



*the* **Pavement**

The free magazine for homeless people

Issue 138: Practical advice  
June – July 2022

# Missing



**Anthony Stammers**

May marks Anthony's 10th missing year. Anthony disappeared from Colchester, Essex, on 27 May 2012, aged 27 at the time.

Anthony, 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 or text 116 000. It's free and confidential. Or email us on [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk).



**Anghel Arpad Hamza**

We reappeal for any sightings of Anghel. He was last seen in Hounslow, London, on 24 August 2020, aged 43 at the time.

Anghel, call our free, confidential helpline for support and advice without judgement and the opportunity to send a message to loved ones. Call or text 116 000.

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

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

TURN TO PAGES A – P  
FOR THE LIST OF SERVICES

**Cover:** Thank you to Mark McGowan, aka the Artist Taxi Driver, for sending in this brilliant watercolour titled *You are my sunset*. Mark is famed for his popular YouTube channel, where he discusses the news. He is also, evidently, a supremely talented artist. Check out more of his work on Instagram: [@the\\_artist\\_taxidriver](https://www.instagram.com/the_artist_taxidriver)  
© Mark McGowan

### *The Pavement magazine*

- [www.thepavement.org.uk](http://www.thepavement.org.uk)
- [twitter.com/thepavementmag](https://twitter.com/thepavementmag)
- [facebook.com/thepavementmag](https://facebook.com/thepavementmag)
- [instagram.com/pavement\\_magazine](https://instagram.com/pavement_magazine)

London/Scotland Issue 138 June – July 2022

Published by *the Pavement*  
Registered Charity Number 1110656  
[www.thepavement.org.uk](http://www.thepavement.org.uk)

Editor: Jake Cudsi [editor@thepavement.org.uk](mailto:editor@thepavement.org.uk)

Web editor: Kieran Hughes [web@thepavement.org.uk](mailto:web@thepavement.org.uk)

Designer: Marco Biagini [scotland@thepavement.org.uk](mailto:scotland@thepavement.org.uk)

**Writers/Researchers:** Mat Amp (deputy editor), Nicola Baird, Leon Eckford, Liat Fainman, Viki Fox, Giselle Green, Kieran Hughes, Ian Kalman, Ant Mac, Alastair Murray, Charlie Radbourne, Garnet Roach, Chris Sampson, Bronagh Sheridan, Cachella Smith, Sheryle Thomas

**Artwork:** Michelle Christopher, Ken Pyne, Rosie Roksoph, Marius Samavicius, Mike Stokoe

**London Co-ordinator:** Michelle Edgson  
[london@thepavement.org.uk](mailto:london@thepavement.org.uk)

**Scotland Co-ordinator** Marco Biagini  
[scotland@thepavement.org.uk](mailto:scotland@thepavement.org.uk)

## Contents

About us.....	4
Editorial.....	5
News.....	6 – 11
Special .....	12 – 13
Law Scotland.....	14 – 15
Pyne cartoon .....	16
Stokoe cartoon.....	17
Health .....	18 – 19
Mat's column .....	20 – 22
Interview.....	23
Perspective .....	24 – 25
Story.....	26
Vagrancy act.....	27
Humour .....	28
Poetry.....	29
Comic .....	30
Your rights .....	31

**The List (centre).....** A – P

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

*The Pavement* (print) ISSN 1757-0476  
*The Pavement* (online) ISSN 1757-0484

**TRUST IN  
JOURNALISM**

---

**IMPRESS**

*the Pavement* is a member of  
**IMPRESS**

The Independent Monitor of The Press. For more Information on the Pavement's complaints policy and how to make a complaint visit:

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



© *the Pavement*

**Dying homeless:** On 31 March 2022, a crowd gathered on Whitehall, opposite Downing Street, London, to peacefully observe a vigil for people who died experiencing homelessness in 2021. The vigil was organised by the Museum of Homelessness, falling on the day it released figures for homeless deaths in England in 2021, as part of its Dying Homeless project. According to the Museum of Homelessness, which unearths figures and data using Freedom of Information requests, 1,286 people died whilst experiencing homelessness in England last year. The figure is more than likely an underestimate. The 1,286 deaths represent an 80% increase in the last two years. "Government neglect means things keep getting worse with new provision for mental health, addiction and social housing failing to make up for previous cuts," said Jess Turtle, co-founder of the Museum of Homelessness.

- Visit the **Dying Homeless Project page to learn more:**  
[dying-homeless.museumofhomelessness.org](https://www.museumofhomelessness.org/dying-homeless)

## 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](mailto:editor@thepavement.org.uk)

# Practical effects

This issue of *the Pavement* takes on a simple, important theme: Practical advice. Many of *the Pavement's* writers have experienced homelessness themselves. And something that continually crops up in writers' meetings is how we can produce simple, useful advice in the magazine. Something that they would have wanted to read when they were experiencing homelessness.

Whether it's something for the day-to-day, or something that can help longer-term, we've included a series of articles in this magazine offering advice and carrying on the solutions-based journalism training many of our writers have had.

Our special feature on page 12 features a guide on opening and managing a bank account, by new writer Liat Fainman. Meanwhile, solutions-based journalism-trained reporter Sheryle Thomas has the second half of her interview with the executive director of Refuge Network UK, which provides a helpful street kitchen service in London, on page 23.

Elsewhere there's plenty of practical advice to take or leave as you please. We have all the latest on the up and down journey of the Vagrancy Act's belated repeal (which has now turned into a replacement) on page 27. There's also all of the regular news, views, cartoons and the List of services in the centre pages.

## *the Pavement* team

**Hats off:** Well done to all involved in Shelter's *Wherever I Lay My Hat* project. The exhibition saw seven designers and artists collaborate with Shelter service users to tell their unique stories through hat designs. The *Wherever I Lay My Hat* project took place during London Craft Week in mid-May and was held at Shelter's Kings Cross store.

The service users had experience of homelessness and used creativity to explore and share their individual stories.

- Follow the *Wherever I Lay My Hat* project on Instagram: [@lay\\_my\\_hat\\_](https://www.instagram.com/lay_my_hat_)



A Karen Henriksen design on display at the *Wherever I Lay My Hat* project. © Shelter

## Room to spare

**Walsall**-based Rupy Kahlon understands what it's like to live in insecure housing. Some decades ago she was forced to flee an abusive relationship with her two young children, ending up in a women's refuge until she found her feet. She managed to go on to attend university and form a safe and comfortable life for her and her family. Once her children moved out, she decided to use her spare rooms to help other young adults going

through periods of upheaval. She told *the Guardian* she can empathise with people arriving to her spare rooms with "only a few bags of belongings," as she has been there herself. Since partnering with the YMCA's supported lodgings scheme, she has helped 15 young adults find their feet through offering a safe place to sleep and life guidance.

- See what services the YMCA offers on its website at: [www.ymca.org.uk](http://www.ymca.org.uk)

# £6 million

spent by Westminster City Council on the now infamous 'Marble Arch Mound', a 25-metre-high lump of earth and scaffolding dumped at Marble Arch, offering visitors a view of the traffic on Park Lane

# £660,000

cost to the council of dismantling the mound, completed in April, reports the *Evening Standard*.

# 187

people sleeping rough on one night in Westminster, tallied in November 2021 national street count.



© Single Homeless Project

**Coffee break:** The Invisible Coffee Company (ICC) was launched in February, raising funds for London-based homeless charity Single Homeless Project. To announce the launch ICC sold ‘invisible coffee’ from a kitted-out Tuk Tuk in Kings Cross. Baristas sold empty cups to customers for £3 a pop, with the proceeds of each sale going to the Single Homeless Project. The ICC was created by the Single Homeless Project and ad agency CPB. ICC has now moved online, where reusable cups and assorted merchandise can be bought to raise funds for the Single Homeless Project.

- Visit the Invisible Coffee Company’s website here: [invisiblecoffee.co.uk](https://invisiblecoffee.co.uk)

## Short changed

A proposed “managed migration” of millions of people claiming benefits on to universal credit has been criticised by a group of charities. Under Department for Work and Pensions (DWP) plans, everyone on some form of benefit, be it income-related benefit, jobseekers’ allowance or tax credits, will have

their benefit replaced by universal credit. The planned “migration” will take up to two years and was due to start in May, according to the *Observer*. A group of charities including Mind, The Trussell Trust, Shelter and Disability Rights UK have warned in an open letter to the DWP that the move “risks pushing many of them into destitution.”



**Team effort:** A number of organisations in Cambridgeshire have teamed up to deliver six new homes for people experiencing homelessness. Social enterprise Places for People Living Plus – working in partnership with Fenland District Council, charities Allia, The Ferry Project, and New Meaning Foundation – successfully applied for the government’s Rough Sleeping Accommodation Programme to help fund the project, completing the development in March 2022. The new homes were built using modern methods of construction by local people who have previously been homeless or are unemployed and at risk of homelessness.

## Prison broke

Analysis of Ministry of Justice data by the *i* has found 12.8% of women leaving prison in the year 2020-2021 were released into homelessness. A staggering independent report into the largest women’s prison in the UK – namely HMP Bronzefield – found

that 65% of women were being released without safe, sustainable accommodation to go to. In a May report HM Inspectorate of Prisons said staffing cuts had created weaknesses in release planning.

## Dublin dispatch

Data revealed by Freedom of Information in Ireland shows 115 homeless people died in **Dublin** in 2021. According to the *Irish Examiner*, the figure stands at more than double the number of deaths recorded in 2019. "It is important to establish the facts concerning the circumstances involved, and that a response is based on the best knowledge and evidence available," a spokesperson for the Department of Housing said. Dublin Regional Homeless Executive informed city councillors in late February that there were currently 6,707 people experiencing homelessness in the capital.

TURN TO PAGES A – P  
FOR THE LIST OF SERVICES

## Act II

There has been a twist in the government's belated action on the Vagrancy Act. The previous issue of *the Pavement* reported the government was set to ditch the much-maligned bill. Alas, the act has remarkably, and inexplicably, been given the opportunity to reinvent itself, with the government announcing in April it would open a consultation on replacing the bill, rather than scrapping it. The consultation period on replacing the Vagrancy Act ended on 5 May. In its consultation document, the government asks for views on "potential penalties for harmful begging," and states the consultation will influence new legislation to "respond effectively to begging."

- [Read Bronagh's report on the Vagrancy Act on page 27](#)

**£6 billion** world's richest man Elon Musk offered to the UN last year if they could provide a detailed plan to alleviate world hunger, according to *CNN*.

**1** executive summary produced by the UN's World Food Programme in November 2021, explaining how the \$6bn would be put to use.

**£44 billion** amount Musk offered to purchase the social media platform Twitter in April, by which point he had not responded to the UN's plan to alleviate world hunger.

## Marginal pains

---

Scotland's Minister for Drugs Policy, Angela Constance, has apologised to people who have not been able to access support for alcohol and drug addictions. Constance was speaking to *The Ferret* and admitted that people had been "let down" by addiction services. In 2020 Scotland had 1,339 drug related deaths and 1,190 people died due to alcohol. *The Ferret's* story was part of a wider project involving citizen journalists who have direct experience of addiction, homelessness or mental health issues. The team co-produced a documentary with the BBC – *From the Margins* – focusing on addiction, homelessness and poverty.

- ***From the Margins* first aired on BBC One on 28 March and is now available on BBC iPlayer**

## Talking cap

---

Ahead of local elections in **Edinburgh** in May, the SNP pledged to introduce rent caps in the city. Edinburgh SNP made the promise in April as it sought re-election to lead the city council. According to *The Herald*, private rents in the capital have increased by 45.9% since 2010, with the estimated average cost of a two-bedroom flat a staggering £1,111 per month. The plans would see Edinburgh City Council be the first local authority in Scotland to implement rent controls.

## Refugees wronged

---

Ukrainian refugees arriving in Scotland have started presenting as homeless to local authorities, following difficulties in securing suitable accommodation. MSPs on the Constitution, Europe, External Affairs and Culture Committee heard from a variety of local authority representatives in late April, who described a rise in Ukrainian refugees having their placements "break down," and there being "a lack of space to accommodate them," reports the *Independent*. Neil Gray, the minister with special responsibility for Ukrainian refugees arriving in Scotland, told MSPs that he had received "anecdotal evidence" of some people having to return to Ukraine from Scotland because of delays to visa processing.

## Getting shirty

---

Rangers footballer Kemar Roofe has auctioned off the top he wore during a hat-trick display against St Mirren in April. Roofe was raising money for the homeless charity **Emmaus Glasgow**. The fundraiser was set up on 13 April and, by the time *the Pavement* went to print, had raised more than £5,200, having initially set a goal of raising £5,000. Back of the net!

- **Find out more about Emmaus Glasgow and its services here: [emmausglasgow.org.uk](http://emmausglasgow.org.uk)**

**80** people died experiencing homelessness in **Glasgow** in 2021, according to the Museum of Homelessness (MoH). A 142% rise in the number of deaths in the city since 2020, when MoH reported 33 deaths.

**22** people died experiencing homelessness in **Edinburgh** in 2021, as reported in the MoH Dying Homeless Project. A rise on the 16 deaths in the capital in 2020.

**£52.5 million**

pledged to “rapid rehousing transition plans,” to combat homeless deaths, housing secretary Shona Robison told the *Daily Record* in April.

## Order order

*Inside Housing* reported in May that the Court of Session – Scotland’s highest civil court – rejected **Glasgow** City Council’s claim that it does not have an “absolute” duty to find suitable temporary accommodation for homeless households due to its finite resources. The court reiterated that local authorities, under the 2014 Order (updated in May 2020), have a legal obligation to provide accommodation suitable for occupation by a homeless household.

TURN TO PAGES A – P  
FOR THE LIST OF SERVICES

## Funding fumble

More than 1,500 children are in temporary accommodation in **Edinburgh**, with 5,147 people presenting as homeless to their local authority in the capital, according to the *Edinburgh Evening News*. The newspaper also reports Edinburgh missed out on £9.3m in government funding to spend on homelessness services. Edinburgh missed out on the funding because the city council designs and implements its own strategy to tackle homelessness, instead of the city’s integration joint board, which oversees health and social care. Glasgow, on the other hand, did qualify for additional government funding, as its own integration joint board is responsible for tackling homelessness in the city. ■

# Banking basics

Having a bank account can be pretty handy. Our writer takes a look at a scheme run by HSBC for people experiencing homelessness to open a bank account – and also provides some standard tips on bank accounts. *By Liat Fainman*

A bank account can provide a safe and secure space for you to store whatever cash you have on hand. You will still be able to access it anytime you wish, but you eliminate the risk of having it stolen or lost while on the streets or in temporary housing. Having a bank account also lays the foundation for financial stability in other aspects of your life. For example, a lot of jobs or benefit schemes will need your bank details in order to transfer your weekly or monthly earnings and renters typically prefer, if not require, direct payments from your bank account. Finally, as you continue to progress towards independence, your bank account will serve as a useful tool to prove your identity and financial history, which can eventually help you borrow money in the future. If those sound like good reasons, then you can use the following information to help you open your first (or next) bank account.

**In terms of banks, HSBC has a special service specifically for the homeless called No Fixed Address.** This initiative allows people living on the streets or with impermanent

homes to open a bank account. In order to get started, you will first need to get in touch with a local charity specialising in homelessness. There are hundreds of partners across the UK. Examples of London-based charities include: Centrepoin, LookAhead, SaferLondon, Crisis, and The Salvation Army. Once you have contacted the charity, you will need to fill out a brief referral form to clarify your situation. Following that, the charity partner will arrange an appointment at your local HSBC to open an account. Finally, after your appointment, HSBC will send your banking information and bank card directly to the charity for you to pick up.

**Once you have an account, what are some basics you should know?**

Let us start off with some helpful vocabulary. There are two different types of accounts you can set up – a current account and a savings account. A current account is where you put money you use every day to pay for necessities like groceries or rent, whereas a savings account is where you store money that you do not need straight away. When you

keep money in a savings account, the bank will reward you with small amounts of additional money called interest. For example, if you keep £100 in your savings account for the year, the bank would pay you around 0.05% on top of that, meaning you would end with £105. So, the more money you keep in your savings account, the more money you will earn. On the other hand, if you decide to borrow money from the bank, then you will owe them interest in addition to the original amount you borrowed. Because of this, it is very important that you only borrow money when you absolutely need to and have a plan in place to pay the bank back. Your HSBC branch will be able to give you one-on-one guidance as to borrowing best practices.

**The last piece of critical information to know is how to put in and take money out of your account.** To do this, you will need two things: your bank card and your PIN number. Your bank card will be delivered to your charity partner as the final step in setting up your bank account. It will be a physical card, called a debit card, with your name on it. Your PIN number is a secret four-digit number combination you will decide on when you have your appointment with HSBC. To store money in your account, you can go to any bank branch or HSBC ATM located in your area, insert your bank

## Product placement



© Tricky  
Period

**Tricky Period provides free sanitary and period products to anybody who needs them. Check out the List of services in the centre pages of the magazine for distribution hubs in London.**

**In Scotland, the Period Products Bill was voted through in 2021. The act ensures free access to period products is provided by local authorities. Contact your local authority to find where they are distributed.**

card, enter your PIN number, and insert cash in the machine. To take out cash, you will once again find a branch or ATM, insert your card, select the “withdraw” option, and choose the amount you want. You can only take out as much money as you have in your account. For more information, reach out to your charity partner or HSBC. With that, you will be taking your first steps towards better managing your finances. ■

# Path to prevention

Policy and Participation Manager of the Scottish homeless charity Cyrenians discusses a consultation on possible new homeless prevention legislation in Scotland. By *Viki Fox*

---

The Scottish Government and the Convention of Scottish Local Authorities' (COSLA) consultation on the 'Prevention of Homelessness Duties' closed on 31 March 2022. Although those experiencing homelessness in Scotland have some additional rights to other parts of the UK, such as having no 'priority need' test, the hope is that this new legislation will bring Scotland more in-line with England and Wales who already have homeless prevention legislation.

The consultation came about due to an increased priority to develop wide-reaching prevention duties, as recommended by the Homelessness and Rough Sleeping Action Group (HARSAG). Off the back of this, the Prevention Review Group (PRG) was set up with a group of people who have lived and frontline experience of homelessness working alongside the Prevention Commission (PC). The recommendations made by the two groups were published in early 2021 in the document *Preventing Homelessness in Scotland* and this was the framework used in the consultation.

The aims of this consultation were to strengthen housing rights,

improve joint working, increase positive outcomes for individuals and families and ensure consistency in delivery across services in Scotland, whilst recognising local circumstances. Legal changes will be included in the upcoming Housing Bill, which is expected next year. Key proposals include a duty to "ask and act" about homelessness on all public bodies, including prisons and schools, extending the timescale for prevention assistance from 56 days to six months, and an ability for local authorities to discharge their duty into non-traditional housing types, such as a return to the family home.

Cyrenians asked frontline workers and those with lived experience of homelessness about these proposals, and found that the changes would be positive in preventing homelessness if correctly implemented. But in order to do this, significant funding and resourcing needs to be in place, including significant in-depth training and support for all frontline staff. Frontline services including local authority and public bodies are struggling with long waiting times and capacity pressures. The Frontline Network's survey at the

## In a nutshell

- Consultation on new legislation for homeless prevention in Scotland closed on 31 March
- Any new legislation will be factored into the 2023 Housing Bill
- Key proposals include a duty to “ask and act” about homelessness on all public bodies, including prisons and schools
- Viki argues that for any legislation to work positively, the correct resources need to be made available.

end of last year showed that 46 % of frontline workers in Scotland found the resources available to prevent homelessness were “low” or “very low”. And 64 % of participants found it “difficult” or “very difficult” to access accommodation for those they support.

Another key concern is the availability of affordable property. There is a huge demand for properties in areas in Scotland such as Edinburgh, so Local Housing Allowance (LHA) rates should be in-line with market rents. Some 73 % of frontline workers stated that they found it “very difficult” or “difficult” to find private landlords willing to let to LHA claimants, and 72 % found it “very difficult” or “difficult” to find private rented accommodation generally. In all, 67 % were extremely concerned about the risks of their clients needing to choose between housing costs and other basic necessities. Also, many under 35s

are only entitled to the Shared Accommodation rate, making private letting in some areas near impossible. Choice and control was a key theme that came up throughout Cyrenians’ discussions, but without having accommodation available to suit households needs, the choice can be extremely limited.

Having been through homelessness myself on several occasions, I think that if the proposals are implemented correctly, involving people with lived and frontline experience of homelessness at all stages, they have the potential to make a difference to some. For any legal change to be meaningful it is crucial that the correct resources need to be in place, and that individuals are aware of and can exercise their rights in practice.

- **To find out more about the work Cyrenians does, visit its website: [cyrenians.scot](https://www.cyrenians.scot)**



"WHEN IT COMES TO THE HOMELESS NOBODY  
NEEDS MORE ADVICE THAN YOU LOT!"



*“If you start to feel starving, can you change and join the back of the other queue behind me...”*

# Covid-19 Continues

Groundswell shares its latest health update on the importance of keeping safe from Covid-19

## How to stay safe

Below are some simple yet very effective ways of reducing the spread and harm of Covid-19:

- The Covid-19 vaccine is free and is the best way to protect yourself and others from getting seriously ill or dying from Covid-19
- Opening windows when indoors and with people can help minimise the risk of transmission of Covid-19
- Wearing a face covering in crowded or enclosed spaces also reduces the risk of spreading the virus
- Try to avoid mixing with people if you are experiencing Covid-19 symptoms. Symptoms include:
  - A continuous cough
  - High temperature, fever, or chills
  - A change to your sense of smell or taste
  - Unexplained tiredness or lack of energy
  - Muscle aches or pains
  - Headache, sore throat, lack of appetite or being sick
- Test for Covid-19 if you experience symptoms
- Free tests may be available in hostels, day centres and some health services
- If you test positive for Covid-19 try to avoid contact with other people for at least five days

Groundswell exists to enable people who have experience of homelessness to create solutions and move themselves out of homelessness – to the 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.



## The good news

- As of May 2022 the situation in the UK is improved immunity among the population, no lockdowns and an availability of vaccines
- Vaccine uptake has increased immunity to Covid-19
- Both the Covid-19 vaccine and tests to check if you have the virus are free
- GPs can provide healthcare advice, they are free to use and you don't need an address to sign up

## Reality check

Covid-19 hasn't gone away, and it may never go away. Over the coming years we may see a rise in infections as new variants of the virus develop. Covid-19 vaccines can protect you and others from the virus.

- Adults are entitled to three vaccine doses
- The first dose gives you some protection from the virus
- The second dose increases this protection
- The third dose – or booster dose – improves protection against more recent variants of the virus
- You can get vaccinated at a walk-in site, or by booking an appointment online. Search “get a Covid-19 vaccine”
- A visiting vaccination service may come to your accommodation or visit a local service
- You can also call 119 free of charge to book a Covid-19 vaccination appointment

Groundswell has translated its latest health advice leaflet into Amharic, Arabic, Polish, Romanian and Tigrinya. To read PDF versions of the translations or to view the leaflet in its original English, visit the Groundswell website at: [groundswell.org.uk/all-resources/coronavirus](https://groundswell.org.uk/all-resources/coronavirus)



# Access denied

Drawing on his own experience of homelessness and feeling disconnected to the wider world, deputy editor *Mat Amp* outlines the need for free, open access to the internet for all

When the Department for Work and Pensions (DWP) announced its digital strategy in 2012, they declared they were going to push their service into the 21st century.

“Our working-age users in particular need to be confident online to compete in the modern labour market. Many jobs are now only advertised online and most vacancies require digital skills, putting those who are digitally excluded at a disadvantage.” Trumpeted the press release.

But many of us still didn't have those skills by the time the DWP ripped the public use phones out their job centres in 2014. To add insult, they introduced a premium line 0800 number as the only means of contacting a human being, which had severe consequences for some of us.

After losing my own home around this time, I moved into a friend's spare room. My rent was staving off a repossession order on his flat – at least it was until I was sanctioned for being two minutes late to sign on.

After my giro didn't turn up in my account, I fed 18 quid's worth of shrapnel into a public pay phone whilst waiting for contact with a human being. In the past that issue

## In a nutshell

- Being connected to the internet is becoming increasingly vital to access services and cultural information
- Public libraries often provide access to the internet for free
- If you are looking for services but don't have access to the internet, check out the list in the centre pages for freephone contact details of numerous local services.

would have been resolved there and then but instead I was made to wait for a decision. In the meantime, my rent was suspended, my friend defaulted on his mortgage and a repossession order was triggered on his flat. He lost his home, and I became homeless.

At the time, it seemed everyone in the world was increasing their online presence as my actual presence was evaporating. I became numb to cope with the emotional torment – a stumbling, stuttering, insecure version of myself, groping around for a crumb of self-belief in a torrent of rage, despair and insecurity.

As my days on the street continued into the winter, I started to get really tired but it wasn't until later that I discovered that I had developed severe anaemia as the result of a diet that consisted mainly of heroin and very little else. It was kind of funny when you consider that, along with a couple of mates, I was stealing 120 quid's worth of red meat a day and selling it to pensioners in the local pub.

Pensioners loving their meat is something I learned from being homeless, paying 60p on the pound for fresh beef, hot off the shelves. If I'd have managed to eat one of those steaks a week it would have probably staved off the anaemia. There was no deficiency of irony in my iron deficiency, you could say.

It's like the frontal lobotomy remix of Jimmy Cliff's classic *I can see clearly now my brain has gone*. As I became more disconnected from mainstream life, I would tell myself that it was what I wanted. Admitting otherwise would have given me an aneurysm.

I began to accept this new reality because I had become completely disconnected by this point. I had an extortionate pay-as-you-go shitty ten quid burner phone that had the capacity to store no more than 10 40-word texts at a time. I had no access to the net by any means and the shame I felt at the situation I was in meant I stayed away from my

real friends in the real world.

To find my way into any sort of recovery I needed a smartphone and a decent data package. Without this essential tool of modern life, any bridge to recovery from the unholy triumvirate of addiction, mental health issues and homelessness was effectively burnt.

A decent internet connection should no longer be a privilege in countries that are this far into the technical revolution. Everyone should be given the hardware and data to access the internet with training for adults made freely available.

This idea was forced into the public consciousness during the pandemic.

Song Bac Toh writes in *Forbes*: "As hard as the pandemic has been for many, imagine trying to survive it without internet access. When access to information is vital [to stay alive]... it puts new emphasis on the importance of the internet and staying connected... all of this means that those without internet access are significantly disadvantaged, similar to not having access to electricity in times gone by."

For people experiencing homelessness, access to information was a matter of survival long before the pandemic and will continue to be once the Covid-19 dust has settled. Benefit applications, where to get a meal, opportunities, and news. ▶



Thanks to Michelle Christopher for this textural work titled *Turtle Island*. Follow Michelle on Instagram at:

[@michelle\\_abstract\\_works](#)

© Michelle Christopher

TURN TO  
PAGES A – P  
FOR THE LIST  
OF SERVICES

▶ If you don't feel connected it becomes harder and harder to recover as you drift to the margins.

And when I get on my soap box and start banging on about the importance of ensuring that people experiencing homeless have access to the internet, it goes way deeper than just practical information. The internet also gives people access to news, knowledge, and culture. If you know what is going on in the world you are more likely to find your way back to it.

The Universal Declaration of Human Rights states that: "Everyone has the right to freely participate in the cultural life of the community, to enjoy the arts and to share in the scientific advancement of its benefits."

For those people who can't afford

to go to live gigs, the theatre or the cinema, the internet offers a massive window to the cultural world and one that costs relatively little to access. With so much information and culture freely available online we should be giving everybody access to the internet as an inalienable right.

It would cost relatively very little in the short term to make sure that people experiencing financial hardship have access to a smartphone and the internet to stop us drifting further towards the margins. In the long run it would save a fortune.

It is a testimony to the stubborn nature of humans that instead we cling to blatant misinformation and allow punitive austerity measures that keep the poorest of us disconnected. ■

# Network news

Read a couple of extra answers from the co-founder of Refuge Network UK, Charles Gimoh, our interview guest from last issue. Refuge Network UK tackles poverty in the UK and runs a number of outreach services for people experiencing homelessness.

Interview by *Sheryle Thomas*

**ST: Does Refuge Network UK run soup kitchens?**

**Charles Gimoh (CG):** We are primarily an economic and social rights nonprofit working to combat different manifestations of poverty, including homelessness and hunger. Our food programme is one strand of our poverty alleviation and community support work, which is both local and international. It was after seeing the precarious condition of homeless people, rough sleepers, refugees and disadvantaged members of the community during the pandemic lockdown in 2020, that we decided to develop a long-term support programme to help out. Our UK feeding initiative has rapidly evolved into what it is today as a direct response to the hunger, suffering and deprivation occasioned by the Covid-19 situation.

**ST: Your website says you also provide advice to rough sleepers?**

**CG:** Information dissemination is a key component of our work. When you inform people, you empower them to make informed decisions capable of improving and ultimately transforming their lives. We aim to improve access to food, health, work, and housing through the information and advice we provide. In addition to our informative rights-centred research papers, some of which are available online, we also signpost rough sleepers to various services. Recently we started handing out leaflets as part of our advisory support initiative.

- Find out more about Refuge Network UK on the Refuge Network International website: [refugenetworkinternational.com](http://refugenetworkinternational.com)

- Refuge Network UK operates a street kitchen service in central London. It runs from 1pm every Saturday outside the Zimbabwean embassy on Agar Street
- Streets Kitchen also provides food outreach in numerous London locations. See the List for times and locations of Streets Kitchen and other food outreach services

# Down the rabbit hole

Things can get overwhelming on this big rock called Earth, particularly when experiencing homelessness and mental health issues. Our writer sees where systems need improving, and shares tips on how to step back and move forward in life. *By Leon Eckford*

Welcome to Wonderland, where my quest for knowledge leaves me endlessly searching for new ideas, innovation and existing research on understanding the fabric of my reality and how I navigate it in practical terms.

If I peer into the looking glass, I think I'm trying to understand the brain, what makes us human and how we manage our self during the ultimate Willy Wonka golden ticket that is life. This is a personal journey, just as a disclaimer. You can only live your journey, so this offering is through my tiny slither of perception in what is a rather large universe.

When I think of the journey through the rabbit hole, I look externally, I see fear and panic beamed at me on 24 hour news, if I want it. I've got YouTube telling me what I like and what I don't like. Facebook feeds my negativity and my cute cat video cravings. I've got Amazon Prime, Gorilla food deliveries, I can work from home, where I can fill my head constantly to avoid the underlying existential crises. I'm talking war, sex, lies and betrayal in politics, pending cost of living crisis, no affordable housing, corrupt officiating, essential services

## Feeling lost?

Leon's piece touches on loneliness, isolation and mental health. Support is available to you if your mental health is suffering.

- **Mental health charity Mind operates in England and Wales. Talk to them for free on 0300 123 3393**
- **In Scotland, Breathing Space are here to talk and listen. Phone them for free on 0800 83 85 87**

cuts and, and, and, and... Television is the opium of the masses, said someone a lot smarter than me.

Is society merely a collection of social norms which we abuse and use to our own advantage dependent on where we are born? Have I created my own personal tea party, where I'm both the King and Queen of Hearts engaged in just about manageable chaos, in the face of crippling existential fear? Yes, we're going deep. I'm asking myself, directly. With no answer in place.

For me, I manage my mental health specific to this external

content by generally disengaging with it all. I've deleted my social media, hardly watch TV and only check sports highlights on YouTube. Your brain processes this content and you have to manage an emotional response. As a consequence, if your content is negative, the emotion is going to match.

Internally, my rabbit hole is pretty much the same as yours. I experience grief and loss, growth and development, love and harmony but also guilt, sadness, regret, hope, inspiration and the complete gambit of emotions that we all go through. It's a tough ask, and the only thing that separates me from people I work with in my homeless outreach work is I've got enough coping mechanisms, enough support around me to walk through life without fear and anxiety suffocating me completely.

We all adopt depressive states and hyper sensitive reactions from time to time, whether it be having a panic attack at losing the keys, or engaging in shouting matches on the morning commute. Anybody who doesn't know what anxiety feels like is telling you lies. On an individual level, the statistics around mental health in England are notoriously incomplete, unreported and generally really difficult to get an accurate handle on. The numbers are in and the evidence is clear: nobody really has

a clue about how many people are actually untreated, undiagnosed and walking about unwell.

There are some really concerning patterns around rising suicides across the board, with a spike in under 25s adding to this, suicidal thoughts reporting increasing, self-harming rising and a wider conversation developing around personality disorder and schizophrenia diagnosis, causing real concern from a research and treatment perspective.

On the streets of Tower Hamlets, we see untreated disorders every day. A constant stream of undiagnosed individuals lost in gaps between substance misuse treatment and consistent mental health treatment.

Live clean, eat correctly, engage in physical activity, find meaning in your days, reconnect with nature, nurture your support networks and your close relationships and remember to lift your head and look at the stars. Talk to people you don't know, pay kindness forward, love your neighbours and let's try to foster an environment of compassion, love and genuine connectivity.

And also, we need to accept that we're in a unique situation as one human being, being part of a seven-billion-plus strong species on a planet circling a star. If you genuinely think about that, it's a mad rabbit hole.



# Dark to light

In low moments it's easy to feel like your head is about to go under. But here is a story on staying afloat, keeping the hope, and taking support when it's offered. By *Charlie Radbourne*

You stand there in the dark. It engulfs you, its lure pulls you further in. It's almost intoxicating, its pain becomes the norm. It smothers you like a blanket.

Then you get a sense of someone close to you, you feel a hand brush your side, you reach out and grab that hand, you hold on tight. You feel yourself being pulled forward, one foot after another, one step leading to another step.

In the distance you catch a glimmer of light, but you still look back into the darkness, its lure almost impossible to ignore, like being on a band that's reached its tension point and is pulling you back.

You've still got a tight grip on that hand and it's still pulling you forward, you fight to keep the steps going forward. Your hand is getting sweaty, you feel your grip loosen, but you know you must not let go.

You look forward, you see light breaking out all across the horizon, the light becomes brighter, causing you to screw your eyes closed, to return to the darkness you know so well, but you still hold that hand, you're still moving forward. The light



© Faranaz

starts to penetrate your eyelids, you open them to see the light grow brighter.

You look around and all you see is devastation and destruction, a wasteland. No matter how bright the light gets, there are always shadows where the darkness lies in wait, almost beckoning you in, you resist.

In the distance you see a utopia, no destruction, people walking around carefree (bastards). You try to carry on walking towards it.

When it's dark, that is all there is.

When the light shines, there are always shadows and crevices nurturing the dark.

Talk. Engage. When you see that hand reaching out to you, grab it. ■

# Vagrancy second act

Earlier this year the government announced it would be repealing the Vagrancy Act. Fast forward a couple of months and the Vagrancy Act will instead be “replaced”. Read an update from *Bronagh Sheridan*

---

For nearly 200 years, people in England and Wales who are homeless or beg have faced the threat of being fined in accordance with the Vagrancy Act. This archaic law allows police officers to serve fines of up to £1,000 to those found to be asking for money or simply rough sleeping. In 2020, nearly 600 people were prosecuted under this act.

Organisations and charities dedicated to homelessness issues, such as Crisis, have long campaigned to scrap the law. The argument for getting rid of the law is simple – people experiencing homelessness and poverty should be supported, not punished.

Thanks to campaigning efforts and a growing societal pressure against the rising levels of poverty and subsequent homelessness, the government announced earlier this year it would repeal the law.

The announcement of the repeal was initially welcomed by homeless charities and their supporters, for seemingly putting a stop to the unfair prosecution of vulnerable people. But soon after the repeal announcement came the opening of a consultation of what will replace

this law. The *Big Issue* said that it shouldn't be replaced, but scrapped entirely. However, it is understood that replacement legislation will be included in the new Police, Crime, Courts and Sentencing Bill. As it currently stands, the bill already holds legislation that will continue to discriminate against rough sleepers.

Part four of the bill covers laws around “unauthorised encampments”, turning trespassing from a civil to criminal offence. This will directly target Roma, Gypsy and Traveller people as they could be arrested and their vehicles (which for many are their homes) confiscated – all as a result of not stopping in one of the very few areas designated for them. This part of the bill will also affect rough sleepers as well as the growing numbers of people living in their cars.

The government closed consultations on the Vagrancy Act replacement at the beginning of May, and there is hope that the responses will show that simply removing these laws instead of replacing them will not only be more desirable, but more aligned to the government's own commitments to ending homelessness. ■

# The Homelessness Awards

Join our correspondent for a run-down of some of the contenders at the Homelessness Awards. A satire by *Chris Sampson*

When they're not harassing female colleagues or watching porn in the House of Commons, British Members of Parliament often spare a thought for homelessness...and how to increase it.

And so we join our panel of down and outs on the once-red-but-now-scabby-pink carpet found in a skip on the decidedly non-glittering streets of London for this year's Homelessness Awards, the annual ceremony where we discover which government department has done most to increase the number of people forced into rough sleeping during the last 12 months.

The hot favourite is, as ever, the Department of Work and Pensions. Cutting benefits and still leaving people without money for weeks when they're forced to apply for Universal Credit – despite it being the 21st century, and it could all be done at the click of a computer mouse. What a dazzling future the founders of the welfare state in the 1940s might have expected!

Another contender is the NHS. Cutbacks on mental health services always increase the chance of having to sleep rough, and this year is no exception.

Then there's the Department of Housing, obs. Now called

the Department of Levelling Up, Communities and Housing, it could be called Department of Jeremiah Plum for all I know. The point is, the charity Crisis estimates that 227,000 people are without a home, despite there being almost 250,000 empty properties in the UK. But no one in government has done the maths, sadly.

Maybe the Home Office model might help to solve the crisis? It's in-no-way-fascistic/bonkers plan to send asylum seekers to Rwanda could be adapted: if only Putin hadn't invaded Ukraine, Britain's homeless could have been shipped off to Russia's gulag archipelago...

Hey, ho. So there we have some of this year's contenders for the Homelessness Awards.

And the winner? Why, it's the Department of Inadequacy and Irresponsibility, rumoured to be a certain haystack-haired Prime Minister's new favourite branch of government. ■

***The Pavement* is constantly on the lookout for new content and ideas. If you have some writing, whether satire or serious, get in touch with the editor over email at [editor@thepavement.org.uk](mailto:editor@thepavement.org.uk)**

# Writing rhymes

Written in fluid rhyming couplets, enjoy this by take on the harsh reality facing many on the streets. By *Ant Mac*

## Stories of the street

*by Ant Mac*

In concrete slumber a bed was made,  
The cardboard sheet that turned a page,  
A corner stand to hide or sit,  
The bend in roads were dimly lit.

Newspaper stained with blood, tears or wine,  
Help comfort fears and pass the time,  
Torn plastic bags dare to stop the rain,  
The cold night pressed to fight again.

And fight in vain to stem the flow,  
As voices drift to faint echoes,  
To take control when souls are weak,  
A shadowed past that's hard to speak.

The faded coat that hides the bruise,  
The sock-less feet that wear old shoes,  
The loose worn hat that barely fits,  
I push the pen and bite my lip.

Are you interested in writing poetry or journalism? We at *the Pavement* would love to see your work. For a chance to be published in the mag, send your words to the editor at:

[editor@thepavement.org.uk](mailto:editor@thepavement.org.uk)

MYSTERY MEATS IN TROUBLE.

BUT I'M ONLY SQUATTING A POLICE STATION WITH MY HONEY BADGERS!



**EARLIER...**

MEAT LEAVES THE HONEY BADGERS UNSUPERVISED.

MAYBE NOT A GOOD IDEA

YOU LOT WILL BE GOOD WHILE I SLEEP?



YEAH! I SWEAR!!

LOUD MUSIC WAKES MEAT.

**YAWN**

THERE'S A NEW BADGER SOUND SYSTEM & PIRATE RADIO STATION IN THE POLICE STATION..... OH DEAR.....



**BAD BADGER FM**



**ROKSOPH 2022**

# Housing in England: Your Rights

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

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

Ask them to help you make an emergency housing application.

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

**1. Streetlink**

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

**2. Shelter**

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

**3. Citizens Advice Bureau**

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

**If your application is rejected:**

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

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

# Housing in Scotland: Your Rights

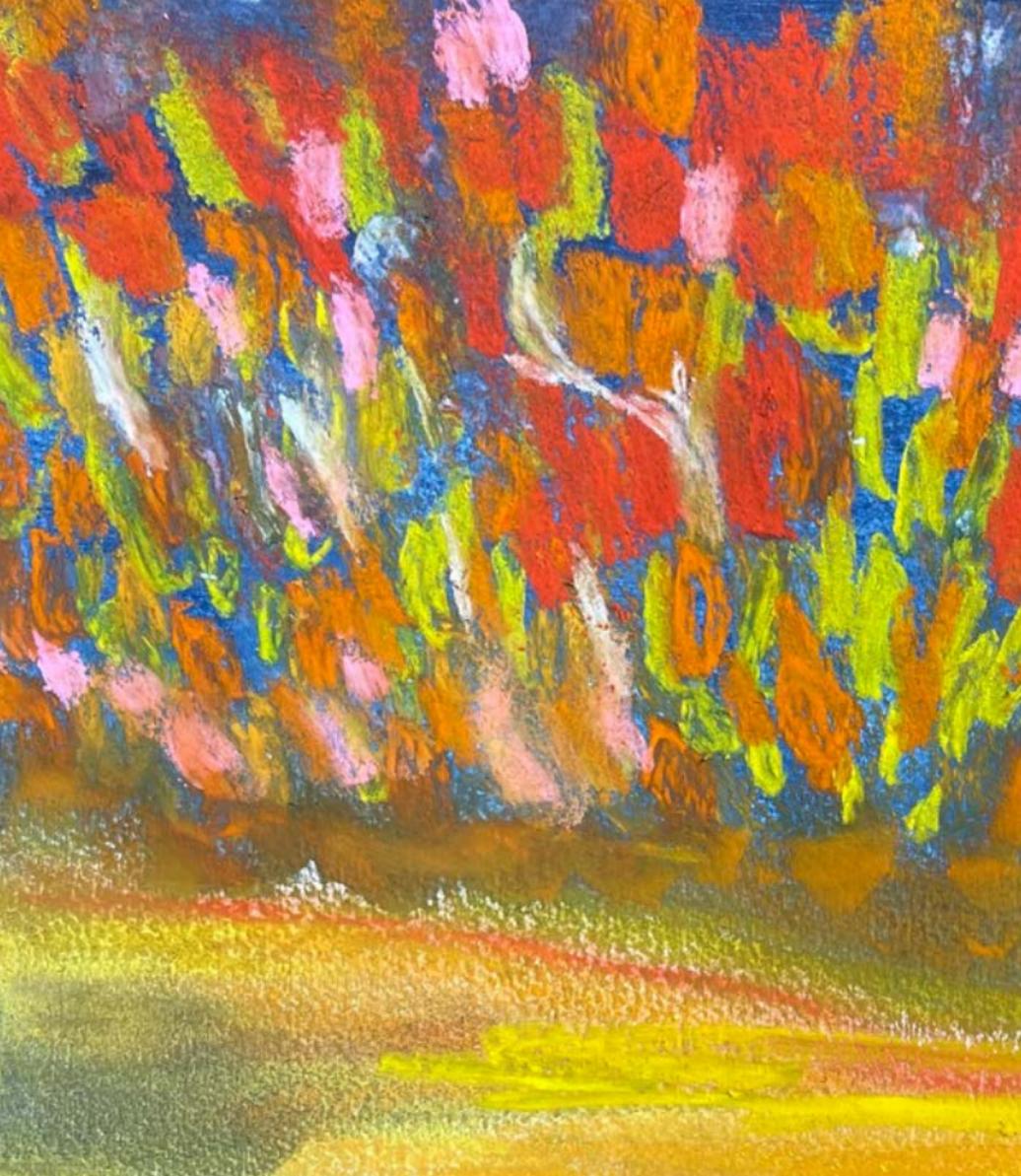
Call Shelter Scotland for free housing advice

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

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

You have the right to temporary accommodation while the council considers your application. The council must notify you of its 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!



Make sure you read...

*the* **Pavement**

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



## KEY TO ALL SERVICES

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

Updates: [web@thepavement.org.uk](mailto:web@thepavement.org.uk)  
Compiled: May 2022

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

## Are your details incorrect?

Please send changes to:  
[web@thepavement.org.uk](mailto:web@thepavement.org.uk)

## FOOD

## NEXTMEAL.CO.UK

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

Mobile phone app supporting homeless people showing where to find food. Search postcode, town or street.

*FF*

## GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW

0141 221 2630; [glasgowcitymission.com](http://glasgowcitymission.com)

Open Monday – Friday

Drop In: 10am – 4:30pm, 6 – 7:30pm

Lunch: 1 – 3pm, 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*

MISSIONARIES OF CHARITY  
(HOPETOUN CRESCENT)

18 Hopetoun Cres, Edinburgh EH7 4AY

0131 556 5444

Mon, Tue, Wed & Fri: 3:45 – 4:45pm

Sundays: 1:30 – 4:30pm

Providing a full meal. Ninety per cent of residents are over 40.

*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](http://www.carrubbers.org)  
Tue: 5:30 – 6:30pm; Sundays: 9am  
Soul Food or Carrubbers serve free food at the Carrubbers Café.

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

## H4TH (HELP FOR THE HOMELESS)

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

FF, CL

## HOMELESS PROJECT SCOTLAND

0800 0147 160; 07828 584 544 (24/7)  
[homelessprojectscotland.org](http://homelessprojectscotland.org)  
We support homeless and vulnerable people and families in Scotland by working alongside partners and supporting people who need our help. Food distribution, hygiene packs, 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

## QUEEN'S PARK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ  
0141 423 3654  
[ppgpc.com](http://ppgpc.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](http://social-bite.co.uk)  
Mon – Fri: 2 – 3pm  
Free food take-away.  
FF

## SOCIAL BITE (UNION ST)

516 Union St, Aberdeen AB10 1TT  
0131 353 0250  
[social-bite.co.uk](http://social-bite.co.uk)  
Mon – Fri: 2 – 3pm  
Free take-away.  
FF

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

**STEPS TO HOPE**

07949 838 666

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

Phone-line open all time

Mondays: 6pm

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

Tue &amp; 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**

66 Ashley Street, Glasgow, G3 6HW

0141 332 2656;

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

Wednesdays: 10am – 6pm

Free seasonal fruit &amp; veg box

Sundays: 1 – 4pm

Garden volunteering sessions

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

*AH, F, BA, FF, LA, MD***ACCOMMODATION****BLUE TRIANGLE**

Various locations

0141 221 8365; [bluetriangle.org.uk](http://bluetriangle.org.uk)

We provide safe and secure mainly hostel type accommodation for vulnerable people who are homeless or at risk of homelessness. Various services for men and women aged 18 – 40.

*AH, AD***CASTLECLIFF****(CITY OF EDINBURGH COUNCIL)**

25 Johnston Terrace,

Edinburgh, EH1 2NH

0131 225 1643

Monday – Sunday: 9am – 9am;

Emergency direct-access hostel for single people or couples, who are homeless and over 16.

Some provision for pets. It aims to help residents find more sustainable longterm accommodation.

*AH, BS, BE, CL, TS***CROSSREACH****(CUNNINGHAM HOUSE)**

Cunningham House, 205 Cowgate,

Edinburgh EH1 1JH

0131 225 4795; <http://bit.ly/2XSiLMD>

Ring or visit. Short-term supported residential accommodation for single homeless people (18-65) who have additional support needs they wish support with; such as offending, drug, alcohol and mental health matters. Please contact the City of Edinburgh Council or call us directly if you wish to be referred.

*TS***STREETWORK CRISIS CENTRE**

22 Holyrood Road, Edinburgh EH8 8AF

0808 178 2323; [streetwork.org.uk](http://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*

*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



## MENTAL HEALTH

### ADVOCARD

0808 196 3525

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

[advocacysupport@advocard.org.uk](mailto:advocacysupport@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

*AD, MH, SF*

### BREATHING SPACE SCOTLAND

0800 83 85 87

[breathingspace.scot](http://breathingspace.scot)

Mon – Thu: 6pm – 2am

All Weekend: Fri 6pm – Mon 6am

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

[thecalzone.net](http://thecalzone.net)

Open 5pm – midnight, 356 days a year

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

*MH*

### GAMH

0141 552 5592

[www.gamh.org.uk](http://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.

Referral via GPs, social work, housing officers & community addiction teams.

*MH, AH, AD, C*

### HEALTH IN MIND

0131 225 8508

[health-in-mind.org.uk](http://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 or ask your GP to refer you. Phone for information.

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

### HELP FOR DEPRESSION

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

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

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

*MH*

## Are your details incorrect?

Please send changes to:

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

#### 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

**HEARING VOICES NETWORK**

[www.hearing-voices.org](http://www.hearing-voices.org)

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

*MH, C*

**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](http://www.mind.org.uk)

Mon – Fri: 9am – 6pm

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

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

Legal support: 0300 466 6463;

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

*MH, AD, LA*

**NHS INFORM - SCOTLAND**

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

Online health information service.

*MS, MH*

**NATIONAL SELF-HARM NETWORK**

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

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

A supportive and understanding forum.  
*C, MH*

**PENUMBRA**

57 Albion Rd, Edinburgh EH7 5QY

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

01224 642 854 (Aberdeen)

0131 221 9607 (Edinburgh)

0141 229 2580 (Glasgow)

Mon – Fri: 9am – 5pm

Offers a wide range of mental health support. Coronavirus Hub available at:

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

*MH, A, C, D, TS*

**QUARRIERS ('WHAT IF' PROJECT FOR MEN)**

0141 638 5170

<https://bit.ly/3nyILWP>

Monday – Sunday: Open 14 hours

Supports young men (18-25) with complex needs wherever they are - hospital, prison, B&B or other homeless accommodation.

They don't exclude or give up on anyone. Young people receive housing & therapeutic support (access to counselling etc).

*MH, AD, A, C, DW, MS, 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



## RIGHT THERE (FORMERLY YPEOPLE)

15 Dava Street, Govan, Glasgow  
G51 2JA

0141 565 1200

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

email: [hello@rightthere.org](mailto:hello@rightthere.org)

Mon – Fri: 9am – 5pm

Rooted in the hearts of local communities across Scotland, our services help:

- to prevent homelessness through supportive and safe places to call home
- help people become more independent with community-based support
- improve people's mental health and wellbeing through mentoring and counselling.

*MH, C, SF, EO, EF, AC, AH*

## ROCK TRUST (ALBANY ST)

55 Albany St, Edinburgh EH1 3QY

0131 557 4059

[bit.ly/1DEgD4k](http://bit.ly/1DEgD4k)

Mon – Fri: 8:45am – 5pm

(drop-in 9am – 12noon)

Mon: 4 – 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. Not SF.

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

## SAMARITANS

Helpline: 116 123 (24hrs, 365days)

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

Whatever you're going through, free and confidential mental health support. Take things at your own pace; they will listen carefully and talk things through.

*C, MH*

## SANE (NATIONAL)

[www.sane.org.uk](http://www.sane.org.uk); [support@sane.org.uk](mailto:support@sane.org.uk)

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

Mon – Sun: 4:30pm – 10:30pm

We believe that no-one affected by mental illness should face crisis, distress or despair completely alone. Information on schizophrenia, depression and bi-polar disorder in Bengali, Chinese, Gujarati, Punjabi & Urdu as well as English.

*C*

## SAMH (SCOTTISH ASSOCIATION FOR MENTAL HEALTH)

0141 530 1000

<https://www.samh.org.uk>

Mon – Fri : 9am – 6pm

(closed on Bank Holidays)

Whether you're seeking support, looking for more information for someone you love, or just want to have a chat about mental health, SAMH can help. You can call the SAMH Information team on 0344 800 0550 or email at [info@samh.org.uk](mailto:info@samh.org.uk).

*MH*

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**

0300 323 1545

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

Mon – Fri: 9am – 4:30pm

Support and action for all people affected by mental illness.

This includes carers, friends and families.

*No one should face mental ill health alone and to improve the quality of life for anyone affected by poor mental health or illness including family members, friends and supporters.***MH****SURVIVORS OF BEREAVEMENT BY SUICIDE (NATIONAL)**

0300 111 5065;

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

Mon – Sun: 9am – 9pm

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

**AD****TALBOT ASSOCIATION (RIVERSIDE PROJECT)**

892 Govan Road,

Glasgow G51 3AF

0141 440 2633

Support and accommodation for men and women (18+) with mental health and/or alcohol issues.

**MH, AH, A, MS****THE SALVATION ARMY (WALLACE OF CAMPSIE HOUSE)**

30 East Campbell Street,

Glasgow G1 5DT

0141 552 4301; <http://bit.ly/2GIOvyV>

Monday – Sunday: Open 24 hrs

Purpose-built resettlement accommodation to enable residents to regain control of their lives.

Average stay is six to 18 months.

**MH, AH, AD, BA, BS, BE, CL, DA, DT, ET, LF, MS, OL****THE SANDYFORD INITIATIVE**2-6 Sandyford Place, Sauchiehall Street,  
Glasgow, G3 7NB0141 211 8130; [www.sandyford.scot](http://www.sandyford.scot)

Specialist sexual health services:

counselling for male survivors of childhood sexual abuse.

Emergency contraception and rape/assault services.

Testing and counselling for men who have sex with men and for women involved in prostitution.

**MH, AD, C, DW, FC, MS, NE, OL****YOUNG MINDS (NATIONAL)**

Text 85258 (24/7 support)

[www.youngminds.org.uk/young-person/find-help](http://www.youngminds.org.uk/young-person/find-help)

Young Minds makes sure all young people get the best possible mental health support and have the resilience to overcome life's challenges. Advice on mental health, medications and depression.

**AD, MH, MS**

**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



## RECOVERY

### BETHANY CHRISTIAN TRUST

65 Bonnington Rd, Edinburgh, EH6 5JQ  
0131 561 8930

[www.bethanychristiantrust.com](http://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. Welcome Centre & multiple other services across Edinburgh - call for information.

*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](http://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*

### CROSSREACH (RANKEILLOR INITIATIVE - EDINBURGH)

205 Cowgate, Edinburgh EH1 1JH

0131 225 4901

<https://bit.ly/30N3eA2>

Mon – Fri: 9am – 5pm (phone for referral)  
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 - GLASGOW)

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 or 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

[drinkaware.co.uk](http://drinkaware.co.uk)

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*

### FRANK

0300 123 6600 (24/7)

[talktofrank.com](http://talktofrank.com)

Comprehensive and honest information about drugs online.

Find local drug treatment centres

Message us through the website in confidence.

Text: 82111

*DW*



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

You'll get **5 free magazines** so you can start earning straight away, and you'll receive ongoing support from our team

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

(+44) 0131 225 6714 (Edinburgh)

(+44) 0141 352 7274 (Glasgow)

## GLASGOW COUNCIL ON ALCOHOL

14 North Claremont St, Glasgow G3 7LE  
0141 353 1800;

[www.glasgowcouncilonalcohol.org](http://www.glasgowcouncilonalcohol.org)  
0808 802 9000 (freephone helpline)

Mon – Thu: 9am – 9pm;

Fri: 9am – 5pm; Sat: 9am – 1pm

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

[health-in-mind.org.uk](http://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 or ask your GP to refer you. Phone for information.

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

## HUNTER STREET HOMELESS HEALTH SERVICE

55 Hunter Street, Glasgow, G4 0UP

0141 553 2801 (call first);

<https://bit.ly/37PgbgF>

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*

## 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.

*DW*

## NARCOTICS ANONYMOUS (NA)

0300 999 1212; [ukna.org](http://ukna.org)  
Helpline open 10am – midnight.

*D*

## NORTH EAST RECOVERY COMMUNITY

Six venues across Glasgow North East  
0141 554 5235, <https://bit.ly/3z0lg0y>  
Offers individuals recovering from addiction and their family a safe and friendly environment to meet. Various groups and complimentary therapies such as Recovery Meetings, CA meetings and Acu-Detox.

*F, A, DW, LF, AC*

## PHOENIX FUTURES SCOTLAND

0141 336 4272, <http://bit.ly/2UnqIYQ>

'Recovery through Nature' connects service users with nature to work on conservation projects. Info: [john.deeney@phoenix-futures.org](mailto:john.deeney@phoenix-futures.org).

[uk 'Building Futures N Lanarkshire'](http://ukbuildingfuturesnlanarkshire.com) (self- or agency-referral - [lanarkshirecommunities@phoenix-futures.org](http://lanarkshirecommunities@phoenix-futures.org));  
'Scottish Residential Service' ([scottish.residential@phoenix-futures.org](http://scottish.residential@phoenix-futures.org)); peer support, group work, counselling & leisure activities.

*C, A, DW, ET, LF*

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

## SCOTTISH FAMILIES AFFECTED BY ALCOHOL & DRUGS

08080 10 10 11; [www.sfad.org.uk](http://www.sfad.org.uk)

Mon – Fri: 9am – 11pm (helpline).

We are here to support you if you are concerned about someone else's alcohol or drug use. We can chat, offer advice and information, and link you to our services or services local to you.

Email: [helpline@sfad.org.uk](mailto:helpline@sfad.org.uk)

*C*

## SECOND CHANCE PROJECT SCOTLAND

402 Sauchiehall St, Glasgow G2 3JD

0141 336 7272; [bit.ly/2IGlaB4](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](http://smartrecovery.org.uk/online-meetings)

Zoom meetings listed on the website.

Use their call-back service between

9am – 5pm. Or request by email:

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

*C, D*

## SUNDAY SOCIAL (SS)

Glasgow Kelvin College, Easterhouse

Campus, 1200 Westerhouse Road,

Glasgow G34 9HZ

Sunday: 11am – 3pm; Sandwiches and soup. Tea and coffee. Recovery meeting, activities, counselling, meditation.

*A, DW, LF, F, FF, IT, C*

## TURNING POINT SCOTLAND (ALCOHOL & DRUG CRISIS)

80 Tradeston Street,

Glasgow, G5 8BG

0141 420 6969

<https://bit.ly/3HGJci5>

Monday – Sunday: 24 hours

Turning Point Scotland Glasgow Alcohol and Drug Crisis Service offers integrated health and social care which provides low threshold, direct access services for people experiencing a crisis due to alcohol or other drug use including people who may be experiencing homelessness.

These include a crisis residential unit, 24-hour Injecting Equipment Provision (needle exchange), woundcare, harm reduction advice, signposting and naloxone training and provision.

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

## TURNING POINT SCOTLAND (ALCOHOL & DRUG RECOVERY)

112 Commerce Street, Tradeston,

Glasgow G5 9NT

0141 948 0092

<https://bit.ly/3xer4AX>

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*

*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 (OVERDOSE RESPONSE TEAM)

121 West Street, Glasgow, G5 8BA  
08088 008 011

<https://bit.ly/3nKcSMY>

Monday – Sunday: 24 hours

A rapid response to near-fatal overdoses which provides a short, focused period of support to each person. GORT assertively connects individuals with mainstream alcohol and other drug services (maximum 3 interventions).

*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

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

Mon & Fri: 9:15am – 4:45pm

Tue & Tue: 9:15am – 7:45pm

Wed: 11am – 4:45pm

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 chat through website *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 chat through website *MH, AD, A, DW, OL, 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

## REFUGEE SUPPORT

### POSITIVE ACTION IN HOUSING

98 West George Street, Glasgow G2 1PJ

0141 353 2220

[www.paih.org](http://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? Please email:

[home@positiveactionh.org](mailto: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

0141 422 1112

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

Mon – Fri: 9am – 5pm

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](mailto:enquiries@southside-ha.co.uk) for more information.

[AH, BA, DA, TS](#)

### SCOTTISH REFUGEE COUNCIL

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

0808 196 7274

Mon – Fri: 9am – 5pm

Advice and support for refugees and asylum seekers. Can signpost you to charities all over Scotland

[AD, BA, TS, OL](#)

### 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](#)

### THE WELCOMING

[www.thewelcoming.org](http://www.thewelcoming.org)

0131 346 8577

Mon – Fri: 9am – 5pm

We welcome New Scots to Edinburgh, build community and learn together.

We support New Scots to learn English, find jobs and access local services; offer opportunities for friendship, sustainable living, creativity, health and well-being; connect locals and New Scots through social and cultural exchange; and collaborate with others to share knowledge and influence positive change.

[AD](#)

**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



## LGBTIQ+

### BREATHING SPACE SCOTLAND

0800 83 85 87; [breathingspace.scot](http://breathingspace.scot)  
 Mon – Thurs: 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](http://each.education/homophobic-transphobic-helpline)  
 Mon – Fri: 9:00am – 4:30pm  
 Helpline and support for young people  
 affected by homophobic bullying.  
 If you have been a target of this  
 bullying you can call our freephone, use  
 the online form or email:  
[info@each.education](mailto:info@each.education)

*AD, C, LA*

### EDINBURGH RAPE CRISIS CENTRE

17 Claremont Cres, Edinburgh EH7 4HX  
 08088 01 03 02; [www.erc.scot](http://www.erc.scot)  
 Mon – Sun: 5pm – 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@erc.scot](mailto:star@erc.scot). Text: 07537 410 027

*AD, C*

### EQUALITY NETWORK

[www.equality-network.org](http://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

[www.galop.org.uk](http://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](http://www.lgbthealth.org.uk)  
[helpline@lgbthealth.org.uk](mailto: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 in  
 Scotland.

*C, MH, OL*

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

**LGBT YOUTH SCOTLAND**

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

Textline: 07984 356 512

See website for branches

Advice and information for LGBT youth in Scotland.

Online chat and one-to-one support.

*C, SH*

**RAPE CRISIS SCOTLAND**

46 Bath Street, Glasgow G2 1HG

08088 01 03 02

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

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**

0800 0502020 (freephone)

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

Mon – Fri: 9:30am – 4:30pm

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

At Stonewall, we stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. We imagine a world where all LGBTQ+ people are free to be ourselves and can live our lives to the full.

Contact Freephone for information.

*C, LA, OL*

**SWITCHBOARD LGBT+**

0300 330 0630;

[switchboard.lgbt](http://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. Bereavement help also.

Phone, message via website or email [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt).

*LA, AD, MH*

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

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

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## YOUNG PEOPLE

### ANXIETY UK

03444 775 774 (infoline)

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

Monday – Friday: 9:30am – 5:30pm

Advice & support for people who suffer from anxiety. Phone or text 07537 416 905.

*MH, C, D*

### EDINBURGH CITY YOUTH CAFE

11–15 Vennel, Edinburgh, EH1 2HU

0131 229 1797; [www.6vt.info](http://www.6vt.info)

Mon & Wed: 6 – 10pm (13–21 year olds)

Fridays: 6 – 9pm (under 18s)

Drop-in service for crime victims - emotional support, a hot meal and help with travel costs to and from the Cafe.

C-Cards available for free condoms.

email [contact@6vt.info](mailto: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](http://www.ercc.scot)

07537 410 027 (text)

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](mailto:star@ercc.scot)

*AD, C*

### PICKUPMYPERIOD & MYGOV.SCOT

<https://www.mygov.scot/free-period-products>

Use the PickupMyPeriod app to find out where you can access free period products.

### RUNAWAY HELPLINE

116 000 (call or text, open 24hrs)

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

Free, confidential 24-hour helpline for young people who've run away or are thinking of running away.

1-2-1 web chat service for people aged 11 – 17. Over 17s can still get support through the helpline on 116 000.

*C*

### SAFFRON HOUSING

0141 422 1112

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

Mon – Fri: 9am – 5pm

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](mailto: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](http://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, C*

### WELLBEING SERVICE FOR YOUNG PEOPLE

171 Wilton St, Glasgow, G20 6DF

0808 143 2002; [www.qcha.org.uk](http://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*