



# *the* **Pavement**

the free magazine for homeless people

Issue 148 : The little things  
February – March 2024

# Missing



**Robert Gibson**

Robert Gibson has been missing from Banff, Aberdeenshire, since 5 September 2023. He was 71 when he was last seen.

Robert, use our free and confidential helpline; we can offer support and advice without judgement, and the opportunity to send a message to loved ones. Call or text 116 000.



**Suleyman Mohammad**

Suleyman Mohammad has been missing from Croydon, London, since 20 September 2023. He was 21 when he was last seen.

Suleyman, 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).

If you think you may know something about Robert or Suleyman, 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**

**Cover:** The cover artwork features in One Roof Festival's exhibition showing at Old Diorama Arts Centre, London, until March 2024. The exhibition displays work created at the two-week arts festival for people experiencing homelessness. Learn more about the festival on page five. The cover image is titled *Water Patch Tree* and was made by the artist Tievh.

© *One Roof Festival*

### *The Pavement magazine*

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This year *the Pavement* plans to run a regular writing workshop for people interested in learning and improving their writing skills. The workshops will be run in central London, with dates and location for the workshops shared on our social media and website soon.

Among the classes will be workshops on creative writing, journalism and journaling. We want to hear from people interested in attending the workshops what they want to see and learn. If you have an idea for a class, email the editor at [editor@thepavement.org.uk](mailto:editor@thepavement.org.uk).

Stay updated on the workshops by following our social media and visiting our website:

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

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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

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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)

# The big little things

This issue of *the Pavement* takes a look at the significance and power of the little things in life. From small graces to small mercies, the little things can have a massive impact on our lives.

Our writers have considered the importance of these little things, as well as the value of doing the little things for others. This is felt every day on outreach services across the UK, with Emdad emphasising local outreach services' role in effecting change on a larger scale on page 26.

Meanwhile, on page 14, Leon implores us to recognise the role small gestures play in fostering supportive environments and how they positively affect individual and collective wellbeing.

Elsewhere in the magazine, you can read on how little things have made a big difference to the life of Greta on page 12.

There is also a health resource on page 20, an update on Scotland's housing crisis on page 25, as well as all of the regular news, views and cartoons inside.

*the Pavement* team

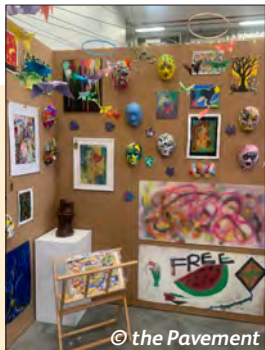
[www.pavement.org.uk](http://www.pavement.org.uk)

One Roof Festival kicked off earlier this year, lasting two weeks up to 20 January. The festival, formerly called the One Festival of Homeless Arts, is an arts-focused series of workshops and events.

This year's schedule included embroidery workshops, theatre classes, mask making, musical wellbeing groups and a jam night. The festival closed with an exhibition open to the public on 20 January (see picture).

Speaking at the exhibition, one attendee said the festival had helped them "find my tribe". Among the artists producing work at the festival was John Sheehy, who has regularly featured in *the Pavement*.

The exhibition also featured an installation covered in postcards from abroad sharing messages of love and support. Find the exhibition, open until March 2024, at Old Diorama Arts Centre, located at 201 Drummond Street, Regent's Place, London, NW1 3FE.



© *the Pavement*

## Better late than never

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Finally, the disgraceful scenes outside University College London Hospital in November, where homeless people had their tents and belongings destroyed by bin lorries, have led to an overdue apology from the Metropolitan Police. The Met issued an apology in January to one man (several had their tents destroyed), Anthony Sinclair, for their actions, which they admit were “unlawful”. Police were at the scene in November issuing dispersal orders and even arresting the man they have now apologised to. Sinclair told the *BBC* that “the treatment that I and others received at the hands of police officers was inhumane.”

## New year, same problems

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Homelessness among young people in the UK has seen a sharp rise in the new year, according to a coalition of 120 charities. A story in *the Guardian* on 13 January revealed a number of charities have been shocked by increased demand for their services. The New Horizon Youth Centre in London reported a record number of people had approached it for help in the first week of the new year, while Akt, the charity for LGBTIQ+ young people experiencing homelessness, says it had more referrals in two weeks than it would usually see in a month. Under the name

#PlanForThe136k – referring to the estimated number of young people who experienced homelessness in 2023 – the charities have launched a parliamentary petition in the hopes of getting answers from uncommunicative ministers.

## Camden update

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Further to the Better late than never story, Camden Council, which commissioned the waste contractors that destroyed the tents, and University College London Hospital (UCLH), who requested the dispersal of the people sleeping rough, were contacted by the *BBC* following the Metropolitan Police’s apology. Neither made comment before *the Pavement* went to press. The Met is now discussing compensation with Anthony Sinclair, one of the people whose belongings they destroyed, according to *Open Democracy*. At the time of the incident, Camden Council promised an “urgent investigation” into the matter. The progress of this investigation is unknown.

TURN TO PAGES A – P  
FOR THE LIST OF SERVICES





**A Stik statue** spotted in Shoreditch, London in January. The artist Stik regularly features in *the Pavement* and has lived experience of homelessness.  
© *the Pavement*

## Stop the count

In a surprise move, the Office for National Statistics (ONS) said in January it was considering ending its official count of the deaths of homeless people. Data on homeless deaths would no longer be published under controversial proposals to provide an “improved and more efficient health and social care statistical landscape,” an ONS statement read. Quite how dropping the annual update and simply mixing homeless deaths in with overall mortality rates paints a clearer, “improved” statistical landscape is beyond *the Pavement*. Responding to the news, Gill Taylor of the Museum of Homelessness’ Dying Homeless Project, warned “everywhere in the public sector, change only comes as a result of an evidence base, and without it we are afraid change won’t happen,” adding the proposal was “callous”.

## Vagrancy act news

Research by Generation Rent in December 2023 revealed Black people experiencing homelessness are more likely to be arrested under the archaic Vagrancy Act. *Open Democracy* reports the group sent Freedom of Information requests to 35 police forces in England and Wales. The responses revealed 8% of people arrested under the Vagrancy Act are Black, which represents double the proportion of Black people in the total population. It is three years since the government promised to repeal the act and then housing secretary Robert Jenrick triumphantly declared it would be “consigned to history”. Fast forward to today and only Jenrick’s forgettable stint as housing secretary has been consigned to history. The Museum of Homelessness told *Open Democracy* it was “dismayed but not surprised” to see that “racism is baked into how homeless people are treated in the UK.”

**121,327** children living in temporary accommodation in England, according to data collected by the House of Commons library.

**261,189** homes classed as long-term vacant (i.e. empty for six months or more) in England.

**242** of **313** English local authorities surveyed had more long-term vacant homes than children in temporary accommodation.



## Operation failing

The number of veterans experiencing homelessness in England has risen by a staggering 14% in the past year, *the Guardian* revealed in late December. The government launched a scheme last year to reduce homelessness among veterans, but so far Operation Fortitude has failed to produce results. The scheme was launched with the ambitious pledge to leave no veteran homeless on Christmas. Christmas came and went, with 2,110 households in England with a veteran assessed as homeless in 2022–23. A government spokesperson said: “We are immensely grateful to all our veterans for their service in defence of our nation. This government is committed to ending veteran rough sleeping.”

## House closure

The House of St Barnabas, a Soho charity and members’ club, shut down in January citing financial difficulties. Although known better for its fancy members’ club, takings from the club were funnelled to the club’s charitable work, which included hosting an employment academy training more than 300 people with homeless experience. Graduates of the scheme were trained in hospitality skills and many worked at the members’ club on work experience programmes. According to *Time Out*, the club was founded in 1862 as a charity to help homeless people.

TURN TO  
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OF SERVICES

**£2bn** set to be spent by councils in England on accommodation for homeless families in just one year, says *LBC*.

**20%** increase on 2022-23’s figure of £1.74bn.

**106%** increase in council use of temporary accommodation to house homeless families since 2010: 104,000 households in 2023 compared to 50,400 households in temporary accommodation in 2010.



## Warning

A report published in January has projected homelessness levels in Scotland to rise by 33 % in the next two years. The 2024 Scottish Homelessness Monitor, commissioned by Crisis, made the stark prediction based on current trends, which involve year-on-year increases in most demographics experiencing homelessness. The study found the use of bed and breakfast hotels as temporary accommodation across Scotland grew by 124 % in the three years to March 2023, while the number of households experiencing a form of homelessness in the country had increased by 11 % between 2020 and 2022. There was a hopeful call to reverse these trends, with the report stating significant change in policy by the Scottish and UK governments could produce a 56 % reduction in the worst forms of homelessness by 2026.

## Justice demanded

The rumbling Post Office Horizon scandal, doggedly reported on by *Private Eye* for years before its explosive recent stint in the headlines, has captured the imagination and ire of the public. Hundreds of sub-postmasters were wrongly accused of stealing money because of a failing IT system (Horizon). The debacle left lives in tatters, with *the Mirror* reporting on the tragic case of Fiona McGowan, who died in an Edinburgh hostel after being left homeless, without a job and separated from her children because of the scandal. After losing her job, Fiona was ostracised by the local community, her mental health suffered severely, her children were removed from her care by social workers and she ultimately died by a disease of despair: acute alcohol toxicity. Her children are now working together to share their mother's story and get justice for Fiona.

**£3.4bn**

estimated value of long-term empty homes in Scotland, reports *Herald Scotland*.

**12**

months a property has to be unoccupied to classify as long-term empty.

**28,280**

long-term empty homes in Scotland.

## NIMBY news

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A homeless shelter's proposed extension in **Edinburgh** faces opposition from neighbours. By mid-January the planning application to extend the Springs Garden accommodation in Abbeyhill, Edinburgh, which would make room for an extra 17 guests, had received 23 objections. A letter, written by concerned locals and delivered to homes in the area, embarrassingly claimed the neighbourhood was "already doing its fair share" to support people experiencing homelessness. It was only November 2023 when councillors in the city unanimously declared a housing emergency. Backing the planning application, Alison Watson, Shelter Scotland's Director, told *Edinburgh Live* of the need to do "everything possible to immediately alleviate the suffering of those living at the sharpest end [of the housing crisis]".

## Refugees wronged

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In a desperate attempt to clear the UK's legacy asylum backlog, the government has been granting refugee status to people without ensuring there is suitable accommodation available to them. The inevitable result has been refugees having to sleep rough in freezing conditions. *Byline Times* ran a report on refugees in **Glasgow** made victims of the failing system, which sees people lose their accommodation after gaining refugee status to make way for people stranded in the asylum system awaiting leave to remain. Evictions paused over Christmas but started up again in January. "The day I got my status, that is when my problems really started", Mohamed, a refugee from Syria told *Byline Times*. "I was so happy when I got it, but now I am out on the streets."

**28%** of households in Scotland are facing one or more forms of housing need, according to a report by *Homes for Scotland*.

**693,000**

overall number of households in housing need, which includes living in unfit properties and temporary accommodation.

# Take a moment

How a stranger's kindness had our writer reflecting on moments in the past and looking forward to moments in the future. By *Greta Gillett*. **This article discusses sensitive subjects and includes themes and references that may upset or distress readers.**

I read a post on an online community noticeboard offering a Christmas meal for two for those separated from family. I sent a message to the poster: a Jamaican lady wanting to “give back” and apologising the food would have spice. I said that’s perfect and my husband is Jamaican as well, we love spice. My husband arranged to walk over on Christmas day (a 20-minute walk) as there were no buses and we don’t have a car.

The lady learnt I am disabled and that my husband is also my carer. This angel, who was already stepping up, then connected with another angel and they both split the cost of a taxi so that nobody needed to walk in the cold.

When I was told, I felt tears in the corners of my eyes. I thought about the holiday seasons I have spent in hostels, the Christmases I had taken a punch or two, the ones before my children were taken, when we would sit and play as a family. I remembered all those moments over the past year I spent fighting to get my daughter home from foster care.

I was allowed to see my daughter on 15 December (my

monthly allowed visit) in a cold, dirty government building, and when I asked for a cup of tea for my daughter I was told it wasn’t allowed.

I recently learned I’ll be bringing my daughter home this year. It’s been a 10-year fight and I’m only so close after much tragedy and a mother’s worst nightmare, but I’m not hoping anymore – it’s happening!

There have been moments life seemed to be in a cycle of cruelty and darkness. Moments when my sciatica caused by a beating while heavily pregnant caused such sharp, debilitating pain I felt hopeless.

And yet. Fast forward to Christmas and there is a total stranger offering me a home-cooked meal made with love and offering to deliver it so we didn’t have to walk in the cold. I felt so loved, so cared for, so seen and heard.

For context, when I refer to this lady as an angel it is because she did not know me, she did not know I’ve been homeless, that I’ve been raped, that my four children were taken from me.

But she wanted to connect with

# In a nutshell

Although now looking forward and brimming with hope and confidence at the start of the new year, Greta has experienced many challenges. She writes about a few of these in this article, including surviving domestic abuse, rape and associated traumas.

If you need support, please find information on some helpful services below. **If it is an emergency, please call 999.**

## Domestic abuse

- In England, Refuge's National Domestic Abuse Helpline for women and children can be contacted 24/7 for free on **0808 2000 247**
- In Scotland, the Domestic Abuse and Forced Marriage Helpline is available 24/7 on **0800 027 1234**

## Rape

- Rape Crisis is a charity working in England and Wales to support survivors of rape. Call for free 24/7 on **0808 500 2222**. Visit the website to find a Rape Crisis centre near you: [rapecrisis.org.uk/find-a-centre](https://www.rapecrisis.org.uk/find-a-centre)
- The Rape Crisis Scotland helpline, open every day from 5pm – 12am, can be reached on **08088 01 03 02**. Find a local centre online here: [www.rapecrisisscotland.org.uk/help-local-rc](https://www.rapecrisisscotland.org.uk/help-local-rc)

her local community. From what I have seen and read, Jamaican people often have a deep understanding of the importance of not only good home-cooking, but the importance to share the food. We, not I.

The food arrived and for certain it was made with love and seasoned to perfection. We were given enough food to last a week – an important week, too. The week between Christmas and the new year is often when suicides peak in the UK. I am a

suicide survivor and my own mental health is always delicate all through winter.

In that week I didn't have to cook or to shop, I simply had to defrost and reheat. Some days I invited neighbours and family over to share the food. The cycle of community continued.

With every bite, with every mouthful, we smiled, we savoured, we delighted in the kindness of an angel who made us feel loved. ■

# Small things, big impact

On the importance of the small stuff, and how these little acts can produce big change and have a positive impact on numerous levels. By *Leon Eckford*

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Large macro thinking can be good. However, it can also be overwhelming. When I think of space, time and the universe I feel completely useless, ignorant and lacking any sort of insight.

I suppose the acceptance and admittance of this is a useful piece of personal honesty and genuine authenticity which a lot of us share. My mantra for 2024 is about thinking of small steps helping inform larger steps over a period, supporting growth and personal development.

Also, in 2021 I met someone who invited me to commit to small gestures within relationships, which has had a profound impact on how I communicate and build future ties with all kinds of people, regardless of the setting.

Small gestures are important for several reasons: their significance extends to various aspects of personal relationships, societal interactions and individual wellbeing. A kind word, a smile or a thoughtful note convey a sense of care and consideration for others. These actions prove that you are attentive to the needs and feelings



© *Michelle Christopher*

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of those around you.

Leave a post-it note for someone you love, just a sentence – make it meaningful, providing recall to a moment or memory together. These little things contribute to building and strengthening relationships. They create a positive emotional environment, foster connection, and enhance the overall quality of



interactions.

Over time, these small acts can accumulate and deepen the bond between individuals. They also have the power to uplift and brighten someone's day. Whether it's holding the door for someone, offering a compliment or offering support, these actions contribute to a more positive and supportive social environment. Regardless of your place in life, community is important and, in a time of social turbulence on multiple levels, it's vital that we reconnect with our deep yearning for connection.

In a broader context, small gestures contribute to the creation of a supportive and compassionate community. When individuals engage in acts of kindness, it helps build a culture of empathy and cooperation within a group or society and helps mitigate collective stress and tension. A simple act of kindness or understanding can diffuse conflicts, promote harmony and create a more positive atmosphere – whether at home, in the workplace or within a community.

Imagine if gratitude was widespread on all the different layers of social stratification?

Expressing gratitude through small gestures acknowledges and appreciates the efforts and contributions of others. This, in

turn, fosters a sense of validation and encourages continued positive behaviour. We'd then be in a place where mindfulness isn't a played-out buzzword that's dropped out of the mouth of a selfish profiteer, we'd be actively engaged and showing awareness of our surroundings. By being present and attentive, individuals can better connect with others and respond to their needs in meaningful ways.

Finally, these little things that we do often leave an impression. While grand gestures may be memorable, it's often the consistent small acts of kindness, love or support that contribute to creating enduring positive memories and feed into the creation of a culture of kindness and empathy. When individuals model considerate traits they set an example for others, encouraging a ripple effect of positive actions within a community.

In summary, small gestures play a crucial role in fostering positive relationships, creating a supportive social environment and contributing to individual and collective wellbeing. Their impact, though subtle, can be profound and far-reaching and for me in 2024, before I get caught trying to save the fucking planet again, I need to remember: Small is Beautiful.

Even though I'm nearly 6'3". ■



"WE'RE USED TO THE LITTLE THINGS"



*“That’ll get you a seat in our broken down Intercity Express train, or a first class seat in our 12:45 cancelled Pullman train to nowhere...”*

# International emergency

Why solving homelessness needs to be a priority for politicians across the globe, why it isn't one now – and how it can become one. By *Eric Protein Moseley*

The World Economic Forum says that globally there were estimated to be at least 150m people experiencing homelessness in 2021 – a figure that has likely risen since. Despite this, there is a lack of concern from those who have been in the political field for a while, as well as those just entering politics, in addressing homelessness as a high priority – let alone making it the most important issue that these politicians should pledge to confront head-on if elected.

If the continuation of the lack of affordable housing is not brought to the forefront among the top objectives for all upcoming political leaders worldwide, can you imagine the magnitude of unhoused individuals that will exist in the world in 20 years?

## Why is homelessness not a top concern for voters globally?

Current and future politicians' top concerns suggest that they only focus on the interest of those who cast their votes for a particular legislative and seem uninterested in solving other problems.

Depending on who you ask and

in what country you are referring to, crime, immigration, healthcare and education round out the most concerning topics on the list of voters. According to the Pew Research Center, Americans differ over how important it is for political candidates they support to share their traits. For most politicians in office, or running for it, in the US, homelessness is a problem that has been set aside for several years by many of those who have a greater chance of putting unhoused solutions into place than others.

I'm aiming to get the support of the incoming leaders and from those who are already in office through my *Mandate Future Politicians to Prioritise Homelessness* [change.org](http://change.org) campaign.

Let's say I am a future politician in any country and I ran my campaign off the slogan that I promise to repair the entire sewerage system throughout the country because of how eroded it had become. Even though the rotting system may have serious effects on many people and continue to cause chronic health issues and other (major) problems people are most concerned about, the public most likely won't vote

for that campaign or the person representing it as it doesn't appeal to the majority of voters or capture their attention.

If I couldn't find enough people to support my cause, then I most likely would have to drop out of the race or jump on the bandwagon and support something more concerning to the voters.

According to Statista, in December 2023 a majority (53 %) of British citizens believed that the economy was among the top three issues affecting the nation, while only 44 % have come to believe that health was among the top three issues. One of the primary concerns of Britons in 2023 was undoubtedly the ever-present cost-of-living crisis that the UK is experiencing due to excessive inflation. All the roads mentioned above can lead to someone becoming unhoused, but somehow this situation is still not a top priority for communities around the world.

### What needs to change?

Regardless of their status, politicians are public servants and are only put into office to handle the main concerns of the people's interests and not so much of what they represent.

So, unless people across the world bring to the attention of politicians

that homelessness is not to be brushed under a rug that doesn't even exist, it will continue to receive the political urgency it currently experiences on the voters' agendas.

No disrespect to any other concerns or movement, but let's get our future politicians riled up about how many people are left out on the street or in a shelter, transitional housing or couch surfing.

People all around the world are known to want mainly for two things on earth: having a sustainable amount of income and to live in comfort, within their homes and in the community. That is why it's complicated for any politician to push their agenda if it doesn't strengthen the economy, but they are also known to jump on the bandwagon to support the popular causes, at any given moment.

Let's make homelessness the bandwagon that political leaders need to jump onto worldwide, and make them not only concerned about finding solutions to combating homelessness but also highly concerned about remedying its many causes, or they will not get our support in the near or distant future.

- **Eric Protein Moseley is a Social Impact Documentary Filmmaker and works closely with the homeless community in New York City** ■

# All mouth

## Tips and advice from Groundswell staff on how to look after your mouth health

### What causes poor mouth health?

Homeless people can be at higher risk of mouth health problems. Poor mouth health is caused by:

- A bad diet, regularly consuming sugary foods and fizzy drinks
- Smoking
- Drinking alcohol
- Substance abuse
- Lack of access to toothbrushes, toothpaste and dental care.

It's important to note GP registration is not a requirement if you want to see a dentist. You also do not need proof of address or immigration status to receive NHS dental care. Translation services are often available at dental practices, ask a member of staff. NHS dental treatment is free when removing stitches, stopping bleeding, or repairing dentures. It is also free if: you are under 18, if you are receiving benefits (you will need to show proof), if you are pregnant. People on low income or no recourse to public funds can apply for financial support with dental care.



## The basics

Here are some simple ways to look after your teeth and mouth:

- Brush your gums as well as your teeth
- You don't need running water to brush your teeth
- Small strokes of the brush can remove food stuck in between your teeth. Floss also helps
- Brushing your tongue can help reduce bad breath
- There's no need to rinse your mouth after brushing, toothpaste protects your teeth.

## Warning signs

Be aware of the following signs and symptoms, they may require you to see a dentist.

- Toothache or sensitive teeth
- Swelling inside or outside of the mouth
- Uncontrollable bleeding after a dental extraction
- Mild or sharp pain when eating or drinking something sweet, hot or cold
- Visible holes or staining in your teeth
- Sore, swollen, or red gums. Receding gums, too
- Bleeding while cleaning your teeth
- Bad taste in your mouth
- A mouth ulcer, lumps in your mouth, a swollen jaw and a long-lasting sore throat can all be signs of oral cancer. Seek help as soon as possible if you notice these symptoms.

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.



# Guideline guidance

Exploring why we need a Universal Homeless Charter and where charities go wrong with their volunteer guidelines. By *Mat Amp*

As it stands, there is no single universal charter for volunteers in the homeless sector that applies worldwide or even just in the UK itself.

Instead, there are a number of organisations and associations in various countries and regions who have established their own bespoke guidelines, principles and charters to help oversee their work with volunteers.

For instance, the United Nations has published a document called *The Guiding Principles on Extreme Poverty and Human Rights*, which includes considerations for working with homeless populations and addressing poverty-related issues. Many nonprofit organisations, shelters, and local governments also have their own codes of conduct and volunteer charters to ensure volunteers provide effective and compassionate assistance.

Whilst there are common threads running through these guidelines, one of the major questions being explored in my work at the Groundswell homeless charity is: do we need a universal charter to protect volunteers with lived experience in the homeless sector from exploitation and abuse? And if



© Chris Bird

our work at Groundswell shows that a universal charter would be a good idea, then what should that charter include?

Before investigating some of those arguments, it is worth looking at some of the guidelines that have been developed by a couple of charities to understand what a charter is exactly and what is right and wrong with the situation as it stands at the moment.

In my opinion, this will at the very least demonstrate the different and highly subjective approaches taken by the various charities out there when it comes to working with volunteers.

Homeless Link's 2018 publication, *Managing Volunteers in Homeless Services*, is a pretty comprehensive set of guidelines on how to recruit, utilise, engage and empower volunteers.

It points to the difference between volunteers with lived experience of homelessness and those without, who may be volunteering because it gives them vital experience or those people that just want to help and have the time and financial stability to do so.

In addition to this, the guide talks about the need to map out what it is your organisation needs from your volunteers so that you don't end up asking volunteers to cover the work of paid staff, as a source of cheap labour.

If volunteers do end up doing the work usually assigned to paid staff, then those staff should be employed to offer training to those volunteers. This way you are not replacing paid staff time with cheap volunteer labour.

This is an example of the many different aspects of volunteering that are vulnerable to bad practice and negligence, and may lead to systemic abuse if organisations

aren't careful about adhering to a set of guidelines.

Without universal guidelines, organisations are more likely to develop their own particular type of bad practice, that in time may become part of their system. They can become unintentional and unnoticed failings that can in turn become part of a fixed system that is only ever scrutinised by a subjective and often dated set of guidelines.

For example, take the Volunteer Guidelines on the Whitechapel Mission's website. I'm sure it was written with the best of intentions in terms of being kind and supportive and to keep volunteers and clients safe. But to me, the document sounds like something you'd get from your secondary school headmaster, with a tone that whips me up a picture of a sharp tutting tongue and a metronomic wagging finger.

It's all about telling you to do stuff with little or no explanation as to the why of it. For example, it tells you to wear modest clothing and not identify yourself along with a load of other stuff that I think goes without saying. Reminding volunteers not to harass people or take drugs in front of them is reminding them not to do stuff you should never do anywhere. Putting this guideline front and centre in a document like this implies that people experiencing homelessness are more likely to

## In a nutshell

Currently there is no universal charter for volunteers in the homeless sector. Mat argues one is needed, because:

- A charter can prevent volunteers with lived experience of homelessness being exploited
- Existing guidelines used by charities can be outdated or unhelpful to volunteers
- Without a universal charter, charities can unintentionally develop their own particular type of bad practice.

behave in these nefarious sorts of ways.

At other times it orders you to behave in a way that makes kindness contrived, robbing the volunteer of any bolstering of their self-esteem that might have occurred if they had been allowed to just be like this naturally. For example: "Volunteers are to engage in gracious and edifying conversation." Apart from the fact that social awkwardness and a lack of vocabulary makes this very difficult for some people, ordering volunteers to do it in this way robs them of the rewards from any empathetic amplification that occurs when this happens naturally.

The edict continues: "Volunteers do not swear."

Although I find people who find swearing offensive a bit extra, I do respect that some people find the world a less threatening place when people don't use 'bad' language. But it's the way that this request is made

that in my opinion isn't helpful.

Perhaps the point can be demonstrated better by phrasing it in a way that would be far more productive and respectful. i.e. "As a volunteer, we please ask you not to swear as it offends some of our patrons. We hope this is okay with you." By putting it this way, you not only ask the person if they will do something, but you also ask nicely and with respect.

I accept that this is an extreme example of old-school charity in action, but extremes edify universal problems because it magnifies them. And in this case, it shows how this charity would have produced a far more engaging and productive set of guidelines if it had utilised a universal template.

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

# Budget woes

An update on what the Scottish Budget means for the country's spiralling housing crisis. Spoiler: it's not good. By *Olivia Boyce*

Operating under what Shona Robison, the Deputy First Minister and Cabinet Secretary for Finance, called the “worst case scenario for Scotland” in the aftermath of the UK Government’s Autumn Budget, the Scottish Budget was published in December.

The government set out a number of policies in the statement, included a fully funded 5% council tax freeze, £550m allocated for a supply programme of affordable housing to deliver homes for social rent, mid-market rent and low-cost home ownership, £6.3bn to be invested in social security benefits payments and for all Scottish benefits to be updated by 6.7% in line with Consumer Price Index rate of inflation from September 2023.

However, analysis from the Fraser of Allander Institute has noted the Budget translates into a 37% reduction in resources for the Affordable Housing Supply Programme in the last two years. Sally Thomas, the chief executive of the Scottish Federation of Housing Associations, further criticised the allocation: “There is no plan on the table to replace the £200m lost from next year’s budget and the target of

building 110,000 affordable homes by 2032 now looks like an impossible dream, both for the government and, more importantly, for the quarter of a million people waiting for them.”

Recent news reported that 781 people applied to live in a single council house in Dreghorn, North Ayrshire, which reinforces the need for the government to keep up to speed with funding for the building of affordable homes.

Housing is not the only area experiencing fiscal deficiencies, as council leaders have also warned that Scottish Budget cuts have left councils at financial risk and could lead to the closure of public services and job losses.

It was only in October 2023 that North Lanarkshire announced plans to close nearly 40 sports and leisure facilities due to constrained budgets, and although they did reverse this decision, it appears that many more councils will be placed in similar positions trying to balance their budgets.

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

# Little things lead to change

How the little things we do to support people experiencing homelessness can lead to big changes for the better. Words on outreach, attitudes and fighting divisive rhetoric, by *Emdad Rahman*

The little things in our lives do matter a great deal, be it a flask of hot tea, a slice of cake, or the gift of a hat or scarf.

Homeless outreach teams the length and breadth of the UK will never eradicate homelessness without greater support and a clear strategy from our leaders, but they do what they can to shed light on an issue which is becoming increasingly visible and urgent in the public's mind.

For this reason, charities and volunteers will go out to share small items of value: flashlights, supplements, toiletries and protective covers with a view to alleviating the suffering of people faced with a life on the streets.

A tent has magical powers – it protects its inhabitant from the elements and abusive actions of fellow humans. It offers privacy, dignity and a relatively safe space.

The words of irresponsible leaders have far-ranging consequences and homeless people have faced distress with their circumstances despicably described as “lifestyle choices.”

Rough sleeping is the most visible and dangerous form of

homelessness and any person with any sense of reality will be fully aware that living on the streets is anything but a chosen path.

People sleeping rough face great danger, theft, assaults, rape and for personal safety reasons many will stay awake during the night, travelling on night buses, walking public streets and public toilets. The reason for this is that visibility usually means safety.

One individual who I was able to talk to about these developments is an old acquaintance of mine. Lea (not her real name) and I used to link up weekly on an allotment as part of a mental health wellbeing activity.

Her health has declined over the years due to the trauma she has experienced.

Lea's meticulous nature manifests itself even in the way she lives on the streets. After having her tent destroyed by a group of rowdy drunks on a night out, she trawled the local estates and got herself an outdoor bed together with sheeting. When I saw her last during a Bookbike run I saw her dousing the flames after her bed was set on fire.

The cost-of-living crisis, along with



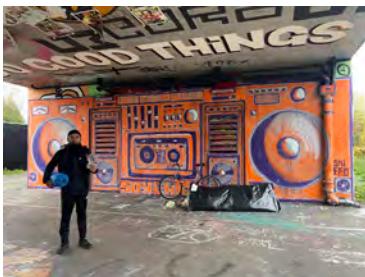
a significant shortage of affordable housing and insufficient funding for homelessness services, means the number of people sleeping rough has increased sharply.

One friend I regularly meet on my travels sleeps in the garages of a well-known restaurant and he says he is lucky to have remained undetected so far. This is the reality of life on the street.

For many years his declining mental health has led to a life sleeping rough on the streets. I was astonished to be told he was unable, for various reasons, to access healthcare. Happily, I was able to instantly introduce him to the Homeless Health Inequality Clinic, operating in Barking, and ShowerBox London (free showers available every Saturday outside St Giles-in-the-Fields, central London, 10am–4pm).

A winter outreach programme has enabled me to share copies of *the Pavement* with many facing life on the streets and each copy has been a valuable resource to the recipient, with many able to access vital support as a result of the compendium of useful information contained within each copy.

Absolutely no one should be deprived of warmth, safety and security and the lesson learnt is that the little things matter a great deal. Our words and conduct when it comes to interaction with vulnerable



**Emdad on outreach with some copies of issue 146 of *the Pavement***  
© Emdad Rahman

people can have far-reaching and detrimental consequences.

The Mayor of London, Sadiq Khan, has launched the first ever London Rough Sleeping Charter which is bringing communities, charities and businesses together to promote a shared belief that any person spending a night alone in a supermarket, a park, a car or a stairwell is not there by chance – there are circumstances like benefit cuts, abuse, a mental health breakdown or the cost-of-living crisis which has greatly contributed to the situation.

The person on the street we feel sorry for has aspirations and hopes and deserves dignity and a helping hand. Refusing to be influenced by divisive rhetoric is one of the most powerful tools we have to beat homelessness.

- **Emdad is on Twitter/X**  
[@emdad07](https://twitter.com/emdad07)

# Nanotech adventures

Can some new technology help our reporter solve the seemingly impossible puzzle of time? A riveting blend of 'Anarcho-nonsense' and dedicated field reportage, by *Chris Sampson*

The paper that you're reading this magazine on is of course made of atoms, arranged in a particular molecular structure. It is a carbon molecule, which it shares with the tree it was originally part of. And also with coal – which formed after forests rotted millions of years ago – and diamonds, which formed after a few more millions of years of lying around underground, undiscovered until grasping, greedy hands mined them.

So, if you wait long enough, your copy of *the Pavement* will be worth a fortune [the editor insists that it is already priceless in its current form; the gems being from other contributors, and my efforts the nutty slack].

Alas, linear time is the problem (as bloody usual, eh? Am I right?). As you know, human lifespans are disgracefully brief, even without years of government policies shortening them. If we could borrow McHaggis' time machine and nip forward a few ice ages to when the mag turns into diamonds, we'd be laughing. But as regular readers surely know, there's no place for fun in my scribblings.

Yet nanotechnology offers the

tantalising prospect that micro-machines, a few atoms across, will one day patrol our bodies, killing off cancer cells and any other threats. It might also be able to realise the age-old alchemist's dream of turning base metals or coal into valuable objects like gold and diamonds – thus reducing Hatton Garden to a tumbleweed-strewn wasteland, if everyone can grow their own sparklers.

It's only sci-fi for now, but your intrepid (what do you mean insipid? Cheek!) reporter has managed to wangle a go on a prototype nano machine to see what's going down at that billionth-of-a-metre level of existence. Will he strike gold? Or diamonds? Ah! Let's find out...

I was shrunk down to nanotech size by a top-secret contraption that in no way infringes any copyright of the 1968 TV series *Fantastic Voyage*, which by pure coincidence had the idea to shrink people so they could travel around human bodies 55 years before I did. (Linear time again, eh? Gah!)

Anyhoo. I didn't have anyone else's body to be shrunk into, so I headed for the laundry basket, and soon found myself battling

monstrosities which form the atomic level of the thong pollen that I hadn't shaken out of my undies. They seemed to have evolved into whiffy abominations after weeks rotting, unwashed, in the *Withnail and I*-type squalor of the laundry bag.

I mounted a heroic defence, naturally, and though suave conversation and rugged good looks may count for something in the macro world, down at the micro level they count for very little (no pun intended). And so I was all but overpowered by the molecular monstrosities, but was saved at the last micro-second (pun intended) by a roving band of nanochists. These are the nano level's impeccably right-on anti-fascist warriors and, yes, even at the smallest level of creation, they mainly graffiti bus stops with circled-A anarchy signs (see below) and talk a good game about smashing the system from their armchairs. [Note: MAHOOSIVE pot and kettle moment alert!]:



There is no authority but yourself!  
So tell yourself to behave yourself.

Ahem. With the thong pollen abomination defeated, and the nanochists thanked ("Aw, shucks! Don't mention it!" they replied, modestly, if a little anarchically), it was time to return to the macro world and scribble down some cobblers before this month's deadline and –

Ooops! Forget you read that; I mustn't give away the tricks of the writers' trade, so that will have to be redacted, and a more fitting phrase substituted, thus:

modestly, if a little anarchically,  
it was time to return to the macro world and scribble down some [redacted] before this month's deadline and –

*splendid wordsmithery*

Splendid indeed. Ahem. So, there you have it: Erm, wood = paper = coal = diamonds if you wait long enough for The Smallest Things to happen. But of course, handicapped by linear time (yet again, the slimy, timey fecker!) etc, etc.

All that remains now is for the traditional "How-the-hell-am-I-going-to-end-this-issue's-nonsense?" finale to my article. Time to use the old "tantalise 'em with promises that next issue's article will be better than the shite they've just read": There's better to come in 2024 for all our readers. I have it on good authority. ■

# Word on the street

A poignant poem, titled *Aliens*, on how people experiencing homelessness are so often made to feel other, or alien. By *Jason Electricity*

---

Aliens,  
Strange beings living on the street.  
Aliens,  
Odd specimens passed by hasty feet.

Aliens,  
weary forms searching for understanding.  
Aliens,  
Unknown entities treated with cold handling.

Aliens,  
Confused, abused, society-denied.  
Aliens,  
Otherworldly species seeking safety to reside.

Aliens,  
Planetary bodies wanting accepted rights.  
Aliens,  
Urban invaders authorities view as a blight.

Aliens,  
Space warriors lost between two worlds where lives burn.  
Aliens,  
Vulnerable terrestrials, enduring hostility at every turn.

Aliens,  
Sentient humanoids, hoping compassion arises earthbound.  
Aliens,  
Legitimate inhabitants' ensnared reality on abandoned ground.

Aliens. ■

# 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!

My notepad...

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>E</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](http://web@thepavement.org.uk)

Compiled: January 2024

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)

### WINTER SHELTERS

#### EDINBURGH:

##### BETHANY WELCOME CENTRE

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

07919 557 673

[www.bethanychristiantrust.com](http://www.bethanychristiantrust.com)

Open 24/7

October 2023 – May 2024

Free accommodation, food and support for people sleeping rough. Just show up or call the number above for support.

*AH, F, FF, OL, OW*

#### GLASGOW:

##### OVERNIGHT WELCOME CENTRE

0800 0277 466 (Simon Community)

[www.glasgowcitymission.com](http://www.glasgowcitymission.com)

24hr free accommodation service from  
1 December 2023 – 31 March 2024.

Run by Glasgow City Mission, Simon Community and a list of other partners. 25 beds available - call 0800 0277 466 for information. Glasgow City Mission is committed to tackling rough sleeping.

Building on the experience and expertise of running a winter project for the last 12 years, it is again our aim to make sure no one needs to sleep outside this winter.

*AH, OL, OW*

## ACCOMMODATION

### BLUE TRIANGLE

Various locations

0141 221 8365

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

We provide safe hostel type accommodation for people who are homeless or at risk of homelessness. Various services around Scotland, 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: 24hour  
Emergency direct-access hostel for single people or couples, who are homeless and over 16. Referral only via City of Edinburgh Council:  
0131 529 7036 or 0131 529 7125.

AH, BS, BE, CL, TS

### CROSSREACH (CUNNINGHAM HOUSE)

205 Cowgate, Edinburgh EH1 1JH

0131 225 4795 (open 24/7)

[crossreach.org.uk/our-locations/cunningham-house](http://crossreach.org.uk/our-locations/cunningham-house)

Ring or visit site for information. Short-term supported residential accommodation for single homeless people (18–65) who have additional support needs.

TS

### DUNEDIN HARBOUR

4 Parliament St, Leith,  
Edinburgh, EH6 6EB  
0131 624 5800

[tinyurl.com/vvx5fxtp](http://tinyurl.com/vvx5fxtp)

Accommodation and support for vulnerable individuals who are sleeping rough or at risk of sleeping rough. Couples and pets accepted. Referral via Edinburgh City Council:  
0131 529 7355 or 0131 529 7829

AH, AD, A, BA, CA, DW

### NIGHTSTOP (DEPAUL)

[uk.depaulcharity.org/nightstop](http://uk.depaulcharity.org/nightstop)

Mon – Fri: 9am – 5p

Nightstop provides young people, aged between 16–25, with emergency accommodation within vetted and trained host households.

Please phone first for referral:

**Edinburgh:**

55 Albany St, EH1 3QY

Phone: 0345 222 1425

Email: [hello@rocktrust.org](mailto:hello@rocktrust.org)

**West Lothian:**

Geddes House, Kirkton North Rd,  
Livingstone, EH54 6GU

Phone: 0345 222 1425

Email: [westlothianadmin@rocktrust.org](mailto:westlothianadmin@rocktrust.org)

We work with young people to plan and overcome barriers at the start of their journey with us. When relationships break down, we provide support and mediation to keep families together.

AH

#### 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



**SAFE IN SCOTLAND**

Formerly the Destitution Night Shelter  
[www.safeinscotland.com](http://www.safeinscotland.com)

24/7 accommodation for destitute  
 asylum seekers. Please not come directly  
 to venue without referral.

For Referral, visit:

[www.safeinscotland.com/referrals](http://www.safeinscotland.com/referrals)

or phone:

Scottish Refugee Council: **0808 196 7274**

Govan Community Proj: **0800 310 0054**

British Red Cross: **0808 196 3651**

*AH, BS*

**SAFFRON HOUSING**

0141 422 1112

[southside-ha.org/saffron-project](http://southside-ha.org/saffron-project)

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 [csd@southside-ha.co.uk](mailto:csd@southside-ha.co.uk)

*AH, BA, DA, TS*

**SIMON COMMUNITY SCOTLAND**

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

Glasgow: **0800 027 7466** (open 24/7)

Edinburgh: **0808 178 2323** (open 24/7)

Accommodation and support services.

See **STREETWORK** and **ACCESS HUB** for  
 information about those services.

*MH, AH, AD, A, DW, OL, OW*

**EDINBURGH SUPPORT HUB  
(STREETWORK CRISIS CENTRE)**

22 Holyrood Road, Edinburgh EH8 8AF

**0808 178 2323**;

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

Mon – Fri: 8:45am – 8pm

except Wednesdays: 10am – 8pm

Sat – Sun: 9am – 5pm

Supporting anyone in Edinburgh who  
 does not have a safe place to sleep.

*AH, AD, BA, BS, C, FF, IT, TS*

**THE MUNGO FOUNDATION  
(DE PAUL HOUSE)**

27 Cruden St, Govan, G51 3RP

**0141 445 2800**

[www.themungofoundation.org.uk/  
 service/de-paul-house](http://www.themungofoundation.org.uk/service/de-paul-house)

Support and accommodation for young  
 men & women (16-21). Referral only via  
 Social Work Care Manager.

*AH, AD*

**FOOD****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)

Sundays: 9–10am

More Than A Meal: Free breakfast from  
 the café door.

*FF*

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

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

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

FULL LIST  
 AVAILABLE ON  
 OUR WEBSITE



## CADOGAN STREET

39 Cadogan House, Glasgow G2 7AB  
Directly opposite No.28, on corner  
Wed: 8pm; Thu & every 2nd Sun: 7pm  
Soup, sandwich and hot drinks.  
Can direct to other services.

*FF, OL*

## GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW  
0141 221 2630  
glasgowcitymission.com  
Mon – Fri: 10am – 8pm (drop in);  
1 – 2pm (lunch); 6:30 – 8pm (dinner)  
11am – 1pm & 2:15 – 4:15pm (advocacy)  
Runs many other services, check website  
or phone number to find out more.

*AC, AH, FF, IT, SF*

## H4TH (HELP FOR THE HOMELESS)

07966 062 495  
www.help4thehomeless.charity  
Cadogan Street, Glasgow  
Thursdays: 8 – 10pm  
H4TH is a weekly outdoor soup kitchen  
for free food and clothing.

*FF, CL*

## HOMELESS PROJECT SCOTLAND

194 Argyle Street, Glasgow, G2 8HA  
0800 999 2477 (emergency helpline)  
homelessprojectscotland.org  
Food distribution, hygiene packs,  
advice all available. Based in Glasgow.  
Emergency line: 0800 999 2477

*FF, OL*

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

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

## LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT  
0141 552 0285  
lhm-glasgow.org.uk  
Mon – Fri: 9:30 – 11:30am & 1:30 – 3pm  
Free Breakfast: 8 – 10am  
Free Lunch: 12noon – 1:30pm  
Narcotics Anonymous: Tue 7pm;  
Thu 6pm; Fri 9:30pm; Sun 6:30pm  
We have an Intervention Worker who  
provides a range of services including  
emotional support, benefits checks,  
filling out forms and signposting to  
relevant organisations. Check website or  
call in for info on other services.

*AH, AD, B, BA, BS, CA, CI, C, DT, T, F, FF, FC, IT, LS,  
MD, SS, TS, EO*

## 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 – 4:15pm

*FF*

## QUEEN'S PARK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ  
0141 423 3654; pggpc.com  
Tues: 12noon (Lunch Stop – hot meal)  
Thurs: 10am (Coffee Club & Food Bank)  
Sun: 5pm (Club 170 – free take out  
meal, toiletries, clothing)

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

*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

**SOCIAL BITE – GLASGOW**

10 Sauchiehall St, Glasgow, G2 3GF  
 0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)  
 Mon – Fri: 9.30 – 11am (breakfast rolls)  
 Mon – Fri: 4 – 5.30pm (take away food)  
 Wed: 4 – 5.30pm (Sit-in Social Supper)  
 FF

**SOCIAL BITE – EDINBURGH**

131 Rose St, Edinburgh, EH2 3DT  
 0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)  
 Mon – Fri: 8 – 9:30am (breakfast rolls)  
 Mon – Fri: 4 – 4:45pm (take away food)  
 FF

**SOCIAL BITE – ABERDEEN**

516 Union St, Aberdeen, AB10 1TT  
 0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)  
 Mon – Fri: 8 – 9:30am (breakfast)  
 Mon – Fri: 2:15 – 3pm (take away food)  
 Thu: 3 – 5pm (Sit-in Social Supper)  
 FF

**STEPS TO HOPE**

St Cuthberts, 5 Lothian Rd, EH1 2EP  
 07949 838 666 (24-7)  
[www.stepstohope.co.uk](http://www.stepstohope.co.uk)  
 Monday Munchies: 6pm  
 Sunday Suppers: 5pm  
 FF

**HEALTH & MENTAL HEALTH****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 – Fri: 9am – 2pm  
 Emotional and practical support, information and advice for homeless people with mental health problems.  
 MH, AH, AD, C

**HEALTH IN MIND**

[health-in-mind.org.uk](http://health-in-mind.org.uk)  
 Monday – Friday: 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.  
 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



## 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 & RESOURCES SERVICES

55 Hunter Street, Glasgow, G4 0UP  
0141 553 2801 (call before visiting)

<https://tinyurl.com/2p27yupn>

Mon – Fri: 2 – 4pm

Phone reception before visitng.

Specialist, highly personalised services for Homelessness, Alcohol and Drug Recovery, Mental Health and Justice Services in the Gallowgate area.

*MH, A, DW, FC, MS, SH, SF*

## MIND (NATIONAL)

0300 123 3393; [www.mind.org.uk](http://www.mind.org.uk)

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

Mon – Fri: 9am – 5pm

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

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*

## PENUMBRA

57 Albion Rd, Edinburgh EH7 5QP

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

Mon – Thu: 9am – 4:30pm

Fri: 9am – 4pm

Offers a wide range of mental health support. Use contact form on their website for help and signposting to services in various locations across Scotland.

*MH, A, C, D, TS*

## SAMARITANS

Helpline: 116 123

(Open 24hrs, 365days)

[www.samaritans.org](http://www.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](http://www.sane.org.uk)

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

SANEline: 0300 304 7000

Callback service: 0300 124 7900

Mon – Sun: 4 – 10pm (365 days a year)

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

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

*C*

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

## SURVIVORS OF BEREAVEMENT BY SUICIDE (NATIONAL)

0300 111 5065

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

Mon – Tue: 9am – 5pm

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](http://www.sandyford.scot)

Mon – Fri: 8:45am – 4:15pm

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)

020 7089 5050

Text SHOUT to 85258 (24/7 support)

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

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. Advice on Coronavirus too.

*AD, MH, MS*

## 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*

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

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

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

FULL LIST  
AVAILABLE ON  
OUR WEBSITE



## **CROSSREACH MOVE ON (WHITEINCH - 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/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*

## **DRINKAWARE**

0800 7314 314 (Drinkline Scotland)  
[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, [www.talktofrank.com](http://www.talktofrank.com)  
82111 (text line)  
24hrs, 7 days a week (phone lines open)  
Live online chat available daily 2 – 6pm  
Honest drug advice for young people.  
Find local drug treatment centres.

*DW, OL*

## **National Domestic Abuse**

**0800 2000 247**  
**24/7 HELPLINE**

## **GLASGOW COUNCIL ON ALCOHOL**

14 North Clarendon 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 – Friday: 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 & RESOURCES SERVICES**

55 Hunter Street, Glasgow, G4 0UP  
0141 553 2801 (call first);  
<https://tinyurl.com/2p27yupn>  
Mon – Fri: 2 – 4pm  
Call ahead for opening hours.  
Specialist, highly personalised services  
for Homelessness, Alcohol and Drug  
Recovery, Mental Health and Justice  
Services in the Gallowgate area.

*MH, A, DW, FC, MS, SH, SF*

*My notepad...*

## NARCOTICS ANONYMOUS (NA)

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

*D*

## NORTH EAST RECOVERY COMMUNITY – GLASGOW

20 Broad Street, Glasgow, G40 2QL  
0141 554 5235

[www.northeastrecoverycommunity-glasgow.co.uk](http://www.northeastrecoverycommunity-glasgow.co.uk)

NERC run six successful recovery cafes – a safe and confidential place for individuals and their family members who are recovering from addiction. We offer a running group and an arts and crafts group across the North East of the city, which are all ran by volunteer's. We also have online Meditation on Zoom every Tuesday and Thursday evening.

*AC, MD, MH*

## SECOND CHANCE PROJECT

402 Sauchiehall St, Glasgow G2 3JD  
0141 336 7272

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

Mon – Fri: 9am – 5pm

Three-stage day treatment programme for people with drug and/or alcohol problems. Training & counselling.

Self-referral. See also: [facebook.com/secondchanceprojectglasgow/](https://facebook.com/secondchanceprojectglasgow/)

*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: request by email:  
[support@smartrecovery.org.uk](mailto:support@smartrecovery.org.uk)

*C, D*

## TURNING POINT SCOTLAND (ALCOHOL & DRUG CRISIS)

80 Tradeston Street, Glasgow, G5 8BG  
0141 420 6969; [bit.ly/3HGJCI5](https://bit.ly/3HGJCI5)

Mon – Sun: 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*

**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



## TURNING POINT SCOTLAND (ALCOHOL & DRUG RECOVERY)

112 Commerce Street, Tradeston,  
Glasgow G5 9NT  
0141 948 0092

[bit.ly/3xer4AX](http://bit.ly/3xer4AX)

Mon – Sun: 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

[tinyurl.com/bdcmzkfs](http://tinyurl.com/bdcmzkfs)

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; [bit.ly/3v1Cupl](http://bit.ly/3v1Cupl)

Mon – Fri: 9am – 7pm

Sat & Sun: 10:30am – 2:30pm  
(outside these hours, call 0808 178 5901)

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

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

## WE ARE WITH YOU (NW GLASGOW RECOVERY HUB)

The Quadrangle, 59 Ruchill Street,  
Glasgow G20 9PX

0808 178 5901; [bit.ly/2P9nxSS](http://bit.ly/2P9nxSS)

Mon – Sun: 8am – 8pm

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

We're here to listen – you can tell us as little or as much as you want.

We'll work with you on your own goals, whether that's cutting down your drug or alcohol use, stopping completely or just getting a bit of advice.

*MH, AD, A, DW, OL, OW*

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

*LS* Luggage storage  
*MD* Music/drama  
*MH* Mental health  
*MS* Medical services  
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*OL* Outreach worker links  
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*SH* Sexual health  
*TS* Tenancy support

FULL LIST  
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OUR WEBSITE



## HELP & ADVICE

### ACCESS HUB (GLASGOW)

389 Argyle Street, Glasgow, G2 8LR  
0141 552 4164; [simonscotland.org](http://simonscotland.org)

Mon, Tue, Thur & Fri: 9am – 5pm

Wed: 10am – 5pm

Drop in to get help with benefits, health, finances, legal advice, access to the digital world and more.

*MH, AH, AD, A, DW, OL, OW*

### APEX SCOTLAND

9 Great Stuart St, Edinburgh, EH3 7TP  
0131 220 0130; [apexscotland.org.uk](http://apexscotland.org.uk)

For offenders, ex-offenders and young people at risk of offending. Services across Scotland - to find your local office please visit our website.

*AH, BA, CA, ET, IT*

### CHANGE

0808 801 051; [changemh.org](http://changemh.org)

Mon – Fri: 10am – 4pm

We ensure that everyone has access to the support they need, when they need it, in a way which works best for them.

*MH*

### GLASGOW WOMEN'S AID

4th Floor, 30 Bell St, Glasgow G1 1LG  
0141 553 2022

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

Mon – Fri: 9:30am – 4:30pm

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

C

### WELLBEING FOR YOUNG PEOPLE

171 Wilton Street, Glasgow G20 6DF

0141 945 3871

[www.qcha.org.uk/qc-wellbeing/young-people](http://www.qcha.org.uk/qc-wellbeing/young-people)

[wellbeingyoungpeople@qcha.org.uk](mailto:wellbeingyoungpeople@qcha.org.uk)

Mon – Sun: Open 24 hours

Support for homeless 16–25 year olds.

Referral via City Council: 0141 287

0555 (for out of hours: 0800 838 502).

*AH, AD, BA, C, ET*

## EX-FORCES

### COMBAT STRESS (NATIONAL)

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

0800 138 1619

07537 173 683 (textline)

24hr, 365 days helpline

Confidential advice and support to veterans and their families.

*MH, AD, C, OL*

### ROYAL BRITISH LEGION

0808 802 8080

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

Mon – Sun: 8am – 8pm

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

*AH, AD, BA, CA, DA, ET, IT, OW, TS*

## 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

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*DA* Debt advice

*DT* Dentist

*EF* Ex-forces

*EO* Ex-offenders

*ET* Education/training

*F* Food

*FF* Free food

**SCOTTISH VETERANS RESIDENCES**

53 Canongate, Edinburgh EH8 8BS  
 0131 556 6827 (open 24hrs)  
[www.svronline.org](http://www.svronline.org)

Ring first. Accommodation for homeless ex-service men and women, including ex-merchant mariners. Can accept married couples.

Online enquiry form on website.

AH

**SSAFA FORCESLINE**

0800 260 6767; [www.ssafa.org.uk](http://www.ssafa.org.uk)

Monday – Friday: 9am – 5pm

SSAFA helps combat homelessness among ex-Service personnel.

AH, C

**VETERANS UK**

0808 1914 2 18

[www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

Mon – Fri: 8am – 4pm

Free help and advice for veterans, and access to dedicated one-to-one welfare advice.

Email: [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)

AH, DA, BA

**REFUGEE SUPPORT****CENTRAL & WEST INTEGRATION NETWORK**

Garnethill Multicultural Centre  
 21 Rose Street, Glasgow, G3 6RE

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

0141 573 0978

Based in the centre and west end of Glasgow that supports asylum seekers, refugees, migrant workers and black and minority ethnic people to access resources that improve their standard of living.

AD, FF, OL

**GOVAN COMMUNITY PROJECT**

31 Garmouth Street, Glasgow, G51 3PR  
[govancommunityproject.org.uk](http://govancommunityproject.org.uk)

0800 310 0054

Mon – Thu: 10am – 1pm

Advice, advocacy, food service and other support for refugees and people seeking asylum across Glasgow.

**Moss Heights Bike Library** works in the same way as a regular library, but instead of books we are lending bikes. Along with hiring a bike, it is also a hub for bike related activities. Call for details.

AD, FF, OL

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

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 NE Needle exchange

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



## POSITIVE ACTION IN HOUSING

98 West George St, Glasgow, G2 1PJ  
0141 353 2220; [www.paih.org](http://www.paih.org)

Mon – Fri: 9:30am – 4pm

**Housing advice:**

Tue: 2 – 4pm; Wed: 10am – 12noon

**Destitution Surgery:**

Mon: 10am – 12noon; Thu: 2 – 4pm

**Welfare Rights:**

Mon 2 – 4pm; Thu: 10am – 12noon

**Digital Assistance:**

Tue: 11am – 1pm; Wed: 2 – 4pm

**Homeless enquiries & Digital Skills:**

Fri: 9:30am – 4:30pm

Self-referral form available

online. Independent, multilingual homelessness and human rights charity dedicated to supporting people from asylum seeker, refugee and ethnic minority communities. Any questions: [home@positiveactionh.org](mailto:home@positiveactionh.org)

AH, FF

## SAFE IN SCOTLAND

[www.safeinScotland.com](http://www.safeinScotland.com)

24/7 accommodation for destitute asylum seekers.

For Referral, phone:

Scottish Refugee Council:

0808 196 7274;

Govan Community Project:

0800 310 0054;

British Red Cross:

0808 196 3651.

Or contact us using the website referral form.

AH, BS

## 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

57 Albion Road, Edinburgh, EH7 5QY

0131 475 2399; [shaktiedinburgh.co.uk](http://shaktiedinburgh.co.uk)

0800 027 1234 (24h Domestic Abuse help)

Mon & Wed – Fri: 9:30am – 4pm

Tue: 1 – 4pm

Support and information to Black Minority Ethnic (BME) women, children and young people experiencing and/or fleeing domestic abuse, forced marriage and anti-LGBTQI+ abuse. Also support BME LGBTQI+ people under 18.

AD, OL, SF

## THE WELCOMING

20/1 Westfield Avenue, Edinburgh,  
EG11 2TT

[thewelcoming.org](http://thewelcoming.org); 0131 346 8577

Mon – Fri: 9am – 2pm (drop-in hours)

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 influence positive change.

AD

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

## ART & CREATIVITY

### GIVIN' IT LALDIE

1 Errol Gardens, Glasgow, G5 0RA  
[givinitlaldie.org.uk](http://givinitlaldie.org.uk)  
[givin.it.laldie@gmail.com](mailto:givin.it.laldie@gmail.com)  
 0141 280 0053

Phone open Tue – Thu: 9am – 5pm

Our music sessions are FREE & open to everyone – no auditions, no experience and no ability to read music required! We use music to build and strengthen our community, to connect people and to lift lives and improve well being – why not come along and have a go?

*MD*

### GOVANHILL BATHS

126 Calder St, Glasgow, G42 7QP  
[govanhillbaths.com](http://govanhillbaths.com)  
 0141 433 2999

Phone open Tue – Thu: 9am – 5pm

Whether you're looking to be more active, meet new people, try something relaxing or increase your self confidence we hope to have something for everyone to take part in.

All our Wellbeing Programme activities are FREE and open to adults living within a mile of Govanhill who are not currently employed (or are on low income) and not in full-time education. Refugees and asylum-seekers are welcome to attend from anywhere in the city.

*MD*

### LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT  
 0141 552 0285

[lhm-glasgow.org.uk](http://lhm-glasgow.org.uk)

Whether it's a workshop in Cooking, Crafts, Music, Digital Photography, Drama, Fitness Classes, attending the Women's Group or playing a game of football - there's something on offer for everyone.

*AC, MD, MH*

### PLATFORM – EASTERHOUSE

The Bridge, 1000 Westerhouse Road Easterhouse, Glasgow, G34 9JW  
[www.platform-online.co.uk/whats-on](http://www.platform-online.co.uk/whats-on)  
 Platform is the arts centre at the heart of The Bridge community space in Easterhouse, offering a year-round programme of Pay-What-You-Like arts, craft and music classes. Check website for details about this month's activities.

*AC, MD*

### TURN THE TABLES – DJ SCHOOL

35 East Campbell St, Glasgow G1 5DT  
[www.turnthetables.co.uk](http://www.turnthetables.co.uk)

We support those who have experienced homelessness by delivering DJ workshops. Self referral form available on website: [www.turnthetables.co.uk/self-referral-application](http://www.turnthetables.co.uk/self-referral-application)

*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

FULL LIST  
 AVAILABLE ON  
 OUR WEBSITE



## DENTIST / MOUTH CARE

### THE ACCESS PLACE – EDINBURGH

22-24 Spittal St, Edinburgh, EH3 9DU  
[www.edinburghaccesspractice.scot.nhs.uk/page1.aspx?p=1&t=7](http://www.edinburghaccesspractice.scot.nhs.uk/page1.aspx?p=1&t=7)

Mon, Tue & Wed: 12:30 – 4pm

For anyone who is drug dependent or registered homeless and who has difficulty accessing dental care. Advice, emergency treatment and routine care provided in a relaxed and friendly environment.

MS

### GLASGOW DENTAL HOSPITAL

378 Sauchiehall Street, Glasgow, G2 3JZ  
0141 232 6323

[www.nhsinform.scot/scotlands-service-directory/dental-services/12954%201glc1116](http://www.nhsinform.scot/scotlands-service-directory/dental-services/12954%201glc1116)

Mon – Fri: 8:30am – 5:15pm

The Emergency Dental Treatment Centre is not a walk-in facility and access is by appointment only in daytime, and via NHS 24 in the evenings by dialling 111. Patients who are not registered with a dentist should call 0141 232 6323 during the day.

MS

### NHS LOTHIAN EMERGENCY DENTAL CARE

[services.nhslothian.scot/dentists/emergency-dental-care](http://services.nhslothian.scot/dentists/emergency-dental-care)

Patients not registered with a dentist, call: 0131 537 8801 or 0131 537 8802

Mon – Fri: 9am – 6pm

After 6pm, call NHS 24 on 111.

If you are registered with a dentist, please contact your own surgery for advice or to arrange treatment.

MS

## PETS

### PDSA PET HOSPITAL (EDINBURGH)

2B Hutchison Crossway, Edinburgh EH14 1RR

0131 443 6178; [www.pdsa.org.uk](http://www.pdsa.org.uk)

Monday – Friday: 8:30am – 5:30pm

Veterinary surgery offering medical care for pets and other animals. Please use the Freephone number or website to check availability: [pdsa.org.uk/pet-help-and-advice/eligibility](http://pdsa.org.uk/pet-help-and-advice/eligibility)

SF

### PDSA PET HOSPITAL (GLASGOW EAST)

Muiryfauld Drive, Tollcross, Glasgow G31 5RT

0141 763 0800; [www.pdsa.org.uk](http://www.pdsa.org.uk)

Monday – Friday: 8:30am – 5:30pm

Veterinary surgery offering medical care for pets and other animals. Please use the Freephone number or website to check availability: [pdsa.org.uk/pet-help-and-advice/eligibility](http://pdsa.org.uk/pet-help-and-advice/eligibility)

SF

### PDSA PET HOSPITAL (GLASGOW)

1 Shamrock Street, Glasgow G4 9JZ

0141 332 6944; [www.pdsa.org.uk](http://www.pdsa.org.uk)

Monday – Friday: 8:30am – 5:30pm

Veterinary surgery offering medical care for pets and other animals. Please use the Freephone number or website to check availability: [pdsa.org.uk/pet-help-and-advice/eligibility](http://pdsa.org.uk/pet-help-and-advice/eligibility)

SF