective e-cigarettes are and whether they are worth investing in as a long-term initiative to help people quit smoking. A total of 32 centres and 480 participants will be involved in the research trial, which will provide e-cigarette starter kits for half of the participants, and allocate care groups to the remaining half, according to *The National*. The project is headed up by London South Bank University (LSBU) and UCL with a number of other universities also collaborating. Professor Lynne Dawkins from LSBU explained that if successful, homeless centres may choose to adopt this approach moving forward.

Gimme shelter

Around 50 Year 6 pupils from **Teesside** raised over £2,000 for Shelter by spending a rainy night outside in homemade shelters. The students experienced first-hand the reality of sleeping rough in harsh weather conditions, with many shelters collapsing during the night. Headteacher Bill Sawyer believed that the experience deepened the children’s empathy towards people rough sleeping, telling *Teesside Live* it was “very moving for us all.”



Team goal: The above picture is taken from the United Fan Culture Archive (UFCA), a photographic archive documenting and celebrating football fandom. The archive is for Manchester United fans, and anybody is free to submit photos to the project. The UFCA is working in partnership with Big Change MCR, a homelessness initiative based in Manchester. UFCA founder Michael Brennan had the following to say on the partnership with Big Change MCR: "If the archive can help to raise awareness of such a great cause, and encourage donations, while also celebrating the culture of Manchester United fans, then it has achieved its objective." @UFCA

- To submit a photo, or view the archive, visit here: unitedfanculturearchive.com

Village people update

Welcome news from **Manchester**, where the homeless charity Embassy has seen its plan for a village of 40 modular homes approved by the Manchester planning committee, according to the *BBC*. The village will be built along the Bridgewater Canal, and the homes offered exclusively to homeless men. A similar project

exclusively for women is set to be launched by the charity soon. Issue 132 (May – June) of *the Pavement* reported that shipping containers would be converted into 40 new homes. Rising costs mean the homes will now be made of bricks and mortar, with the first homes opening in 2022.

National support

More than 100 councils and charities across England are backing Homeless Link's campaign, Support Don't Deport. It is calling for the government to scrap new rules that made rough sleeping grounds for cancelling or refusing a person's right to remain. Aware of the massive repercussions it will pose on people's safety and status, organisations working with homeless people have been quick to come out against it. Instead of these rules, Homeless Link is calling for increased investment into employment support and immigration advice so non-UK nationals can break the cycle of homelessness.

- **To see the councils and charities signed up to Support Don't Deport, visit this website:**
www.homeless.org.uk/stand-against-rough-sleeping-immigration-rules

Big plan

This summer, *The Big Issue* launched a new campaign to prevent 'an avalanche' of people from becoming homeless. A nine-point plan has been drawn up, calling for, among other things, the £20 universal credit uplift to become permanent. This demand sits alongside the long-term goals to increase social housing stock and investment into green jobs. This plan

comes in the wake of *The Big Issue's* recent research, which found that in the first 90 days of this year, one UK household was being made homeless every three-and-a-half hours.

- **Read the nine-point plan here:**
www.bigissue.com/latest/the-big-issues-urgent-plan-to-stop-mass-homelessness

Olympic champion

Following the success of the first Refugee Olympic Team in 2016, this summer the Tokyo Olympic Village welcomed Cryille Tchatchet alongside 28 other team members from 11 different countries. In an interview with *Eurosport*, the weightlifter spoke about his journey from homelessness, to representing the refugee community. Now based in the UK, he spent his first months sleeping rough in Glasgow and Brighton after participating in the former's 2014 Commonwealth Games. After reaching out to the Samaritans, Tchatchet was eventually able to gain refugee status. Tchatchet now works as a community mental health nurse, in tandem with his weightlifting career.

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10,000

affordable homes yet to be built by Scottish government, if they plan to deliver promise of 50,000 new affordable homes by end of 2021.

8,000

children currently live in temporary homeless units in Scotland (*Shelter Scotland*).

14,151

households in temporary accommodation in Scotland, recorded in September 2020.

20%

of Scottish households living in poverty after paying housing costs.



Times are exchangein'

Four homeless accommodation services run by Hillcrest Futures have installed Scotland's first needle exchange vending machines, reports *Scottish Housing News*. The vending machines are manufactured by Orion Medical Supplies, and have been fitted in accommodation in Glasgow and Edinburgh. The aim of the needle exchange is to lower drug deaths, with the vending machine providing users with safe, discreet access to clean injecting equipment. Residents at the homeless accommodation services must acquire a token supplied by trained project staff, or a visiting drug service, if they wish to use the needle exchange service.

© Hillcrest Homes

Shoes news

The **Edinburgh**-based school George Heriot's raised £2,616 taking part in the Invisible Cities 'In Our Shoes' challenge. Students kept their shoes on for 48 hours straight for the challenge, completed in March this

year, to raise awareness around homelessness. Zakia Moulaoui Guery, CEO of Invisible Cities explained: "This challenge was designed to give a different perspective on homelessness and focus on a very

practical issue that people face.” The money raised went to Invisible Cities and fellow social enterprise Grassmarket Community Project. Invisible Cities trains people who have previously experienced homelessness to become walking tour guides of their own city in Edinburgh, Manchester, Glasgow and York.

- **For tour guide opportunities and more information, visit the Invisible Cities website here:** invisible-cities.org

Health problems

Mental health issues among homeless people, or people faced with homelessness in Scotland have more than doubled since 2013, according to official Scottish Government data. *The Scotsman* report 27 % of homeless households in Scotland in the year 2020-21 included somebody experiencing mental health issues, compared with 13 % in 2013-14. A total of 7,397 individuals faced with, or experiencing homelessness had mental health issues in the year 2020-21. Scottish Labour's housing spokesman Mark Griffin called the rise, "a damning indictment of both mental health and homelessness policy over recent years."

Tour de M8

Sir Chris Hoy is encouraging cyclists to join a 60-mile group cycle from Glasgow to Edinburgh to raise money for **Edinburgh**-based homelessness charity Social Bite. The event will take place on 5 September and will be led by Sir Chris himself. Organisers are hoping for upwards of 1,000 participants, whether in the live event or the virtual challenge, with a fundraising target of £1m. The money will be used to fund two new Social Bite villages in the UK, reports *Scottish Housing News*.

The first Social Bite village project was built in 2018, and accommodates homeless people in pre-fabricated houses.

- **Find out more on the Social Bite website:** social-bite.co.uk

Bad night out

For many the reopening of nightclubs was a joyous occasion. But for many people sleeping rough, fear set in. Helen McMillan from Help The Homeless **Glasgow** (HHG), voiced her concerns to *The Herald*, saying, "people have had their sleeping bags urinated on or set on fire, others have been physically assaulted and many verbally abused," during her time at HHG. Here's hoping a year's worth of lockdowns was spent reading up on how to feel empathy, respect and love for a fellow human being. ■

Lessons learned

Having fallen out with family and finding herself in prison, *Claire* built her life back up and is now happy. Here *Claire* reflects on her journey and the importance of self-belief and education

I always led a sheltered life in many ways. It wasn't until I hit my teens I went off the rails. I'd suffered a lot of physical problems growing up. I stopped going to school and started knocking about with the wrong people. After mam and dad split up, I lost it completely. Instead of going to Cambridge uni to become a vet, I ended up on the streets.

It started when, at 17 years old, I couldn't comprehend why my dad wouldn't let me go out with a 25-year-old man! I didn't realise I was homeless at first. I knew I couldn't go to my parents, but I would stay up, (and out) all night with my friends. Then maybe grab a couple of hours on someone's settee.

I can't pinpoint the exact time, whether it was day or night, nor how long exactly I lived like this, I just knew I was tired. Bone weary, exhausted. I didn't want to see anyone. I just wanted to go home. To have a home. To get in the bath and watch the TV. To feel safe and sleep for more than two or three hours.

Because I had nowhere to go and the sofa surfing was getting too much for both myself and the sofa owners, I started getting into 'relationships' with men for somewhere to stay. Again. I didn't

realise at the time that I didn't, genuinely, have anywhere to go.

For the sake of space, I'll cut things VERY short. It was a 14-year, life prison sentence that saved me. It's a shame that instead of being built up from a sad, confused teenager, I ended up in jail, having to claw my way up. I did it though!

While in prison my family fully supported me. My mam and dad both stood by me and thankfully, brought my son to see me at every available opportunity. The catchphrase 'education, education, education' was actually coined by my dad, before any politician! I realised he had a point and I applied to the Open University. Five years later I had completed a degree in English Literature and Philosophy. Apparently as the first woman in high security conditions to gain one. I know I'm lucky to have such a loving family. I'm forever grateful to them. Years later, I was reaching the end of my sentence and I hit the jackpot again. I met somebody who loves me, and I them. Who waited and set up a home for me getting out. Not everybody has that.

It's only now, when I think back, I realise how sad, lonely and scared I was. Young women – all women –



© Chris Bird

need their self-esteem bolstering. They should be educated so that they believe in themselves. So that they love themselves. It doesn't necessarily mean that they won't find themselves in a similar position to me. However, it might mean that they have the knowledge and confidence to seek out the right support and make more informed choices. Women, especially the younger ones, can find themselves playing a whole different ball game. If homelessness, substance abuse and all that can't be avoided, we could at least equip them with the tools they need to climb back up to the top.

No young woman should have to meet with someone simply to have a bed for the night. That's what it boils down to though. There were times I

had nowhere to go, only the streets. However, ask yourself, which is the preferred option? Both are just as damaging. ■

Support & solidarity

Claire's story is unique, but will feel familiar to many readers who have faced setbacks and obstacles on their journey.

There are organisations and charities that can offer support and services to you. See the List in the centre pages for information on many services available to you.

- Visit Shelter's website for housing advice:
England: [england.shelter.org.uk](https://www.england.shelter.org.uk)
Scotland: [scotland.shelter.org.uk](https://www.scotland.shelter.org.uk)

Weighed down

When you're homeless, the importance of having somewhere safe to store your stuff can't be overstated. *Sheryle Thomas* speaks with members of the team working to make storage easier

When your current situation means you are temporarily homeless and also have no income, it can weigh you down emotionally. You also have to carry all of your worldly possessions around with you daily, which weighs you down physically.

It is difficult to find anywhere to store your possessions securely and without paying for the service, but a charity has come up with a solution to help store your possessions safely and for FREE.

Caroline and Michal, who work for Street Storage, discuss the service they provide.

How can I access Street Storage?

People can go on to the Street Storage website to refer themselves, or any other organisation they are working with can refer them. There is a phone number that we can be contacted on for referrals:

07932 830 440

or our email address is:

info@streetstorage.org

Our storage units are for the use of people currently sleeping out, sofa surfing, squatting, for care leavers, people in prison and those fleeing violent home situations.

Helpful info

- Alongside her work with Street Storage, Caroline is also involved with Tricky Period and ShowerBox, which both provide essential services and products.
- ShowerBox provides free-to-use warm showers at St Giles-in-the-Fields, London, every Saturday from 10am – 3pm. Read more about ShowerBox on their website: showerbox.org
- Tricky Period is working to end period poverty. You can access free sanitary products at one of its numerous pick-up points. See here for details: trickyperiod.com/pick-up-points

Where are the storage units and when can I access them?

We have two storage units. We have one close to Tottenham Court Road and one near to Haggerston Overground Station.

We can store people's belongings in whichever storage unit is more accessible for them to travel to.

At the moment our drop-in times are:

Haggerston: Monday, Tuesday, Thursday & Friday: 11am–3pm

Tottenham Court Road:

Wednesday: 1pm – 3pm

But we can make arrangements outside drop-in times if needed.

How safe are my possessions in your care?

Our buildings are alarmed and also have security-locked doors. We are insured for theft and fire and we ask if you have any valuables e.g. laptops, etc. you are storing so we can list it separately so it will be covered by our insurance. We record and photograph what property you have and its given a shelf/box number. Only team members access the storage room and will bring out your boxes and record what you have taken or left from your possessions.

What stuff can't you store?

Fresh food as your possessions are stored overnight and we do not want to attract rodents into our buildings. We do not have the capacity to take white goods or furniture through eviction but once rehoused we can support people to access various grants to help them re-furnish their new home. Due to limited space we can take up to six big bags but ask if you need more space.

How long can I store my possessions for?

We agree on a length of time at the start and then review people's personal circumstances when

coming close to the end of that period. We can extend our service to them at that point if needed. We understand everyone's personal circumstances are different and we are supportive and compassionate to their circumstances.

Do you offer volunteering opportunities?

Our answer is YES we do offer volunteering positions. At the moment we are a very small team and recognise we need to be more flexible and we are working towards making that happen, in part with the support of volunteers.

Our security guard Michal, who works for Street Storage now, had previously used our service when on the streets, storing his possessions so he could attend any appointments or interviews he had with dignity and without having judgements made about him. He explained how it had given him more confidence and self-respect not having to carry around his sleeping bag and belongings all day. Michal was offered a volunteer position with Street Storage, then he was offered a paid security guard role. Michal explained how it has helped him move forwards in life. We are all about giving people opportunities and chances to help them get back on their feet.

- **To refer yourself to Street Storage, visit their website: www.streetstorage.org** ■



© Ken Pyne



" CAN I HAVE A RECEIPT ? "

© Mike Stokoe

Life lessons

While we can't avoid making first impressions, it's important not to jump to conclusions. And if you are to make assumptions, here's one to keep in mind, writes *Rosie Roksof*

A wise man once said his grandmother always told him "assume everyone else is twice as smart as you are and you will be ok."

Assumptions (other than the one given here by the wise man's grandmother!) are rarely, if ever, helpful but some people can afford to exchange casual assumptions back and forth more than others.

If assumptions were treated by police as a crime – bearing in mind how harmful they can be – I wonder would the people that make them now still make them so flippantly? I do often wonder!

With enough food to eat, warmth and comfort – not to mention LOVE, the real treasure that is often taken for granted – it's amazing how much more resilient a person is in an atmosphere where casual assumptions being made is 'the norm'.

Meanwhile, a person who sleeps in the painfully freezing cold day after day (who may or may not use alcohol and/or drugs for the purpose of numbing said cold and pain) often has nothing already. Scores of people (who really should know better in a so-called 'civilised society') will jump to conclusions (notice the word

Find support

- Based in the Union Chapel in Islington, London, the Margins Project provides a range of services to homeless people.
- Margins offers a drop-in service for homeless people on Monday & Wednesday from 11am – 2pm. Hot food is available to take away. For more information, turn to the List in the centre pages of the magazine, or visit unionchapel.org.uk/projects/margins

'jump' here) about them, based on nothing, and if the truth were told it would hurt the assumption-maker too much to admit that assumptions are usually a reflection of one's own heart.

I mentioned the word 'jump' for good reason. In the same way people 'fly' into a rage, they 'jump' to (wrong) conclusions. Have you ever seen anyone arrive slowly and thoughtfully at this type of conclusion? Or glide peacefully into a rage? NOT!!

If you take your time with



© Chris Bird

a person (time and patience is something so necessary for a human to feel ok... even if they are a millionaire) you at least stand a chance to get to know that person, as you would want others to try to get know you.

Time and patience is all it takes to avoid many of the silly schoolboy errors which result in a person – often a person who really needs tenderness more than anything – being erroneously labelled.

Labels, be they ‘positive’ or ‘negative’ ones, are all just another way to categorise a person, and the moment a person is seen as a category-type first and foremost, the dehumanisation is well underway. In this way the uniqueness of the individual is often not appreciated for what it is – AKA the most

essential part of the human equation.

Everyone is special and among the drop-in guests at Union Chapel there are many amazing minds and hearts that sadly have often been overlooked to a criminal extent, in favour of a pre-packaged notion of what a homeless person or a vulnerable person is like. This notion may be less painful than the truth for those making the assumptions, but the pain remains for those on the receiving end.

At Margins Project hopes to provide a truly safe space for people to be themselves and start to hope and dream. I like to think many of us involved with the Margins Project follow a simple rule: Assume everyone is twice as smart as you and you will be ok. ■

COVID-19

Keeping safe

The UK experienced a fourth wave of Covid-19 in the summer, when the Delta variant led to a spike in cases, hospitalisations and deaths. New variants of the virus will continue to appear, so it is important to stay aware and to take steps to avoid catching and spreading Covid-19.

Symptoms of Covid-19 include:

- A high temperature
- A new, continuous cough
- Changes in your sense of smell or taste

Experiencing any of these symptoms? You can book a free PCR test here: www.gov.uk/getcoronavirus-test. PCR tests are reliable indicators of whether you are carrying the virus.

If you are unsure about your symptoms, you can call the NHS for free, 24/7 on 111.

Why test?

- One in three people with Covid-19 do not display symptoms, but can still infect others
- Regularly testing – using lateral flow tests – can help stop the spread of the virus
- If you do test positive, please self-isolate for 10 days
- Contact a support worker at a service you are connected to if you do test positive

Ordering a test and self-isolating is difficult if you are sleeping rough, or are in shared accommodation. If you are experiencing symptoms and want a test, please contact a local support service or outreach team and let them know your situation.

Steps to protect yourself and others

- Wash your hands with soap and hot water for 20 seconds often. Especially after contact with others
- Use an anti-bacterial alcohol-based gel if you don't have access to soap and hot water
- Cover your mouth and nose with a tissue or a sleeve when you sneeze or cough. Wash your hands afterwards
- Wear a face covering when indoors with other people
- Keep a distance from people you don't share accommodation or sleeping space with, the virus is less transmissible from two metres
- Enjoy the outdoors when with friends and family, and ventilate (open windows) when indoors
- Avoid sharing items other people have used like cigarettes, towels, bottles and syringes.

Vaccines help

- Two doses of the Covid-19 vaccination provides a strong defence against serious harm from the virus
- The vaccine reduces your chance of catching the virus, getting seriously ill, and passing it onto others
- Walk-in vaccination sites offer the jab to people not registered with a GP
- Vaccination services make regular visits to accommodation and local homeless services
- Ask a support worker if this is happening at a service near you.



Groundswell exists to enable people who have experience of homelessness to create solutions and move themselves out of homelessness – to benefit of our whole society. Our vision is of an equal and inclusive society, where the solutions to homelessness come from the people with experience of homelessness.



Healing wounds

Being ex-service and having experienced homelessness, *Laura* sees room for improvement, and cause for optimism, as she reflects on the Covid-19 pandemic

With every wave of Covid-19 cases around the world and new strains of the virus showing up, we, as a nation and world, are seeing true insights of growth, care towards others, and passions being realised. But at the same time people are losing their livelihoods, their businesses, family members and more. One thing is for sure though, there have been many examples during the pandemic of our humanity and spirit prevailing through difficult times.

Look at Captain Tom, who did the amazing 100 laps of his garden to raise over £34m to support the NHS, for example. He showed people just what we can do if we act together. With the love and passion generated by this amazing veteran, we stood arm in arm with him when he passed. Personally, I'll never forget what he did for us and what all veterans have done for us in their time of service to this country.

As homeless numbers climb every year, we are seeing more and more ex-service personnel out on the streets – forgotten by the forces and forgotten by the people they protected. We need to stand up and protect them, show them the love and passion that we have as

In a nutshell

People need support and compassion.

- If you would like mental health support, you can find services in the List, in the centre pages
- Veterans Aid provide support to veterans in crisis. Visit their website for more info: veterans-aid.net

a nation. As humans with a heart we can show that we care, and tell people they are not alone in this fight.

Councils and government need to open their eyes, and say "We will help, we will not see you out on the streets, we will support you." As a veteran and someone who served in the army, as someone who has experienced homelessness, I'm telling you that we do need the love, the care and support that we fought for. I would be lying if I told you that, due to our military training, we aren't petrified by being out on the

street – because we are.

The unknown of someone coming up to you at night, releasing themselves all over you, pouring water over your only cover, in the winter days, the unknown of someone who may sexually abuse you, beat you or even kill you, would get anyone worried and is often the cause behind someone turning to drink and drugs that feed the cycle of deterioration. This exacerbates mental health issues that drive drug use, exacerbating mental health issues further still.

We need to stand up and show the world what the UK can do for its people. That we care for the people out on the streets, that we care for our loved ones.

With this pandemic, we are seeing what can be done, but also that more needs to be done, more needs to process, to offer support, homes and somewhere safe to stay. Someone to hold the hands of the homeless and guide them, someone there to say it's ok. People think that homelessness doesn't happen to people – instead they say it's a choice – but it does. What is a choice, however, is people who have plenty of money but choose not to help. Instead, they turn a blind eye to what's out there.

People without money are showing that they care more. These people have got to be thanked for

all their kindness to the homeless community and for standing side-by-side with our amazing veterans as the true heroes that our homeless community needs.

That small thing called compassion is so important for a lot of people. We need to express our love more than we do and change the way we think about wealth distribution. Many rich people seem to need a life lesson in compassion.

If tycoons weren't so greedy then we could end homelessness, have more homes to give to our homeless community, put more people into work, build local communities that are the backbone of our amazing country. It's not the big companies out there that are the spine of our economy but small, passionately run businesses like mine, owners like myself and our local religious communities that make this country, the country I call home, work.

We need to stand as one, to fight for every right each person has. We need to support each other and support the people that need it most.

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

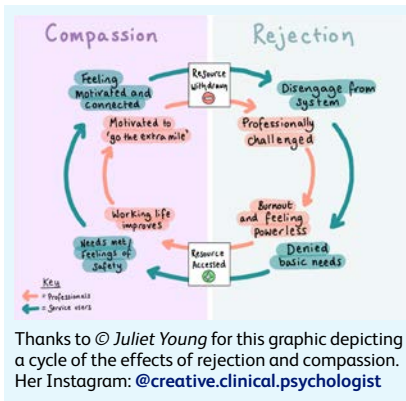
You're in the spotlight

How can services be more accessible to homeless people labelled 'hard to reach'? Clinical psychologist **Dr Ben Campbell** asked

Anyone with experience working in outreach or crisis services may be familiar with the description of 'hard to reach': a label used to describe people who need support, but, for one reason or another, aren't getting the help they need. However, what if we flipped that and asked: "What makes these services hard to reach for the people that need them?"

That question formed the basis of research I started in 2019 through the University of Liverpool. It put the voices of homeless people at the forefront of real-world conversations on getting access to support.

Nowhere was it more vital to highlight current issues in homeless care provision than in the cases of rough sleepers; those most vulnerable to physical and psychological injury as a result of their circumstances. 'Good enough' care, a term coined by psychoanalyst Donald Winnicott to describe care that need not be perfect but must meet core needs of stability and safety, was the yardstick in relation to how people (both service users and providers) interacted with the structures built to offer such care and



Thanks to © Juliet Young for this graphic depicting a cycle of the effects of rejection and compassion. Her Instagram: [@creative.clinical.psychologist](https://www.instagram.com/creative.clinical.psychologist)

I found frustrations on both sides of the conversation.

Participants spoke about the many hurdles to getting help. Rules often felt exclusionary and frustrating. The result? For those most vulnerable and those who are experiencing the dual difficulties of homelessness and addiction, mainstream services such as community mental health teams are often beyond their reach.

Accounts of dehumanisation and frustration was nowhere more apparent than in the story of Kate.

She told me about repeated assaults and abuse from the public, from the police, and when she did get support from statutory services, she was sectioned and driven far away from home only to be discharged

back to the streets again with no support network or safety net.

"They sectioned me... [put me] in a hospital transport with blacked-out windows, they took me there, and I didn't know where I was. My mind wasn't functioning. Didn't have any form of contact with anyone, didn't know where I was. I was on my own, they wouldn't tell me where I was, they wouldn't pull over so I could have a smoke. It was scary. It's like being passed from pillar to post. I felt really bad. I wanted to finish my life."

For Kate, the 'cracks' or gaps in services seem obvious. For others, it was frustrating asking for help, and for those that did, they were often told they didn't meet criteria. In the case of many hostels, rules were enforced strictly, and this meant not always being able to get somewhere to stay overnight. Kelly spoke about her experiences in a particular hostel:

"I don't think [hostels] look at the vulnerabilities of the person, at [this hostel] if you're not back by a certain time they won't let you back in, which is ridiculous. You've got lots of women prostituting themselves, escorting. There's men there smoking spliffs, and the staff don't say anything. And I just think, what? When did this happen? It's a roof over your head but it's not good for people, not for vulnerable people."

It was clear also that 'gaps'

Moving forward

Here are some of Ben's recommendations for people developing support services for homeless people:

- Systemic improvements, such as sharing basic information, improving referral pathways and supporting agencies to cooperate with one another, would improve the practical day-to-day running of many agencies and community organisations
- Accessing support for difficulties with drugs and alcohol was incredibly difficult for the participants in this research. Reducing barriers to this type of support and exploring novel approaches to substance use may be of benefit.

and 'hoops' were present for the professionals attempting to provide care as best as they could within a framework that is ultimately too resource-scarce to make a long-lasting impact and create change.

It is my hope that this research can contribute to meaningful progress, both in real-world care systems and in further study of such issues as they exist today. ■

The right doctor

In difficult circumstances, the care and support of a friendly, empathetic doctor can make a world of difference, writes *Esther Crespo-Rupérez*

I was in a dire situation, made redundant, unable to find another job and homeless. The only person I could turn to was my doctor. She made me feel supported when I was at rock bottom. She kept me healthy and strong to carry on looking for work. My experience with other doctors had been disappointing so when I first met this doctor I felt her empathy. She showed interest in what was going on in my life. She showed interest in helping me improve my health. I did not see that same interest from other doctors. Even though I was a migrant, she treated me with respect and warmth.

But then she was gone. When I next went to the surgery I was told she had moved to another area of London. I was so upset. But I was determined to find her.

Finally I found her at her new surgery. I went to visit her. I told her that even though I was not in her area, I would travel to her and I would adapt to the circumstances. She said she would bring my case to the meeting with her colleagues. She argued for me to be allowed to continue to be her patient. And they said yes.

I felt immediate peace of mind.

I could feel relaxed because I trusted her. At the moment, with the pandemic, I don't see her very often but I know I can count on her. This is extremely important to me, and I'm sure to anyone else who feels isolated and has difficult circumstances.

To me, to have my health checked and be able to access medical services is a basic right. I know too many people struggle to find a doctor with empathy and compassion – and often to find a doctor at all. In that respect I feel very lucky for having such a caring doctor.



In a nutshell

Are you suffering from some of the troubles described in this article?

- You can register with a GP if you are homeless
- Information on some healthcare support services can be found in the List. See the centre pages
- For non-urgent medical advice you can call the NHS for free on **111**

Finding order

Chris Sampson explains how a long overdue diagnosis allowed 'Dev' to move forward and learn to live with his bipolar disorder

At work, Dev (not his real name) often felt he was "treated as a lackey" by senior management, doing work outside of his job description and pay grade. Consequently, his drinking and smoking increased tenfold. He drank to excess because he "didn't want to think about going into work."

He would take sick days, where he lay in a dark room "to block everything out."

During the mid-noughties, increased media coverage of bipolar disorder (including that of Stephen Fry) made Dev realise that he had the symptoms. He sought help from his GP and was referred to hospital. After "a lot of bloody talking", he was finally diagnosed. He was in his mid-30s, but realised that he'd had it since childhood.

Dev was relieved to know his condition had a name. Acceptance from friends was, he says, a "massive" thing for him. "There was no shame or embarrassment," he says.

He has aspects of claustrophobia, as well as putting things away and clearing up before moving on to the next task, and says: "I need to know where my escape clause is in any given situation".

Dev tried counselling, but went

through "17 counsellors in two years," some only lasting half an hour or so. And so he concluded that it wasn't for him.

So how does he manage his bipolar? He's learnt to anticipate what his trigger points are, and to counteract them accordingly.

Dev's advice for anyone with bipolar? "Keeping your mind busy is the biggest panacea for depression."

Bipolar UK estimates that 1% to 2% of the population experience a lifetime prevalence of bipolar, with research suggesting as many as 5% of us are on the bipolar spectrum.

The charities Bipolar UK and MIND UK offer help and advice for anyone who has – or suspects they may have – the condition.

They can be contacted at:
www.bipolaruk.org
 and www.mind.org.uk

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

Creative corner

The following two poems have been written specifically for readers of *the Pavement*. Thanks to regular contributor *Chris Bird* and first-time feature *Alan O'Connor* for their beautiful words

Street Song

(A poem remembering being homeless)
by *Chris Bird*

On the wide streets,
Of business,
Rush tired faces,
Cities designed for profit,
From the pavement,
To the rooftops,

Here I stay alone,
Days of sidewalk prayer
And hope of dirty coins.

The roar of traffic,
Defines my solitude,
My hourly dejection,
Like a discarded effigy.

I look up from my,
Blankets and cardboard,
Still at night,
The stars speak of silence,
Beyond purchase and trade.

New Life

by *Alan O'Connor*

No idea where this new life is
heading,
Can't be worse than my past, that's
my betting.

It's just that it all seems strange,
The things I want are just out of
range.

This "new" life I can actually see,
But even this is "just" out of reach.

Things are "always" just out of
touch,
Even if I take my time or if I rush.

No idea where this "new life" is
heading,
It can not be any worse, that's my
betting.

Are you a part-time poet? Fancy yourself a master storyteller? We would love to print your work! Submit your words to the editor: editor@thepavement.org.uk

Have a go at your own poem here:

○	
○	



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: August 2021

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

Scotland List

Are your details incorrect?

Please send changes to:
web@thepavement.org.uk

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
01412432393;
www.barnardos.org.uk
Mon – Fri: 9am – 5pm (Drop-in).
Offices are no longer open due to Covid.
Confidential crisis service for people under 18.
email: saferChoices@barnardos.org.uk
AD, A, C, D, MS, OW

EDINBURGH CITY YOUTH CAFE

11–15 Vennel, Edinburgh, EH1 2HU
0131 229 1797;
www.6vt.info
Mon, Wed & Fri: 6 – 9pm (Drop-in).
Crime victims - emotional support.
C-Cards available for free condoms.
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 STAR: 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

NUMBER 20 (FOUR SQUARE)

Edinburgh

0131 557 1739

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 or webform online.

Penumbra is one of Scotland's largest mental health charities. We support around 1800 adults and young people every week and employ 450 staff across Scotland.

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 (18–5) with complex needs.

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

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

QUARRIERS - 'WHAT IF' WOMEN

The Calvary Centre
16 Calvary Road, Glasgow, G33 4RE
0141 946 1116, 24/7;
whatiffemaleservice@quarriers.org.uk
Due to the Covid-19 pandemic, access to Quarriers offices is very restricted, with most teams working remotely for the foreseeable future. Supports young women (18 – 25) with complex needs.
MH, AH, AD, A, C, D, MS, OW

ROCK TRUST (ALBANY ST)

55 Albany St, Edinburgh EH1 3QY
0131 557 4059; rocktrust.org
Mon – Fri: 8:45am – 5pm
(drop-in 9am – 12 noon)
Mon: 4pm – 7pm (cooking group);
Tue & Wed: 4 – 7pm (drop-in)
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.
MH, AH, BS, CL, C, FF, F, IT, L, TS

RUNAWAY HELPLINE

116 000 (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 **116 000**.

C

SAFFRON HOUSING

553 Shields Rd, Glasgow, G41 2RW
0141 422 1112;
southside-ha.org
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 for more information:
enquiries@southside-ha.co.uk
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

WELLBEING SERVICE FOR YOUNG PEOPLE

171 Wilton St, Glasgow, G20 6DF
0141 945 3871;
www.qcha.org.uk
24/7 support for homeless aged 16 – 21. Referral only via Glasgow City Council via **0800 838 502** (open after 4:45pm)
AH, AD, BA, C, 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



FOOD

NEXTMEAL.CO.UK

A new mobile app has been 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 every week.

FF

CARRUBBERS CHRISTIAN CENTRE

65 High St, Edinburgh EH1 1SR

0131 556 2626; www.carrubbers.org

Tue: 5:30 – 6:30pm

Soul Food serve food from the café door

Sun: 9am

Serves free breakfast from the café door.

FF

CADOGAN STREET

39 Cadogan House, Glasgow G2 7AB

Directly opposite No.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

Drop In: Mon – Fri, 10am – 8pm.

Breakfast: 10am – 12:30pm,

lunch: 1 – 4pm, dinner: 6 – 7:30pm.

Our Urban café is open for music lessons

Also working with some guests to get them into employment. Nursery open.

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

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. Based in Glasgow.

FF, OL

KINDNESS STREET TEAM

George Square, Glasgow, G2 1AL

Mon, Wed, Fri & Sun: 7pm

Hot food, clothing & sleeping bags

FF, CL

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

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, 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

WOODLANDS COMMUNITY CAFE

19 Carrington Street, Glasgow, G4 9AJ

0141 332 2656;

www.woodlandscommunity.org.uk

Sunday: 1 – 4pm

Pay What You Can cafe now open to drop-in, no longer need to book.

Serving soup, bread, tea, coffee and cakes - all food is vegan, plus there are gluten free options.

Check website for various other events at the Woodlands Community Gardens.

AH, F, BA, FF, LA, MD

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

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

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



MENTAL HEALTH

ADVOCARD

0131 554 5307; advocard.org.uk
 Mon – Fri: 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)

0800 138 1619; combatstress.org.uk
 07537 404 719 (textline)
 Open 24hrs, 365 days
 National ex-services charity offering help with Post Traumatic Stress Disorder (PTSD). Residential clinical treatment.

GAMH

0141 552 5592; www.gamh.org.uk
 Mon – Thur: 9am – 5pm
 Fri: 9am – 4:30pm
 Emotional and practical support, information and advice for homeless people with mental health problems.
 Office shut, phone in for help.
MH, AH, AD, C

HEALTH IN MIND

0131 225 8508; healthinmind.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 or ask your GP to refer you. Phone appointments only.
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

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

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)

Mon – Sun: 4:30pm – 10:30pm

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

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

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

FULL LIST
AVAILABLE ON
OUR WEBSITE



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.

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

RECOVERY

ADDACTION

Closed

This service is now called 'We Are With You'. Contact details on Pages L & M.

DW

BETHANY CHRISTIAN CENTRE (MEN ONLY)

6 Casselbank St, Edinburgh EH6 5HA

0131 454 3125;

Mon – Sun: 9am – 9pm

For homeless or vulnerable men with alcohol or drug problems who wish to take part in a work training programme.

A, CA, DW, ET

BETHANY CHRISTIAN TRUST

65 Bonnington Rd, Edinburgh, EH6 5JQ

0131 561 8930;

www.bethanychristiantrust.com

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

AH, A, CA, C, DW, FF, OW

COCAINE ANONYMOUS (SCOT)

PO Box 26812, Glasgow G1 9AB

0141 959 6363 (24/7);

www.cascotland.org.uk

Fellowship of people who help each other to stay off cocaine, crack and other drugs. Contact them to find your nearest meeting. It is patterned very closely after Alcoholics Anonymous.

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)

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

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.

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.

A, C, OL

DRINK WISE, AGE WELL GLASGOW (ADDACTION)

Program ended - see 'We Are With You', contact details on Pages L & M.

A

FRANK

0300 123 6600; talktofrank.com

Comprehensive and honest information about drugs online. Find local drug treatment centres Message us through the website in confidence. Text: 82111

DW

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

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

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

HUNTER STREET SERVICES

55 Hunter Street, Glasgow G4 0UP

0141 553 2826, <http://bit.ly/203WYgB>

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>

Mon – Sun: 8am – 11pm (helpline);

Free confidential 24-hour drugs information helpline and online advice.

D

NARCOTICS ANONYMOUS (NA)

0300 999 1212; ukna.org

Helpline open 10am – midnight.

Online meetings available

D

SCOTTISH FAMILIES AFFECTED BY ALCOHOL & DRUGS

08080 10 10 11;

<http://bit.ly/2GeF0Sc>

Mon – Fri: 9am – 9pm (helpline).

Bereavement support & free counselling. If you have lost someone to a drug-related death, call today for guidance, free counselling sessions, telephone support and peer support. Email: helpline@sfd.org.uk

SECOND CHANCE PROJECT SCOTLAND

402 Sauchiehall St, Glasgow G2 3JD

0141 336 7272, <http://bit.ly/2IGlaB4>

Mon – Fri: 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

Zoom meetings listed on the website.

Use their call-back service between

9am – 5pm: request by email:

support@smartrecovery.org.uk

C, D

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



TURNING POINT SCOTLAND (DRUG CRISIS CENTRE)

123 West Street, Glasgow G5 8BA
0800 652 3757 (9am – 5pm)
<http://bit.ly/1SVE0AO>

We are committed to helping individuals begin their journey to recovery whilst utilising harm reduction approaches, placing safety at the forefront of care delivery.

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

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 & Fri: 9:15am - 4:45pm

Wed: 11am - 4:45pm

Tue & Tue: 9:15am - 7:45pm

Drop in open, but with limited service.

Drop in to arrange further 1-to-1

support.

Needle Exchange 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

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

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

REFUGEE SUPPORT

GLASGOW NIGHT SHELTER FOR DESTITUTE ASYLUM SEEKERS

07818 372 130

To refer someone, please fill out this form: glasgownightshelter.org/referrals

We provide 24/7 accommodation for destitute asylum seekers, together with meals, casework and support to access other vital services and rights.

AH, BS

HEALTH IN MIND

0131 225 8508;

healthinmind.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 or ask your GP to refer you. Phone appointments only.

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

POSITIVE ACTION IN HOUSING

98 West George Street, Glasgow G2 1PJ

0141 353 2220;

www.paih.org

Contact form online.

Mon: 9am – 1pm (open)

Tue: 2 – 4pm (destitution service);

Wed & Thu: 10am – 12pm (destitution service, welfare rights), 2 – 4pm (EU drop-in); Friday: 9am – 4pm (open)

Independent, multilingual homelessness and human rights charity dedicated to supporting people from refugee and migrant communities.

Any other queries? Just email:

home@positiveactionh.org

Positive Action in Housing is an independent, anti-racist homelessness and human rights charity dedicated to supporting women, children and men from refugee and migrant backgrounds to rebuild their lives.

AH, FF

SAFFRON HOUSING

553 Shields Road, Glasgow G41 2RW

0141 422 1112;

<https://bit.ly/1PEg2cV>

Mon, Tue, Thur & Fri: 9am – 5pm;

Wed: 9am – 2pm

Saffron@southside-ha.co.uk

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 for help and further information.

AH, BA, DA, 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



WORK & TRAINING

APEX SCOTLAND

9 Gt Stuart St, Edinburgh, EH3 7TP

0131 220 0130;

apexscotland.org.uk

For offenders, ex-offenders and young people at risk of offending.

Help with employment, training or further education.

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

admin@apexscotland.org.uk

EO, ET

BETHANY CHRISTIAN TRUST (COMMUNITY EDUCATION)

65 Bonnington Rd, Edinburgh EH6 5JQ

0131 561 8930;

www.bethanychristiantust.com

Tuesday Morning: IT Drop in

Wednesday Afternoon: Creative Writing.

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

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

EMMAUS GLASGOW

101 Ellesmere St, Glasgow, G22 5QT

0141 353 3903;

www.emmausglasgow.org.uk

Monday – Friday: 9am–4pm

Accommodation and work for 23/24 homeless people.

No drink or drugs, but Emmaus helps people with addiction problems to access local services.

AH, CA, CL, ET, OL

MOVE ON (GLASGOW)

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

0141 221 2272; www.moveon.org.uk

Mon – Fri: 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.

AH, AD, ET, OW

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

ROCK TRUST (ALBANY ST)

55 Albany St, Edinburgh EH1 3QY

0131 557 4059;

<https://bit.ly/1DEgD4k>Call Monday – Friday, 08:45 – 17:00 or email: hello@rocktrust.org

Advises, educates and supports young people helping 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

Monday: 7:30am-3:30pm;

Tuesday-Friday: 8am-4pm;

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

*SF***THE BIG ISSUE (GLASGOW)**

43 Bath Street, Glasgow

G2 1HW

0141 553 0924;

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

Saturday: 8:30am-1pm; Tuesday-Friday:

8am-4pm; Monday: 7:30am-3:30pm;

(Please try and come before 12noon as offices are sometimes closed in afternoon.)

*SF***LGBTQI+****BREATHING SPACE SCOTLAND**0800 83 85 87; <http://bit.ly/2ZqTs01>

Monday-Thursday: 6pm-2am; Friday-

Sunday: 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***EACH**

0808 1000 143 (helpline);

each.education/homophobic-transphobic-helpline

Helpline and support for young people affected by homophobic bullying.

If you have been a target of this

bullying you can call our freephone

Helpline on 0808 1000 143

(Monday to Friday, 9:00am – 4:30pm)

or 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

FC Foot care
IT Internet access
L Laundry
LA Legal advice
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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



LGBTQI+ cont.

GALOP

www.galop.org.uk;
020 7704 2040 (Hate Crime Helpline)
Mon – Tue: 10am – 4pm
0800 999 5428 (Domestic Abuse Help)
Mon, Tue & Fri: 10am – 5pm
Wed & Thur: 10am – 8pm
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;
helpline@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.
[C, MH, OL](#)

RAPE CRISIS SCOTLAND

46 Bath Street, Glasgow G2 1HG
0141 331 4180; <https://bit.ly/2stYJpm>
Monday-Sunday: 6pm-12am;
Free, confidential helpline for anyone,
women and men, affected by sexual
violence, no matter when or how it
happened. We can also put you in
touch with local rape crisis centres or
other services if you need longer-term
support.
Interpreters are available if your first
language is not English.
[C, OL, SH](#)

SHAKTI WOMEN'S AID

Norton Park, 57 Albion Road,
Edinburgh EH7 5QY
0131 475 2399; <http://bit.ly/13d5lf>
Monday, Wednesday, Thursday, Friday:
9:30am-4pm; Tuesday: 1pm-4pm;
Support and information to Black
Minority Ethnic women, children and
young people experiencing and/or
fleeing domestic abuse.
24hr domestic abuse helpline:
0800 027 1234
[AD, OL, SF](#)

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