

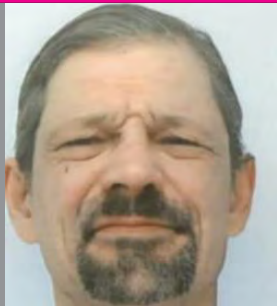
# *the* **Pavement**

the free magazine for homeless people



Issue 149 : Compassion  
April – May 2024

# Missing



**Matthew Grosvenor**

Matthew Grosvenor has been missing from Camden, London, since 16 May 2019. He was 52 when he was last seen.

Matthew, 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. Or, email us on [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk).



**David McCallum**

David McCallum has been missing from Clydebank, Strathclyde, since 28 March 2003. He was 31 when he was last seen.

David, 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.

If you think you may know something about Matthew or David, 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:** This issue's cover is an untitled artwork by Lui Saatchi, an artist and photographer based in London. Lui works with art collectives including Drummond Street Artists, the art group for people with experience of homelessness. © *Lui Saatchi*

- Lui can be found on Instagram  
@luisaatchiart

### *The Pavement magazine*

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The second annual Orwell Prize for Reporting Homelessness closed for entries on 31 March 2024. The prize is awarded to people reporting on homelessness in all its forms, with entries from people with lived experience of homelessness especially welcome.

The winner will receive a cash prize of £3,000 and their entry published on The Orwell Foundation website. Entries can be in any medium other than books, including video diaries, reporting, essays and podcasts.

The prize was created last year to mark the 90th anniversary of George Orwell's seminal text on homelessness and poverty *Down and Out in Paris and London* (see picture above). Orwell's book explored the harsh reality of life for people sleeping rough in London. Fast forward almost a century and many of the injustices described in the book are still prevalent.

- [www.orwellfoundation.com/the-orwell-prizes/about/about-the-prizes/reporting-homelessness](http://www.orwellfoundation.com/the-orwell-prizes/about/about-the-prizes/reporting-homelessness)

## 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)

# Compassion

Treating somebody with compassion can have a miraculous effect. However, many people experiencing homelessness are so often not afforded compassion, whether by people, authority or a system that callously neglects and punishes them.

But on our pages you'll find instances of compassion in action. For example, Emdad visits Leyton Orient Football Club on one of its community initiatives supporting people experiencing homelessness on page 18. On page 14, Darren Harvey introduces us to a day-centre outreach coordinator on a mission to help guests with their dentistry needs.

Meanwhile, Mat explores what compassion means today and how important it is on page 22. There's also all of the regular news, views and cartoons elsewhere in the magazine.

***the Pavement* team**

In late February another Camden Public Meeting was held at St Michael's Church. The Meeting, organised by Streets Kitchen, is part of a process to coordinate a collaborative effort to combat the crisis of homelessness in the borough.

Writers from *the Pavement* were in attendance at February's meeting, which took place almost three months on from the previous meeting. Representatives from Camden Council were also present, as well as members of Liberty, the human rights organisation. Liberty alerted the council members to the increase in Community Protection Notices being used in the borough to move people sleeping rough on from where they were settled. This was supported by people at the meeting who had been made to feel "marginalised" by the council's use of dispersal powers.

While Camden Council's representatives insisted the council was "not complacent," they also conceded the council had so far not set up a meeting with Islington Council to discuss policy and joint action on the increase in people sleeping rough and experiencing homelessness, something members of the council had agreed to work towards at the first public meeting in November. However, the meeting ended on a more positive note, with the council re-emphasising its commitment to cooperate with community members and stakeholders to find solutions. Another meeting was scheduled for late March.



## Unsettled scheme

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Five years after its launch, the EU Settlement Scheme (EUSS) is experiencing issues, jeopardising millions of people's rights, with people experiencing homelessness particularly vulnerable to the scheme's failings. Research by the law reform charity Justice shows millions of European Economic Area nationals are at risk of losing their jobs, homes and access to healthcare and benefits because of the problems. One of the main issues is with the EUSS 'proof of status' portal online. The portal is failing to recognise people who have secured the right to live and work in the UK, which has led to people missing flights, job opportunities and housing rental options. Applications to remain are also regularly wrongly refused.

## Recovery college

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Sadly, the St Mungo's London Recovery College will close its doors permanently later this year. As is so often the case with these projects and spaces, sheer numbers and statistics will never be enough to capture the life-changing impact they had. But speak to some of the people who attended the Recovery College and you begin to appreciate the profound influence it had. Although it will now be closing its

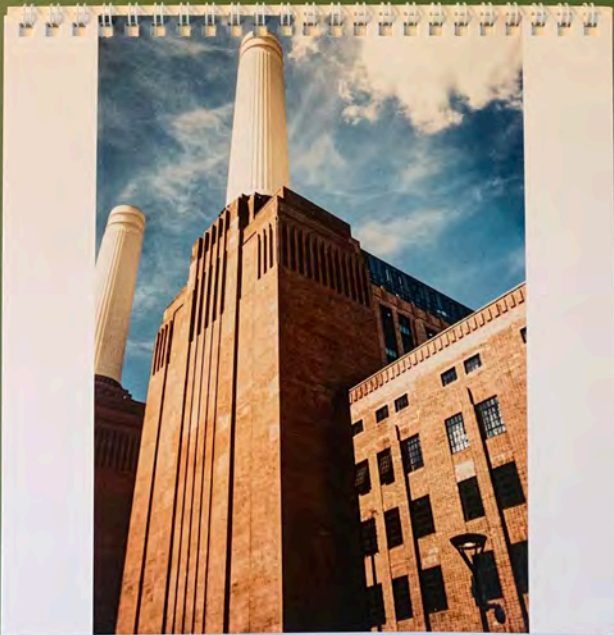
doors, its legacy survives through the many wonderful people who passed through its doors and moved on to exciting new chapters in their lives. Everybody at *the Pavement* thanks the volunteers and staff that made the college such a success.

## Kicked when down

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Shocking footage emerged in March of a Greater Manchester police officer dragging a homeless man across the ground in a sleeping bag. The officer then proceeds to stamp on the man's stomach as he lay on the floor. Greater Manchester Police (GMP) has issued an apology for the incident, which took place next to Manchester town hall, but has refused to comment on whether the officer involved will face disciplinary action beyond "refresher training" on how to deal with similar situations. The homeless man is a refugee from Sudan and has asked to remain anonymous. He told the *BBC* he had to go to hospital after the incident and reported "a fever and in the following hours I had blood in my urine."

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FOR THE LIST OF SERVICES



A shot from the 2023 MyLondon calendar, titled *Battersea Power Station*, by Maurice Woolger © the Pavement

**An exhibition** was launched in March showcasing the photos used for the 2024 MyLondon and MyMumbai calendars. The exhibition, which ran until 31 March, was held at Kahaila café in Shoreditch, east **London**. MyLondon is the photography project run by Café Art, in which Fujifilm Quicksnap one-time-use film cameras are given to people with lived experience of homelessness. The same concept is used for the MyMumbai project. Once all the cameras have been used, the best photos are selected by an expert panel of judges and used for calendars. Proceeds of the calendars go to the photographers and to help run the projects.

## Museum opening

The Museum of Homelessness has announced a show to commemorate the opening of its Manor House, north **London** site and the 10-year anniversary of operations. *How to Survive the Apocalypse* is described by the museum as an “immersive experience,” that will “reframe the myths and stereotypes of homelessness and show that the answers to some of our most pressing problems can often be found with the people at the sharp end of society.” The show will run on Fridays and Saturdays from 24 May to 30 November. Alongside *How to Survive the Apocalypse*, the museum will be offering a wider programme of events during this timeframe. Visitors can expect a variety of talks, workshops and events through the season.

## Far from home

The London borough of Greenwich is sending homeless families to live in **Manchester**, as councillors bemoan a deepening housing crisis in the capital. According to the *Manchester Evening News*, some councillors have likened the situation to a “Second World War billeting operation,” with homeless families being asked to move more than 200 miles away from the borough for housing. In February the council resolved to increase its temporary accommodation housing stock to 197 units for the upcoming year, an increase of 50 on the previous year. However, in March the council noted there were currently 240 homeless households placed in emergency accommodation hotel rooms due to the lack of available housing.

**3,898** people counted sleeping rough on a single autumn night in England in 2023.

**27%** increase on 2022's tally of 3,069, the largest annual rise since 2015.

**32%** English local authorities surveyed had more long-term vacant homes than rise in number of rough sleepers in London, according to the official annual rough sleeping snapshot.



## Cost of a quick fix

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Councils in **London**, many of which are already struggling financially, spent a staggering £90m per month on temporary accommodation for homeless people – an increase of 40% on last year. The figure was taken by London Councils, a cross-party local government association representing the city's borough councils. Its research shows one in 50 people in the city are homeless and living in temporary accommodation. London Councils warns that if spending continues to increase, more local authorities will be forced to declare effective bankruptcy.

## Budget news

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In case you missed it, the chancellor, Jeremy Hunt, announced the government's spring budget in March. So what did you miss? Well, not much. If you were hoping for clarity, vision and leadership on the crisis of homelessness, don't hold your breath. There was no answer to charities' and organisations' calls to safeguard homelessness services from cuts. In fact, such was the total ignoring of the topic, Homeless Link chief executive Rick Henderson told the *Big Issue* the chancellor had laid the ground for the issue to "spiral out of control".

## Not so temporary

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Children experiencing homelessness are spending their entire childhoods in temporary accommodation, according to the *Observer*. Thousands of families have been housed in temporary accommodation for more than a decade, including one homeless household in **London** that has been there since 2000, a stay of almost a quarter of a century. Freedom of Information requests have unearthed that some households in the London boroughs of Westminster, Ealing, Brent, Camden, Enfield, Barnet, Haringey and Kensington and Chelsea have been in temporary accommodation for longer than two decades. The state of temporary accommodation in England can be so dire that there have been cases of children having to learn how to walk on a bed owing to their living space being so cramped. Children in temporary accommodation have also been found to be missing out on key developmental stages, like crawling, because of this lack of space.

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## Safe space

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Construction has begun on the UK's first official drug consumption room. The £2.3m facility will be built in **Glasgow** and is expected to open in September 2024. The pilot is supported by the Scottish Government, but not the UK Government. The space will be open to people looking to safely inject drugs such as heroin, with health professionals supervising the site. People experiencing homelessness and substance abuse problems are invited to use the site, as the Scottish Government seeks to manage the country's drug death crisis.

## First in refusal

.....

As the housing crisis in **Glasgow** intensifies, the council recorded 1,355 instances of people being refused temporary accommodation last year. A Scottish Government report suggests this is in part due to the council's commitment to move away from a reliance on B&Bs for temporary accommodation purposes. Over the same time period, Edinburgh refused 125 people temporary accommodation. According to the *Glasgow Times*, the number of households not offered temporary accommodation in Scotland in the three months to 30 September 2023 was the highest on record, standing at 1,515.

## Miles off

.....

Homeless families in **Edinburgh** are being asked to relocate hundreds of miles from the city for temporary accommodation, as the council cannot provide any local housing. According to *Edinburgh Live*, a family of six drove 300 miles south of the border to Coventry for temporary accommodation. Responding to the news, Matt Downie, chief executive of the homelessness charity Crisis, said: "These cases are symptomatic of a homelessness system under extraordinary pressure."

## New homes

.....

Some long overdue positive news in **Glasgow**, where the council has made a compulsory purchase of three flats and transferred them to housing associations that will make them available for homeless people or families. In a statement, Glasgow City Council said it had purchased three flats in Easterhouse, Govanhill and Yorkhill, two of which have sat empty since 2020, while the third has been abandoned since 1999. Councillor Ruairi Kelly, Convener for Neighbourhood Services and Assets at Glasgow City Council, said: "We will continue to use such powers [compulsory purchases] and our partnership with local housing associations to make more homes available in Glasgow."

## Funding increase

The City of **Edinburgh** Council reported in February that its budget for tackling homelessness had more than doubled from £28m to £64.5m. The announcement comes after the council declared a housing emergency in the city. In an effort to ensure the money is used effectively, council officers have held 14 engagement workshops with partners such as Cyrenians, Living Rent and Edinburgh Tenants Federation, designed to identify where resources are most needed. Quoted in the *Edinburgh Reporter*, the council's Housing, Homelessness and Fair Work Convener, Jane Meagher, said: "We're truly at a point where urgent, united action must be taken to do right by the most vulnerable in our city".

## Cut above

An **East Ayrshire** charity is launching a mobile hairdressing and barber service for people struggling to make ends meet and people experiencing homelessness. The free service, run by EACHA Cut and Connect SCIO, launched on 4 March. Alongside a luxury haircut, guests are signposted to other available services, such as recovery, housing and benefits. Speaking to the *Daily Record*, Gayle Watson, Trustee of EACHA Cut and Connect SCIO, said: "Our charitable mission is to provide free hairdressing and barbering services to individuals in need, with a focus on promoting self-esteem, dignity and well-being within our community."

**30,129** open homelessness cases in Scotland, the highest number ever recorded.

**10%** increase on live applications between April and September 2023, reports *STV News*.

**7,066** people staying in temporary accommodation in Glasgow in January, reports the *Glasgow Times*.

**25%** increase on November 2023 figure of 5,649 people staying in temporary accommodation.

# Book review

A review of Chris Bird's recently published collection of poetry and short stories, *Transmissions*, including an excerpt from the book. Review by Vicki Green

*Transmissions* is arranged on a continuous chronological timeline and we follow the writer's life trajectory during a chaotic, grim and alarming period. It is a book of poems and vignettes of Chris's time on the streets in all its bleak complexity. The theme of perpetually reeling relentlessly from desperation, fear, confusion and humiliation to euphoria and a state of being cocooned in careless warmth with heroin use and addiction, which plunges him into a subterranean space, is a spectacular poetic journal that brings to mind the work of Charles Bukowski, the legendary American writer.

It's not a particularly uncommon story, but the added burden of schizophrenia weaves its terrifying thread within the narrative and we are made to feel on edge and paralysed as an uncomfortable voyeur. At the same time, it is an enlightening insight into life with this mental health condition, and more writing from people living with it must be welcomed.

The story he writes after being sectioned under the Mental Health Act brings forth one of many laughs

we almost feel guilty engaging in – Chris writes with an unsettling dark humour which is really surprisingly appealing. An art therapy scene with Harriet, a teacher “exuding liberal kindness,” had me chuckling and cringing at the same time, just divine comedy.

Chris's work is not at all stylistic or pastiche despite me thinking of Bukowski, it is just extremely straight, bare bones honesty. Raw, unpretentious, refreshing.

Here is a man who has travelled on an oftentimes wretched and dismal life-changing journey, relating his experience and making it beautiful in all its sordid distress and torment. This is his unique skill and ultimately his victory.

The illustrations are exceptional, idiosyncratic and harrowing.

Chris Bird has talent not so much in the way that the poet has made a sacrifice for his art, his art transcends his rough and harrowing experiences naturally, yet could only have been conceived from them.

A courageous tapestry of tumultuous life events, this autobiographical portrait deserves recognition. I highly recommend it.



*Transmissions* front cover (right), with an untitled work by Chris Bird © the Pavement

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## **Smoke**

By Chris Bird

### I

I thought about the city skyline.  
Tower blocks, spires, skyscrapers and domes  
Scratched out on the side of a lit cigarette.  
Grey shadows became ashes, wide swerving entities  
Of smoke stretching away like autobahns.  
If you watch the embers long enough,  
The strength of heroin overwhelms.

### II

I pulled out a broken fag from my pocket.  
Laid some cardboard on the pavement and sat.  
The traffic choked the wide avenue.  
Tube stations gorged on commuters.  
Junkies filling up with grey smoke.  
This was my skyline.

# Reason to smile

An interview with a community hero working to put shiny, white smiles on people experiencing homelessness in Wolverhampton.

By *Darren Harvey*

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If ever there was a Guinness World Record for helping vulnerable adults with their teeth and new dentures, Dave Wheeler must hold it. Dave, the day-centre outreach coordinator for The Solace Community in Wolverhampton, has helped over 60 residents successfully receive restorative dental care and created 600 confirmed appointments.

The most remarkable feat about this is that he deals with some of society's most vulnerable and underserved people, his clients often experience multiple mental health issues, chaotic lifestyles, complex needs and substance abuse problems. Many residents arrive at The Solace Community having never been to the dentist in their lives. Years of substance abuse, neglect and fear have left many residents with teeth so rotten that the only route is an operation to remove them and fit dentures.

Five years ago, the Homeless Strategy Team of the council made it an urgent priority to address this issue. They sent out an oral hygienist representative to the hostels to book appointments for them and persuade them to attend. However,

this had very little success. That is, until Dave Wheeler came along.

Dave explained: "The major hurdle that the hygienist faced was simply persuading them. All their lives, many residents have faced authority figures, such as the police, probation and prison officers dressed in uniform, and an appearance from somebody smartly dressed from the council triggers their fear. Behind their tough facades lies a fear and the idea of facing anaesthesia, operations and pain is often too much for them to face alone."

Signing up for appointments quickly became a resounding failure. They would either cancel, neglect or refuse to go.

However, Dave's clever intervention did the trick. "I telephoned the hygienist to meet me so that we could devise a pathway and make this work with commitment and determination."

Dave, thus, changed the procedure to something much simpler and more effective. He offered four empty time slots on the whiteboard in the reception area for anybody willing to go with the ultimate aim of getting four to five residents

to attend per week. No name. No commitment. It was there for anyone who decided at the last minute to attend.

“It was like chipping away at a block of ice,” explained Dave. “The more I worked at addressing their confidence and fears, the more receptive they became.” Dave understands too well the barriers that residents with drug and alcohol addiction face. “My past is my best asset. As I had been an alcoholic for many years, I understood their thoughts, feelings, insecurities and ‘don’t care’ attitude and I quickly started to speak to them on their level. Over time, I gained people’s respect and trust, which is invaluable as they can just be themselves when they talk to me.” He acts as an excellent intermediary between service user and authority.

Having overcome the first hurdle, the sheer panic of going alone was too much for many residents. So, Dave would accompany them and sit next to them whilst in the dentist’s chair, reassuring and calming them throughout the procedure. His friendly face was all they needed. Furthermore, he would fill in some of their paperwork beforehand to cut down the time that they needed to be in the Special Care Dentist surgery.

With these measures in place, slowly it began to take positive

effect. Residents started to attend after hearing of so many positive outcomes.

“It was sheer joy being able to see residents eat properly without pain or discomfort. Those fitted with dentures actually smile now, can speak properly and enjoy their food.”

In fact, The Solace Community has been so instrumental in addressing oral hygiene with vulnerable adults that the procedures have been made a blueprint for other service providers to follow. This pathway has been constantly updated over the past five years to help manage the different residents’ needs.

Having overcome their greatest fear of the dentist, the rest became easy. “I now get residents to visit the opticians. They have developed such an understanding and respect of our client group, that they pay for their transport costs. We have also been involved in developing a pilot scheme with a doctor’s surgery where a doctor attends the hostel once a week.”

So, what is next on the agenda for Dave? “Hair,” he retorted. “There are many trainee hairdressers that don’t have the models to practice their craft. I have the solution. Now, that’s something I can get my teeth into,” he smiled.

- **For local dentistry services, check out the List of services in the centre pages of the magazine. ■**



"THERE'S GOING TO BE AN INCREASE ON TAX FOR BUSINESS CLASS TICKETS"





*“So as soon as the £3 million lottery prize is safely in our bank account, Roger has promised to donate all his old underpants to the local homeless charity...”*

# Sports day

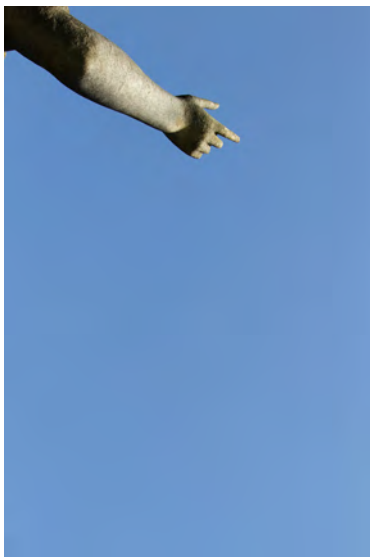
On a visit to Leyton Orient Football Club, our writer notes the importance of community projects and sports to people struggling during the winter. By *Emdad Rahman*

Through a network of community organisations and institutions, an entertaining and memorable matchday experience was organised for homeless friends as Leyton Orient Football Club opened its doors during the national festive football programme.

Tickets were provided for homeless people to be guests at the club's community hub, where they were treated to lunch, refreshments, assorted gifts and a 1-0 home victory for The O's over their London rivals Charlton Athletic.

Anwar Uddin, Diversity & Inclusion Manager at the Football Association, has forever been a passionate and keen advocate of community support and for several years has sponsored a festive matchday experience at Brisbane Road, Leyton Orient's home stadium.

Speaking after the game, he said: "It's tremendous that we, as a caring and compassionate community, have come together to enjoy football as one. Our work to eliminate social barriers and use inclusion as a force for good is also about promoting togetherness and highlighting the need to interact with people who may be struggling with life.



*A helping hand © Marius Samivicius*

"Thanks to everyone who worked hard to make this happen and well-done Leyton Orient for a smashing home win!"

The club's Community Liaison officer, Robbie Minchin, added: "We are very much a local club and the welfare of people plays a significant

part in how we interact with our neighbours. It's been a pleasure to host this group at the Brisbane Road."

Football plays an important role in both supporting and developing a community. Experiencing homelessness is often traumatic and can leave people feeling isolated and othered, struggling for breath at the depth of dark and murky waters. As a progressive society we can, at the very least, lend a helping hand to prevent complete submersion.

For many groups, supporting homeless people through the implementation of a winter programme is a useful way to plan community engagement for the year ahead.

The winter period is crucial for volunteers, with many groups creatively planning activities to support local homeless people and vulnerable people. This usually involves widespread sharing of resources in order to be able to reach out to as many people as possible.

Our sporting gestures help lift our community, those struggling with life in general and offer a welcome escape from the harsh realities of life. Our guests at Leyton Orient revelled in being the focus of attention, meeting the club mascots, being hosted in the community hub, offered refreshments and lunch, participating in the pre-kick-off lap of

honour, taking penalties on the pitch at half-time and receiving gifts, hats and scarves.

Football is a great platform for inclusion and a game offers warmth and a welcome escape from certain harsh realities. That goes for disabled people, elderly people, those affected by the cost-of-living crisis as well as homeless friends.

Homelessness is a blight and a sad reflection of the society we live in. Often the people who find themselves sucked into this black hole are victims of circumstances, trauma and mental health breakdowns, loss of earnings, bereavement, separation and divorce, or psychological and physical abuse.

A winter programme, in particular a sporting one, is crucial in helping communities to focus and prioritise those who need a little helping hand.

- **Emdad is on X (Twitter):**  
[@emdad07](#)
- **If you are interested in playing football in London, Street Soccer runs free drop-in sessions in numerous locations across the week. There are sessions for a variety of age ranges, genders and abilities. Visit the website to learn more:**  
[streetsoccerlondon.org/play](https://streetsoccerlondon.org/play)  
or email:  
[laura@streetsoccerlondon.org](mailto:laura@streetsoccerlondon.org)  
if you want to get involved.

# Diabetes basics

Advice from the Groundswell health team on what diabetes is, how to spot it and how to prevent it developing

## What is diabetes?

Diabetes is a condition that causes the blood sugar in your body to become too high.

There are two types of diabetes:

- Type 1 means your body's immune system attacks and destroys the cells that produce insulin
- Type 2 means your body doesn't produce enough insulin, or your body's cells don't react to insulin.

Diabetes can be a very serious condition if not managed and treated. However, there are medications to help control type 2 diabetes and technology to monitor type 1 diabetes.

If you have diabetes, you can contact Diabetes UK for more information and support.

- In England, Wales and Northern Ireland call 0345 123 2399, Monday – Friday, 9am – 6pm
- In Scotland call 0141 212 8710, Monday – Friday, 9am – 6pm.

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 symptoms of diabetes

- Feeling very thirsty or hungry
- Urinating more often than usual
- Sudden weight or muscle loss
- Feeling extremely tired
- Cuts or bruises are slow to heal
- Blurred vision.

If you are experiencing any of these symptoms, please see a GP. Everybody has the right to register with a GP: you do not need ID or a fixed address and your immigration status doesn't matter.

## Prevention and management

The following tips can help you avoid developing diabetes.

- Eat a healthy, balanced diet
- Exercise regularly
- Reduce your alcohol consumption
- Reduce smoking.

If you have diabetes, there are ways to manage it. Try the following:

- Eat a healthy, balanced diet
- Keep active
- Take the medication your GP recommends. If you are not on medication talk to your GP about your options
- Have annual check-ups with your GP or a diabetes nurse
- Take an eye screening once a year – diabetes increases your risk of blindness
- Take care drinking. Drinking alcohol on an empty stomach with diabetes can cause your glucose levels to go too low. Alcohol also interferes with medications and some alcohol – such as wine and beer – should be avoided as they are very high in sugar.

# What's in a word?

Searching for the definition of compassion and considering its importance to the homeless community. By *Mat Amp*

Language is a dynamic and fluid aspect of human communication and its evolution is an ongoing process that dictionaries may struggle to keep pace with. For instance, I know a lot of happy lesbians and homosexuals but I'm pretty sure that that's not why they're known as gay.

Dictionaries offer the best guess of closeted academics to offer a kind of average meaning for words, regardless of context, but the changing definitions they offer, along with the broader interpretations we find, can sometimes give us interesting insights into the development of the way we think as individuals and as a society. Despite the different definitions we can find out there for the word compassion, they all focus on the process of connecting with someone's suffering and being motivated to help them as a result.

Peer Power's definition states: "The sympathetic pity and concern for the sufferings or misfortunes of others; as in the victims should be treated with compassion."

For me at least, the words pity, sympathy and victim seem severely dated. In my version of the word the connection fuelling any act of true



A hyper detailed drawing by Emily Rose Markovic. © *Homeless Diamonds*

compassion has to be empathetic in nature rather than sympathetic, with people offered respect rather than pity.

According to Elizabeth Perry, writing in *What is the Difference Between Sympathy and Empathy* on Betterup.com, "there's one big difference between empathy and sympathy. Empathy involves feeling what someone else feels,

while sympathy doesn't. Sympathy instead involves understanding someone else's emotions but from your own perspective."

It didn't surprise me then, to find out that modern websites discussing human behaviour in depth seem to focus more on empathy and respect rather than sympathy and pity when it comes to forming the sort of connection that fuels true compassion. This more up-to-date thinking about compassion tends to talk about empathy as an essential component of it.

But if empathy is such an important element in truly connecting to people so we can effectively help, how does it differ from compassion?

"While empathy refers more generally to our ability to take the perspective of and feel the emotions of another person, compassion is when those feelings and thoughts include the desire to help," according to the Global Compassion Coalition.

And this is so important when it comes to shaping homeless services, because you can't start to know how to help people unless you know what they need. Just hearing people's words is not enough. You have to empathise with the person to understand the problem. If you truly empathise, then compassion should organically follow and in turn the help that compassion then motivates. To put it simply,

empathy produces understanding and compassion which in turn produces the type of help people want. Sympathy and pity, on the other hand, lead you to give people the type of help you think they want rather than the type of help they actually need.

There are a shedload of definitions out there for compassion but I like the idea of looking at Wikipedia because it's a dictionary with the potential to be edited by one and all. It may not always hit the nail squarely on the head but in this case it certainly does. The people's encyclopedia has compassion down as: "...the social feeling that motivates people to go out of their way to relieve the physical, mental, or emotional pains of others and themselves. Compassion is sensitivity to the emotional aspects of the suffering of others and the desire to do something about it."

While I jive with this definition, there is still an element of it that doesn't reflect the way we offer understanding and compassion in the modern world. Unlike empathy, which offers connection on both a positive and negative level, compassion is directly linked to suffering.

Take *Greater Good Mag's* definition: "Compassion literally means 'to suffer together.' It is defined as the feeling that arises when you are confronted

with another's suffering and feel motivated to relieve that suffering."

If the primary difference between the words empathy and compassion is that compassion involves action, then there is no word to describe the desire to help someone by relating to their positive emotions. It's like we are saying that people who need our help are 100% broken with nothing positive to relate to, which sounds like the religious concept of original sin, rooted in the idea of a suffering soul that needs the healing balm of the Lord's forgiveness. We are very quickly back to that 'pity the wretched' model of giving, with the compassionate giver offering the answer.

There is a modern school of thought that encourages those people working in the homeless sector not to connect on an empathetic level because of the dangers of compassion fatigue aka vicarious trauma. If we get too close to people we get overwhelmed, the thinking goes. But, although these are real problems, it's my observation that more often than not, 'apathy' replaces empathy when people are frustrated by a lack of support from the system that results in not seeing their efforts translated into change.

Perhaps if we framed compassion in a different way we might have more success in helping people. If we applied compassion by connecting

with positive emotions as well as talking about difficult issues, then we would be able to learn about people's strengths and encourage them to utilise those strengths to help themselves with their issues. Instead of helping someone with a single issue now to temporarily alleviate their suffering, we could empower them to help themselves with all manner of issues they have suffered through in the past and still have to deal with in the present. It is my view that, delivered correctly, compassion empowers both the giver and the receiver as we learn about, and therefore from, each other. And if we are helping others in a meaningful way we will always be learning about ourselves because we are communicating not preaching.

And this is why the definition of words is important. If we can understand compassion, this word that we are told is so central to our humanity from the day we pop out of our mum squealing and kicking and covered in blood, in a holistic way, then we are more likely to utilise it effectively.

Hopefully in 10 years' time we will open a dictionary to look up the word compassion and find this:

"The desire to offer assistance to someone as the result of an empathetic connection, utilising the strengths of both parties in order to deliver the most effective help, both now and in the future."



# Good eating

On how good the simple pleasure of cooking and eating a meal can make us feel. By *Greta Gillett*

I believe in order to have compassion for others you must have compassion for yourself. A real belief of mine is that we all deserve safety, privacy and the ability to cook our own meals, box it up in the fridge or freezer for later and then come back and eat it anytime you are ready. It's not asking for much, but many hostels don't afford this little luxury, nor do many shared accommodations, refuges or dry houses.

One of the most common problems is people stealing your food, using your plates and cups and not once asking. I want to come home to my home and cook and nurture and soothe myself. I suffer with complex PTSD and a whole alphabet of disabilities and there is very little that soothes me as much as cooking for myself.

I love to cook Italian, Jamaican, stews, bread, cakes and sauces. I love to take my little table in my tiny little flat and lay it nicely with my charity shop crockery, I love to lay down my Lidl tablecloth. I love to use a coaster I got from Poundland and some days I even light a candle – also from Poundland.

I have as much compassion for myself as I do for others after a

lifetime of not caring about myself, not only because of all the people who looked down at me, but the litany of professionals who wrote reports that said I did not meet the requirement for housing, medical support (either mental or physical) or even for food.

With compassion for ourselves comes a fierce fight for justice. We need to show love and care for everyone who needs it.

## Food, glorious food

Food is essential, but can be difficult to come by. If you are wondering where to find your next meal, please check out the List of services in the centre pages of the magazine. Information on local services providing meals can be found there.

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

# The city speaks

Two short stories written in poetic style tell tales of life on the streets in an often-overwhelming city. Words by *Chris Bird*

## Network

The city flowed in oceanic contortions wrapping itself around numbers and equations, letters and alphabets that defined movement and time.

These alleys and sidewalks, avenues and boulevards, streets and plazas sparkled and shone with endless days and nights. Lit by stars, high windows looked out across the city skyline. How many had walked past these doorways and passages emerging out of dusk or morning?

The streets owned limitless secrets. Hints and clues drifted along the wooden doors and stone statues. Over and over, the city re-imagined itself.

Towers and steeples, domes and rooftops lit by streams of white moonlight maintained an uncanny and aloof silence. Who understood the old, turbulent city?

Reflections on car window screens were fleeting insights into the pattern of the days. Office workers, shop assistants, teachers and nurses, chauffeurs and servants, beggars and drug dealers shared this elaborate, congested space. The city streamed forward out of the darkness defined by street



*Secluded Beach* by an unnamed artist at the St Mungo's Recovery College. © *Homeless Diamonds*

names and numbers. Endless as the stars, the streets were mysterious and enigmatic. Who perceived the links and associations between past whispers and current vows?

The city seemed to require an explanation. These complex balances of urban memory and truth were merging and blurring. There was nowhere else to go. There were countless, fragmented destinations interconnected in maze-like complexity.

## Blindfold – Part I

The wind cut back over the concrete balcony. Glasgow's skyline was a fusion of greys and dark browns. Rain was in the chilly air. I smoked the final few drags of a cheap cigarette and headed out.

The radio was discussing a scandal in local government. I had the smack in small plastic £10 bags. I pulled my sweatshirt hoodie down and headed down the stairs. Graffiti on the stairwell read "The Saints are coming" in reference to a track by Dunfermline punk band The Skids. The wind rushed up the staircase. It tasted of snow.

I had a well-established pitch. I knew I had the protection of bigger characters in the local area. They knew exactly how much I had to flog.

A kid in a red Nike trackie appeared. I knew his face. The deal was done quickly in the cold of the stairwell. He looked skinny and pale. There was a distracted look in his eyes. He was from a Catholic family but smack blurs those divisions. His ten note was crumpled and filthy. He nodded as he walked away.

Another older boy appeared. He moved with clumsy intent. There was a faint Celtic tattoo on his left hand. He looked drunk. I didn't want any chat. "Ehhh big man," he said in a croaky voice like a crow. I knew his older brother I realised. UVF graffiti on the staircase didn't alarm him.

Soon he was gone. Across the road the freezing wind was pulling at a faded Socialist poster half stuck to the bus shelter.

Sunshine gradually crossed the Glasgow skyline in uncertain patches of light. Then all too soon the sky darkened with moving clouds. The noise of traffic filled the distance.

I craved a cigarette. A sense of emptiness filled my head. A radio from a high window sang out: "Here comes the sun."

## Blindfold – Part II

In the town centre the shops gave out a half-hearted glow. A few old ladies pushed trolleys along. The electronic shop had a beefy looking security guard outside smoking a fag. He looked at the cigarette with a stare of disappointment.

The evening gathered wind and chucked it casually along the side streets. Grey stone blocks almost coloured the dismal atmosphere with a certain grim weight. I moved along looking for a friend.

The tavern on the corner bustled with life. A Rangers flag decorated the wide window. A Catholic lad full of beer might well take aversion to that later in the evening.

A junkie I recognised swept past implausibly, carrying a box of cosmetics under his arm. His skinny, grey face gave me a gaunt glance as if to say: "You cannae catch me!"

# (Eff off) Back to the Future

Everybody's favourite nepo-time-traveller, McHaggis, goes on a medieval Odd-yssey. By *Chris Sampson*

Hanging around Time-Travel HQ's canteen, awaiting another assignment, McHaggis tucked into eggs Benedict, turnip Jeremy and sausage Marianne, washed down with lager Geraldine, with just a splash of lime Arthur.

"I hope you've left some room for pudding, McHaggis," said his line manager, Time-Lance Corporal Fennymore, creeping up on him. "Because I've got a grub-related job for you."

Fennymore would say little more about the task, but had our reluctant hero dressed in an onion shawl, over a fetching sack-cloth shirt, topped off with a dunce's hat. Yes, you've guessed it: McHaggis was being sent back to medieval times. He just had time to smear Reek D'excremente (by Canal No5) over his features, so as to blend in, before setting off.

"You're to sample the cuisine of the time and bring back recipes," Fennymore ordered. "We're going to open up a Medieval-themed restaurant in Shoreditch and, hopefully, more branches in other hipster-festooned gentrified areas of the capital."

The Tories have been trying to return us to peasantry for decades, McHaggis thought, but at today's



© Chris Bird

prices of course: always a nice little mark-up for them. With a wearisome sigh, he set off through the CGI/special FX-laden sci-fi portal of time, etc. (Catchy name, huh?)

"Not another bloody time-traveller!" groaned Edwice Snizeburr, as our hero materialised in his 14th century roadside Scoffery. "We've had half the 35th century in this week! Ye lot seem to think that just

because thou art from ye future, ye can eat us out of hovel and home, and for only a groat! Parsnips don't grow on trees ye know! And not one of ye futuristic rascals ever think to bring a cure for the plague or leprosy with ye! No, it's all 'Hey nonny, nonny' on your Insta, renderings of offal, tripe and cat's arse soup, and all for a shiny ha'penny! Well, ye can fuck off back to ye future, McFly!"

"It's McHaggis, actually," our man replied. "Marty McFly is a fictional time-traveller from a film – a kind of moving tapestry – called *Back to the Future*."

"Yes, we know," Snizeburr snorted. "Other knaves from your era have shown us ye entertainment on their slates of light and noise!"

McHaggis was puzzled. "Slates of...? You mean mobile phones? Laptops? Tablets?"

Snizeburr tutted. "Aye! And who might ye be, McHaggis?"

McHaggis explained his mixed heritage, being the result of a union betwixt Mary Queen of Scots and Malcolm X.

"Forsooth!" scoffed Snizeburr. "Ye royalty impresses me not! I'd rather eat Griffin knobs and unicorn poop – again – than suck up to ye monarchy. Just cos they've got all their own teeth! As have I (in a chamber pot, admittedly). But I care not if they get all la-di-dah cos they have a bath as often as once a year, and watch a juggler set his own farts alight!"

He shook his head. "I see ye decided to dress as a simpleton, and to reek of ye effluent. Is this to blend into my era, or are ye regarded as a nitwit stinkard in your own?"

Before McHaggis could respond, Edwick introduced him to some Snufflers: medieval folk who enjoyed the stench of sewage. Their nose hairs all but leapt out on first whiff of the newcomer's noisome aroma. This reminded our hero of 21st century Tory anti-homeless plans to give police powers to arrest those who "look like they've slept rough" and people with "an excessive smell."

McHaggis then recalled his foodie mission, and his host finally allowed the 21st century man to taste the local delicacies: cabbage sandwiches, leper's flakes in aspic, piping hot festering buboes and turnip surprise: it's actually... a parsnip!

It turned out that Edwick and his contemporaries were equally astonished by what 21st century folk will eat and smell of: £60 for a cup of coffee made from beans that have been pooped out of some unfortunate creature. Whilst whale's shite is used to make ambergris perfume.

"Gadzooks!" Snizeburr gasped. "And thou thinketh we are barbaric?!? At least we let the unfortunate homeless alone."

McHaggis couldn't fault this logic, but all misadventures have to end. He bade farewell to Edwick and

the Snufflers, promising to return one day and bring them some 21st century pollution for their nostrils. He was shocked on his return to discover that Fennymore had abandoned the notion of a medieval eatery and instead opened a different business.

“Hi there!” quoth a sack-cloth clad, incongruously American-accented, AI-enhanced robot. “Welcome to the Unhygeinicon, a celebration of medieval London’s festering hub of disease, squalor and – Hey nonny, nonny! – an almost total lack of sanitation. Featuring lepers! Snufflers! And other filthy bastards to whom it wouldn’t occur to wash their hands after defecation! Soundtracked by Greensleeves,

Gaudete and Gregorian chanting, with Chaucerian lavatorial humour!”

“Ah!” grinned Fennymore to McHaggis. “There you are! We’ve been waiting for you!”

We? Thought our hero. Whose -? Then it became clear: Fennymore was speaking to two burly policemen, and pointing to him.

“There he is, officers!” cried the treacherous Time-Lance Corporal. “He looks like he’s slept in a sewer, and stinks like it, too! Seize him!”

McHaggis was indeed caught by the fuzz, one of the first to be arrested merely for his appearance and aroma. Will he be the last?

**THE END**

## McWho?

Readers of *the Pavement* were first introduced to McHaggis almost a year ago, in issue 144 of the magazine. A creation of the mag’s satirist-in-chief, Chris Sampson, McHaggis is a time-travelling agent of Time-Travel HQ. Relive some of his previous adventures below:

- Issue 144: readers are introduced to McHaggis, who is originally simply a concept for a sitcom
- Issue 146: McHaggis returns, this time as an agent of Time-Travel HQ, righting some of history’s wrongs
- Issue 147: the most recent McHaggis adventure saw the time-traveller transport a star footballer from the future to the present
- Now McHaggis has been sent on an assignment to bring 14th century cuisine to the present.

# 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!





### 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: April 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)

### NIGHT 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*

### DAY CENTRES

#### GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW

0141 221 2630

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

Mon – Fri: 10am – 8pm (drop in);

1 – 2pm (lunch); 6:30 – 8pm (dinner)

11am – 1pm & 2:15 – 4:15pm (advocacy)

Welcoming day centre with numerous  
activities, services and classes for  
homeless people and those struggling  
with money.

*AC, AH, FF, IT, SF*

## LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT

0141 552 0285

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

## MARIE TRUST

29 Albion Street, Glasgow, G1 1LH

0141 286 0065

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

Mon – Fri: 1am – 5pm

Drop-in, no appointment necessary.

We offer crisis intervention, IT access, training kitchen, creative workshops and food provision among other services.

*C, ET, F, FF, IT, LF, SF*

## NIDDRY ST WELLBEING CENTRE

25 Niddry St, Edinburgh, EH1 1LG

0131 523 1060

[www.salvationarmy.org.uk/niddry-street-wellbeing-centre](http://www.salvationarmy.org.uk/niddry-street-wellbeing-centre)

Mon – Fri: 9:45am – 1pm (drop-in)

Mon: 10am (20min mindfulness group)

Mon: 1pm (Women of Worth Group)

Tue: 10am & Thu: 1pm (Here and Now)

Thu: 2pm (Move, Breathe, Relax)

Fri: 1:30pm (Movie Club)

We aim to provide open-access support in all aspects of wellbeing for those whose lives are impacted by homelessness.

*C, LF, MH*

## STREETWORK CRISIS CENTRE (EDINBURGH SUPPORT HUB)

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*

## SIMON COMMUNITY ACCESS HUB

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*

*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

## 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)

[www.depaul.org.uk/find-a-nightstop](http://www.depaul.org.uk/find-a-nightstop)

Mon – Fri: 9am – 5pm

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 3QU

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

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



## 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*

## 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*

### 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*

### 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

**GLASGOW CITY MISSION**

20 Crimea Street, Glasgow G2 8PW  
0141 221 2630

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

Mon – Fri: 10am – 8pm (drop in);  
1 – 2pm (lunch); 6:30 – 8pm (dinner)  
Runs many other services, check website  
or phone number to find out more.

*AC, AH, FF, IT, SF*

**H4TH (HELP FOR THE HOMELESS)**

07396 755747

[www.help4thhomeless.charity](http://www.help4thhomeless.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](http://homelessprojectscotland.org)

Food distribution, hygiene packs,  
advice all available. Based in Glasgow.  
Emergency line: 0800 999 2477

*FF, OL*

**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; [qpgpc.com](http://qpgpc.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*

**SOCIAL BITE – GLASGOW**

10 Sauchiehall St, Glasgow, G2 3GF

0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)

Mon – Fri: 8:30 – 9:30am (breakfast)

Wed: 4:45 – 5:45pm (Social Supper)

Wed: 6:15 – 7pm (Womens Social Supper)

Tue, Thu, Fri: 5 – 6pm (Take away scan)

Every single penny of Social Bite's  
profits are donated to good causes.

*FF*

**SOCIAL BITE – EDINBURGH**

131 Rose St, Edinburgh, EH2 3DT

0131 353 0250; [social-bite.co.uk](http://social-bite.co.uk)

Mon, Tue, Wed, Fri: 8 – 9:30am  
(breakfast)

Mon, Tue, Wed, Fri: 4 – 4:45pm (evening  
scan)

Thu: 4 – 5pm (Mixed Social Supper)

*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, Tue, Wed, Fri: 3:15 – 4pm (take  
away food)

Thu: 3:15 – 5pm (Sit-in Social Supper)

*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



## 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; [thecalmzone.net](http://thecalmzone.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*

## 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/2p27yunp>  
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  
Welfare benefits: 0300 123 3393  
*MH, AD, LA*

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

**NHS INFORM - SCOTLAND**[www.nhsinform.scot](http://www.nhsinform.scot)

Online health information service.

*MS, MH***PENUMBRA**

57 Albion Rd, Edinburgh EH7 5QY

[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.

*MH, A, C, D, TS***SAMARITANS**

116 123 (Helpline open 24hr, 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 alone. Information on schizophrenia, depression and bi-polar disorder in Bengali, Chinese, Gujarati, Punjabi & Urdu as well as English.

**C****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*

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*NE* Needle exchange

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*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 Scotland – 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)

10 Palmerston Pl, Edinburgh, EH12 5AA

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/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*



*My notepad...*

## 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 – 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/2p27yup>

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*

## NARCOTICS ANONYMOUS (NA)

0300 999 1212; [ukna.org](http://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*

KEY	<i>A</i> Alcohol workers	<i>B</i> Barber	<i>CA</i> Careers advice	<i>EF</i> Ex-forces
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**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](http://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*

**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/bdcmzfkfs](http://tinyurl.com/bdcmzfkfs)

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*

*FC* Foot care  
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FULL LIST  
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## WE ARE WITH YOU (NE GLASGOW RECOVERY HUB)

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

**0808 164 4261**; [bit.ly/3v1Cupl](https://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](https://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*

## HELP & ADVICE

### APEX SCOTLAND

9 Great Stuart St, Edinburgh, EH3 7PT  
**0131 220 0130**; [apexscotland.org.uk](https://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](https://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](https://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**

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

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*

#### KEY

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*EO* Ex-offenders

*ET* Education/training

*F* Food

*FF* Free food

## EX-FORCES

### COMBAT STRESS (NATIONAL)

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

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*

### SCOTTISH VETERANS RESIDENCES

53 Canongate, Edinburgh EH8 8BS

0131 556 6827 (open 24hrs)

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

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

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

*AH, DA, BA*

## REFUGEE SUPPORT

### CENTRAL & WEST INTEGRATION NETWORK

Garnethill Multicultural Centre

21 Rose Street, Glasgow, G3 6RE

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*

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## 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*

## 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*

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

**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*

**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*

*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



## 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*

## 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*