

the
FREE
mag for
homeless
people

thePavement

March / April 2019

Wellbeing



Missing



Sophia Ling

Sophia went missing from London on 15 October last year. She was 37 years old at the time.

Sophia, we're here for you whenever you need us. We can talk through your options, send a message for you and help you be safe. Call/text 116 000. It's free, confidential and 24/7.



Tom Graham

Tom has been missing from Toryglen, Glasgow since 27 October 2018. He was 30 when he went missing.

Tom can call our free, confidential and 24/7 helpline for support and advice without judgement and the opportunity to send a message to loved ones. Call/text 116 000 or email 116000@missingpeople.org.uk.

If you think you may know something about Tom or Sophia, you can contact our helpline anonymously on 116 000 or 116000@missingpeople.org.uk, or you can send a letter to 'Freepost Missing People'.

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

Free, confidential, 24/7.

**missing
people**

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

A lifeline when someone disappears

Wellbeing

We all know that you can't tell by looking at someone what they are dealing with inside. But Homeless Link's research did find that 80 % of homeless people experienced mental health issues, with 45 % diagnosed with a condition. As Mat says in his column (p18), "to have any sort of stable mental health when you're homeless you'd need a bulletproof brain and a sliver of ice running through your heart." That's why this issue focuses on ways to keep your shit together – by getting help. Yes, you do deserve help because you are amazing. And if you're looking for support for your mental health or addictions, please use the list in the centre of this mag. Stay safe.

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Cover: Monster by Glasgow-based artist Heather Stewart who helps rough sleepers by distributing unsold Pret a Manger food via the OLIO app.

© **Heather Stewart**

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@forgottenpackedlunch

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



Spotted: Copies of *the Pavement* at Crisis' shop to end homelessness in Finsbury Park. This was the really popular takeover issue (118) focusing on working while homeless by writers From The Ground Up, a project run jointly by *the Pavement* and homeless health charity Groundswell, www.groundswell.org.uk. Please let us know if you think there's somewhere you should be able to find the mag in London, Edinburgh or Glasgow. Contributions are also always welcome: news, poetry, art, whatever you like. © *the Pavement*

International Women's Day

On Thursday 7 March, just in time for International Women's Day *the Pavement* and Groundswell's From the Ground Up peer journalists will be hosting an action day.

Stakeholders in the homeless sector will share and discuss ideas based around our research, poetry, art and music, with the aim of creating positive change at Roots & Shoots, Walnut Tree Walk, London, SE11 6DN.

- Please book via office@groundswell.org.uk or call 0207 725 2821

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

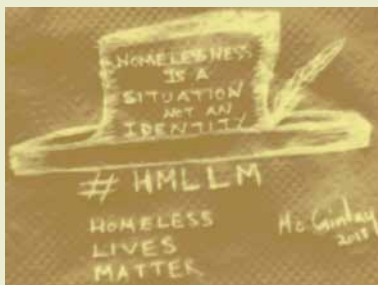
We're a small charity, founded in London in 2005. Now we produce 8,500 FREE bimonthly magazines for homeless and insecurely housed readers in London and Scotland. You can find *the Pavement* at hostels, day centres, homeless surgeries, soup-runs and libraries.

We use volunteer journalists and photographers to create exclusive content that's written with our readers in mind.

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.

You can fundraise or donate, see how at:

- www.thepavement.org.uk
- nicola@thepavement.org.uk



Homelessness is a situation not an identity © McGinlay

Written by Jake Cudsi

Official figures

SCOTLAND: The end of January saw the publication of the bi-annual homelessness statistics from the Scottish Government. These show that in the six months between 1 April and 30 September 2018, local authorities received 18,486 homelessness applications, an increase of 284 (2%) over the same period in the previous year. During the whole year (Sep 2017 – Sep 2018), there were 35,838 applications.

“These figures are bad news for anyone facing homelessness in Scotland and if alarm bells weren’t already ringing in Holyrood, they should be now,” said Director of Shelter Scotland, Graeme Brown.

- www2.gov.scot/Resource/0054/00545550.pdf

ENGLAND: The Ministry of Housing, Communities and Local Government counted 4,677 rough sleepers on a single night in England in autumn 2018. Compared to last year’s figure (4,751), this figure represents a 2% decrease. Although this is the first decrease in nine years, it is also a 165% increase on 2010, and comes amid growing public concern about the number of people sleeping rough. For the first time, Housing Justice also counted the numbers of people bedding down in church- and



Fighting back: In the short film *Sleeping Rough*, shown at February’s Homeless Film Festival in Elephant & Castle, Catherine (Ellé Payne) becomes homeless after moving from care into an abusive relationship. She escapes on to the streets, though this isn’t safe. Director Owain Astles says the stories were inspired by homeless people. The cast included people who had been homeless, including talented Ellé who has also acted in *Cardboard Citizens’ LandAid* and *Cathy Come Home*.

© Pastles Productions
@sleepingroughfilm

community-run night shelters on the same night in London. This count showed that London had a rough sleeper count of 1,283, which is 13% higher than last year. “Without faith- and community-run projects, the rough sleeper count would have been 40% higher,” says Housing Justice.

Rough year

Figures published by the Office for National Statistics (ONS) show that the number of homeless people dying has increased by 24 % in the five years from 2013 to the end of 2017. The ONS estimated that 482 homeless people died in 2013, while 597 died in 2017. The figures, reported by *the BBC*, take into account identified deaths and a smaller estimation of unidentified deaths, but charities often warn that official estimates are unreliable and that the figures are too low.

Responding to the news, Homeless Link CEO Rick Henderson said: "Homelessness is a key health inequality and one of the causes of premature death. But we know that homelessness is preventable."

Football beds

Crystal Palace FC, the London-based Premier League club, opened their stadium to some of the city's rough sleepers in January. As the winter freeze intensified, the club welcomed up to 10 people sleeping rough in the event of a severe weather warning. According to *iNews* the club opened one of their lounges and fitted it with beds, also offering food, drink and washing facilities to the rough sleepers. Support workers were also available to the guests. "We are happy to do our bit" said club chief executive Phil Alexander.

TURN TO PAGES A – P
FOR THE LIST OF SERVICES



= INTERNATIONAL =

Beautiful game: Captains and players from the 40 countries taking part in Homeless World Cup 2018, in Mexico, during the opening ceremony. More than 300 games involving 450 players from all over the world took part in the week-long festival in November that celebrates the power of football to change lives and perceptions of homelessness.

© www.edkirwan.co.uk and see
[instagram/twitter @edkirwan](#)

Labour pledge

Labour has promised to find an additional £100m funding in efforts to assist rough sleepers in winter. The pledge follows another year of avoidable deaths as rough sleepers battle the cold. Labour believes existing schemes such as the severe weather protocol obliging councils

to aid rough sleepers in extreme weather conditions, are failing people sleeping rough. *The Guardian* notes Labour's plan includes long-term strategies to help people off the streets permanently, including setting up rough sleepers with support workers.

Glass House opens

From February, for three months, a disused factory on Hornsey Road, Islington is being used as a new winter night shelter with agreement by the owners, Fitzpatrick Team. It is now a solidarity centre thanks to volunteers and a £25,000 grant from the Mayor of London. Food and services are being provided by Streets Kitchen and Pilion Trust. There is space for 16 people, but when temperatures drop, up to 50 can be accommodated.

Dying homeless

The Bureau of Investigative Journalism's #makethemcount campaign stops at the end of March. In October 2017 the team began to log the number of homeless people who had died. To date they have collected the life stories for 581 people. Although some died inside, a shocking number were found dead on the streets, in cars or tents.

- www.thebureauinvestigates.com/stories/2018-04-23/dying-homeless

Good faith

The Ahmadiyya Muslim Youth Association (AMYA) – the youth wing of the Ahmadiyya Muslim Association – made headlines over December, with a string of charitable initiatives attracting national attention.

The charity ran a free taxi service for elderly people on Christmas day and provided many meals for homeless people, including around Charing Cross, between Xmas and New Year. *The Independent* reports that during 2018, AMYA also provided meals to homeless people in cities across the UK, averaging a delivery of 150 meals a week in the UK – around 7,000 meals.

- www.khuddam.org.uk

Hub sweet hub

The government has announced plans to open sleeping hubs across England for people who would otherwise be sleeping rough. About £4.2m is being spent on 11 Somewhere Safe To Stay rough sleeping hubs, set to open this spring. An additional four centres will open in 2020, according to *The Big Issue*. The initial 11 hubs are opening in Brighton, Bristol, Cheshire West & Chester, Derby, Gloucestershire, Lincoln, Liverpool, west London, Medway, Nottingham and Preston. The centres will provide specialist support as well as shelter.



Good idea to share: A Give One Take One rail offering coats, gloves and vouchers from local shops for free coffees, sandwiches and haircuts. This was operating in Exmouth Market, London. It reached 35,000 people on Facebook. © *the Pavement*

Karma for Kelloway

A Tory councillor in Cardiff was suspended from the party after calling on the council to tear down homeless people's tents. Kathryn Kelloway, a councillor for Cyncoed in Cardiff, ignorantly complained that the tents should be torn down for the city to have "a better image". The Cardiff Conservative Group duly suspended her from the party, reports *Inside Housing*.

Homeless atlas

The newly launched *London Homeless Atlas* is an interactive website which helps identify what

services supporting single homeless people are available in London. You can use it to locate services and find data on a borough-by-borough and London basis. It's been created by London Housing Foundation and Homeless Link.

- Try it at www.lhfatlas.org.uk

Friends reunited

A local charity in **Leeds** has reunited a homeless man with his best friend – his dog, Crystal. Helping Hands, a charity comprised of people who had previously experienced homelessness or addiction, put up posters across the city. *Metro* reports the search lasted three days. A heart-warming



Helping talent: Accumulate, the charity that works with six hostels for young homeless people running creative workshops, celebrated its fifth birthday in January. Pic is of Depaul resident Lisalouise MacGregor, 21, with her mum, after securing a funded place at Ravensbourne University thanks to an Accumulate photo course.

© Accumulate

- **Find opportunities and check out their fab zine at www.accumulate.org.uk**

video of the reunion can be viewed on the news site, as well as Helping Hands' Facebook @homelessinleeds

Tory confession

James Brokenshire, the Government's aptly named housing secretary, has suggested that Tory policies may have contributed to the rising number of people being made homeless. Brokenshire told the website *Politico* that "changes to policy" were necessary, and that the Government "need to ask ourselves some very hard questions."

The quotes are a reversal from previous comments by the Housing Secretary, who had previously maintained that other factors, including "family breakdown" and rising "drug use" were to blame for the increase in homelessness. Since 2010, the number of rough sleepers has doubled, according to the Government's own figures.

Despairing statistics

The **Office for National Statistics** (ONS) has released data outlining the vulnerability of homeless people to "diseases of despair". These are deaths, addictions and/or negative symptoms arising from alcohol and/or drug use, as well as self-harm and/or suicide. Of the 597 homeless people to have died in 2017, more than half (55 %) were due to diseases of despair. In comparison, only 3 % of deaths among the general population were attributed to diseases of despair.

- **Feel better, see p10**

Down on luck?

How building resilience can help you feel better. Intro from Groundswell's Mental Health Project Manager, Oliver Hall

Poor mental health is everywhere at the moment: on the news, in mags – even the Royals are taking an interest. Sadly, for many it's not a flavour-of-the-moment media opportunity, it's a harsh and unforgiving illness that's controlling people's lives.

I was given a leaflet the other day. "Have you tried cognitive behavioural therapy (CBT)?" it asked in shouty lettering. That's when it really hit home just how much of an issue mental health is becoming in this country; even the Government claims that £1.4 billion pounds has been invested over the past three years. In this age of austerity, where everyone is under so much pressure to work and provide, we seem to have overlooked the fact that we aren't designed to exist under such stress. It's not good for our wellbeing and could explain why we are seeing so many people becoming unwell with anxiety, depression and complex mental health conditions.

So, what are we going to do? In 2008 the Government's Foresight project on Mental Capital and Wellbeing commissioned the New Economics Foundation (NEF) to develop a set of evidence-based

In a nutshell

- **2014:** 19.7 % of people in the UK aged 16 and over showed symptoms of anxiety and depression; a 1.5 % increase from 2013. (Source: Mental Health Foundation)
- In England 1 million people contacted adult mental health services in Dec 2017.
- **Five ways to wellbeing:**
 - 1. Connect:** with the people around you, family, friends, and colleagues.
 - 2. Be active:** go for a walk, a run, or discover a physical activity that suits your level of mobility and fitness.
 - 3. Take notice:** be curious, catch sight of the beautiful and remark on the unusual.
 - 4. Keep learning:** try something new, rediscover an old interest or sign up for that course.
 - 5. Give:** do something nice for a friend, or volunteer your time. (New Economics Foundation)
- Groundswell's **Building Resilience Project** will encourage and identify ways that people who are homeless can be healthy, physically and mentally well, gain useful life skills and knowledge, build our confidence and cope with life's challenges. See box p12. www.groundswell.org.uk



Against the odds: David Fussell wrote, produced, directed and starred in his action-horror-spy movie, *Mystic Demon Killer*, while sleeping outside Heal's on Tottenham Court Road. Recently VICE hosted the film's premiere at Screen on the Green, Islington and on 22 March releases a documentary about David. Watch his film on line (Vimeo).
© VICE UK

actions to improve personal wellbeing in the UK for the benefits of society and the individual.

NEF boffins came up with *5 ways to wellbeing*: connect, be active, take notice, keep learning and give (see box p10). These seem sensible suggestions, but how useful are they to someone sleeping rough or temporarily housed and having to navigate the benefits system? And are they really things that can help us to look after our mental health and wellbeing?

At Groundswell, where we are



Build resilience: Focus on the good things about yourself © Pavement

piloting the Building Resilience Project, guided by the Mental Health Foundation's *10 ways to wellbeing*, we think the answer is probably yes, but only if a slightly different approach is taken when using them to make the information more accessible.

For starters there is an inequality of advice and guidance when it comes to wellbeing. The advice seems to be pitched at a group assumed to be housed, financially stable and with a baseline of healthy-living knowledge.

Groundswell has been visiting day centres and hostels, and delivering sessions on sleep, diet and exercise, whilst keeping in mind the core ideas of the ways to wellbeing developed by NEF and the Mental Health Foundation. That's when we noticed that for many people who are insecurely housed, mental health is seen as something that we associate with illness and bad luck, when in reality it's a part of us that needs

looking after in the same way that we brush our teeth or get our eyes tested. If we don't pay it attention, our mental health begins to deteriorate and we become unwell.

As the Building Resilience Project has continued, we have begun to notice people seeing the connection between their actions and choices and how this affects their overall health and wellbeing. Most importantly, we are seeing how relationships, communication and a feeling of being part of something bigger, benefits our mental wellbeing in ways we don't always acknowledge.



Helpful: Resilient project © Groundswell

Basic changes to help you feel better

Sleep: Pay attention to how well you sleep, develop a routine and identify what is interrupting your sleep patterns; is there anything you can do to improve it? Don't use alcohol to help you sleep.

Diet: Reduce your sugar and caffeine intake, try to vary your diet if you can, think moderation and variety.

Keep active: Develop a routine, go for a walk, and use the stairs if able. Find an activity that will get you moving.

Make changes: Think about what's stressing you out, what can you do about it? Small changes lead to big changes. This is especially true when thinking about sleep, diet and keeping active.

Ask for help: If you are really struggling with your mental health don't suffer in silence. Book an appointment to see the GP, take a friend if you need support. You may also need medication or input from a counsellor.

Let someone believe in you

“When I was homeless, *the Pavement* booklet was my Bible! It helped to keep me, and many others who were in my position and worse, informed about places to find food and a bed,” says bus driver Patrick Lawson, 50.

“People tell me that my mess has inspired them,” says Patrick, who in his younger years was an addict, in prison, out of work and without a home. He also sold *Big Issue* for five years around Covent Garden.

As well as *the Pavement*, Connections at St Martin’s-in-the-Fields was key in Patrick’s journey off the streets, as was his support worker at Single Homeless Project.

“Amanda believed in me before I believed in myself. She saw that spark. As a homeless person, you need to believe in a person’s belief in you – that will be your first step to getting out.”

Now he has a place to live and a job he loves, driving the 26 bus. Even better, in 2018 Patrick won TfL’s Hello London Award for Outstanding Customer Service for his skilful operation of a double-decker, so now he’s officially London’s happiest bus driver.

- www.connection-at-stmartins.org.uk
- www.shp.org.uk



Happy bus driver: Patrick driving the number 26 bus © Kimi Gill

This too will pass

Survival gifts by Anne Cooper

Recently I was accosted by a woman on Brixton High Street. She was wired, rambling and persistent, with a convoluted story about her sister's birthday, had to "get a cake", "get to Croydon". I figured it was a line. Though visibly vulnerable – frail and emaciated with teeth like the city skyline – I was irritated by her repetitive, borderline aggressive demands. I shook her off, walked away and stood at the bus stop in the fine drizzle filled with shame and remorse. I could see myself in her 25 years ago, desperately mad and homeless.

Though I never had to beg, it was a small act of kindness that gave me the will to carry on when I'd all but given up. That midwinter I was in a squat facing eviction and sat outside the Ritzy. I'd been looking for a room, any room. I took off my DM boots to ground myself, sinking my feet in the frosty grass, when a Ritzy worker came over with a coffee and cake.

Prior to that I'd coasted through hypermania into full-blown delusional mania then plunged headlong into what's called a mixed state: manic and depressed. My delusions were no longer light-filled but dark and brooding, bordering on paranoia. Not a good look for house hunting.

During the hypermanic stage, I'd moved to the squat to avoid a former partner who had become self-destructive, prone to violence and stalkerish. I left my job teaching creative writing in a centre for people with mental health issues. I was yet to be diagnosed bipolar, but I'd read R D Laing, and now recognized myself in the service users. I was turned away from the Maudsley emergency clinic as I had insight, so not crazy enough for a bed.

Mental health problems are both the cause and consequence of homelessness and, not surprisingly, are exacerbated by the stress. There is a higher rate of mental health problems amongst the growing homeless population than the average.

I reflected on my past at the bus stop. Urgency seized me. I had to go back and find this woman, it was so obvious she was unwell. It didn't take long.

"Do you still want to get a cake?" She did. Together we went into Iceland, choose one and waited at the till. She calmed down a bit, told me she was on a pass from a psychiatric unit. I asked if she had anywhere to go when she was discharged. She changed the subject. I took that as a no, and then we were at the bus stop. I just hoped her family would show some love and understanding.

“Insanity – a perfectly rational adjustment to an insane world.”
- R D Laing

The streets are a scary place if you are unwell, no place for someone experiencing anxiety and depression or, worse, paranoia and delusions. Mental health problems are considered an invisible illness, yet just as I can see someone with a mental health problem from the other side of the street, so can people that might take advantage. I was lucky my former employer referred me to Lambeth council. Eventually I was offered supported housing and eventually saw a psychiatrist who listened.

I don't know what happened to that woman, but I know I would not have got through the bureaucracy and physical tasks of moving without

the help of my parents, friends and services. It took me a long time to ask for help.

If you know someone whose behaviour has become erratic, chances are that they are unwell. If you find yourself in a similar situation, here are a few tips: walk tall, develop a routine, don't trust everybody but do reach out and keep reaching out until you get the help you need. Perseverance pays off. The best advice I've had when in crisis is to know that however bad it gets, this situation is temporary. Even if you are suicidal, as I was at times, it is temporary, and this too will pass.

Take it from me.



Call for help

- **If you have suicidal thoughts** talk to someone at Saneline (4:30–10:30pm) **0300 304 7000** or the Samaritans **116 123**. **CALLS ARE FREE.**
- **If you're unwell and homeless or about to lose your home** go to your local council. You are classed as “in priority need” because of your mental illness.
- **If you need to find emergency accommodation**, call Shelter for advice on how to deal with your local authority **0808 800 4444**. **CALLS ARE FREE.**
- **If you are already a mental health service user**, tell your care co-ordinator, psychiatrist or GP about your housing situation.
- **For mental health advice** contact MIND **0300 123 3393** or Rethink (9:30am–4pm) **0300 5000 927**. **CALLS ARE FREE.**



"IT'S THE PLACE WITH THE MOST MENTAL
HEALTH ISSUES"

Q: How to reset that low mood feeling?

Answers from The Pavement Magazine Facebook page

- ◆ **Johnny:** Art is great...
- ◆ **Jill:** Avoid isolating yourself too much, or for too long. Go and have a free lunch at a soup kitchen or if you are in Scotland, Social Bite. Also avoid anything which has a negative impact on your mood, including some people or bad media news, etc.
- ◆ **Zaya:** Use the *5 ways to wellbeing* created by New Economics Foundation: connect, be active, take notice, keep learning, give. See p10.
- ◆ **Andrea:** Practising self-care is one of the hardest things in the world to do, but it is vital to one's survival. Try to:
 - Take a little exercise each day
 - Take care of your personal hygiene as this can bring us down and make us feel low
 - Eat well
 - Avoid/manage alcohol intakes as this is a depressant.

Solve this reader problem...

We know addiction doesn't make you a bad person. Tell us ways to be kind to yourself.

Send us your advice (or any other questions you have) to:
nicola@thepavement.org.uk

Feedback from issue 118



"Best one for a long time, if ever."

"Fantastic, I love it. The Working Homeless stories and artworks are interesting, engaging and important."



Pop into a library for warmth, toilets and mood-busting books
© Pavement

Nuts

Painful reminders by Mat Amp

Sometimes I watch the world go by and think, "*FUCK ME, AND YOU LOT HAVE THE AUDACITY TO CALL ME MENTAL?*". There is something seriously wrong with the way we live these days, so in ourselves and wanting what everyone else has got. If you look around a packed tube, you could easily get the feeling that the one-in-four people experiencing a mental health problem right now is a statistic or two short of a fact.

Anyway, the stats for homeless people are proper jaw-dropping: 80 % of homeless people in England reported that they had mental health issues, with 45 % diagnosed with a mental health condition. To have any sort of stable mental health when you're homeless you'd need a bulletproof brain and a sliver of ice running through your heart.

And while mental health issues have no simple answers, there are a few things that apply to all of us, no matter how ill we are, or how desperate our lives have become. The most important thing is that we're all human beings and we share a right to exist.

What we think of ourselves should come from within us, not from a product, the size of a home or an idea or what anyone thinks of us. What we think of ourselves is our

identity and that shouldn't be down to other people to decide.

When you have mental health issues, this sense of self can dissolve, and it can be difficult sometimes to know who you are. You may end up searching for validation in the opinion and approval of people you don't even respect, and that can really fuck you up.

Honestly, I think homelessness is like your own personal maze that you gotta find your way out of, and within it the issues of addiction and mental health are like a tangle of wires that add to the confusion and feeling of hopelessness.

But it isn't hopeless, believe me. Several years ago, I was an addict on the brink of suicide. My spirit was broken and I had lost the will to go on. Then I found a copy of *the Pavement*, a purpose and a door. So, when I say I owe this magazine my life, I'm not being figurative in any way. Like I said: it's never been easy for me, but right now the struggle is worth it.

That purpose has given me back the identity that washed away in the sea of chaos that engulfed me after the tsunami of addiction had obliterated everything that had a foundation in my life. A sense of self is everything, but it really helps if it's a sense of yourself that doesn't make you wince with guilt and shame at the fucked up shit you've



On the edge: A Dublin landlord decides to sell, making his tenant, Rosie (Sarah Greene), her partner and their four kids, homeless. *Rosie*, the film, covers just a few days but makes it all too clear how mentally tough it is for everyone in the family to cope when you've lost your home. On release from 8 March. © Element Pictures

pulled recently.

But there is help out there. For me it was CBT, volunteering, running to get fit and reconnecting with some of the people I had shut out or pissed off with my uselessness.

My life is far from perfect and I'm still recovering from it all but I'm so much better than I was a few years ago and right now that's enough for me. ■

When despair hits

Specialist services provide counselling and talking treatments. These are usually co-ordinated by a community mental health team (CMHT).

Also get support from:

- Your GP.
- Keep CMHT number in your phone in case of crisis.
- Use Citizens Advice for help with benefits, debt, legal issues and local services.
- Crisis and home treatment teams can come out to you in case of a crisis.
- Remember A&E if you are desperate.

Mass panic

The roll-out of Universal Credit (UC) is creating panic and leaving people struggling to survive, reports our Glasgow News Group

We spoke to support staff, rights advisers and food bank workers, as well as people now on the UK-wide Universal Credit (UC) benefit, to find out what was happening. Workers claimed they knew of people being left for up to nine weeks without any benefits. Some people were unable to feed their families and despite using food banks, went hungry. Others said people had become street homeless due to rent arrears accrued.

Our news group, which meets fortnightly at Lodging House Mission (LHM) day centre, investigated as UC completed its roll-out for new claims only – in the city. Angela Vance, the LHM's advice worker, said: "It's like mass hysteria just now. People are worried about becoming homeless, about ending up on the streets if the money doesn't get paid for their rent. People are panicking." Last month she had to call an ambulance for a man who collapsed due to stress over his benefits.

Angela is extremely worried about people's ability to use the online system for both applying for Universal Credit and for doing online journals and to-do lists.

In a nutshell

- People moved on to Universal Credit (UC) in Glasgow are suffering.
- Our writers told us about being sanctioned for:
 1. Missing appointments due to **personal tragedies** or **minor** infringements.
 2. Losing benefits they are entitled to due to **no computer** or email.
 3. Feeling they were **under surveillance** rather than supported, with personal details discussed in public spaces.
 4. Being threatened with **court action** due to rent arrears caused by delays in benefit payments.
 5. **Suffering** severe mental and physical illness as a result of the stress.

**TURN TO PAGE 31 FOR
HELP SETTING UP AN
EMAIL ADDRESS**

"I'm actually scared for people being able to remember passwords and user names," she added.

Dennis Curran, who runs the Loaves and Fishes food bank and outreach service in East Kilbride, told numerous stories about people using the food bank who'd been



sanctioned for missing buses and failing to return a phone call. He said: "We had a man came to us – and I can't get my head round this one – his wife took a miscarriage and he got sanctioned because he didn't turn up, and that wasn't a good enough reason. What is a good enough reason – a pine box?"

Several people in our group experienced getting the wrong advice – discovering later that they should have the right to claim by telephone in exceptional circumstances, have their rent paid direct, and get paid every two weeks.

Welfare rights officer at Govan Law Centre, Jennifer Brennan, said: "UC is a new system for everyone, this includes the DWP. We are finding that some claimants are being given inconsistent or incorrect advice. This makes an already stressful situation worse. We also have concerns regarding the role of the job coach who has a great deal of discretion with regard to setting work-related requirements. This may result in unfair decisions being made."

A spokesman for the DWP insisted the roll-out was working well.

- **Get support and food from the Lodging House Mission, 35 East Campbell Street, Glasgow G1 5DT, tel: 0141 552 0285.**
- **Legal advice from Govan Law Centre, tel: 0141 440 2503 to arrange an appointment.**

Drew's story

Due to illness, I had to sign on and was told that I would have to apply for Universal Credit. I applied online and received an interview date. At that interview there was total confusion within the Jobcentre – no one seemed to know what was happening. I was sent over to a desk and the worker informed me, nearly tearful, that she had no training in UC and I was the first person she had seen.

Fast forward two months and I am getting threatening letters regarding Council Tax. I eventually got a letter from debt collectors Scott & Co regarding £600+ of unpaid Council Tax with a 10 % surcharge added and demanding immediate payment. I personally went and spoke to them and furnished them with all relevant paperwork in support of my appeal. They stopped all court action and advised me to go to the council offices.

At the council offices they laughed and said that "UC" do not have a clue what they are doing. Eventually my bill was rightfully reduced more than £400. My credit rating has been badly affected, and all because workers are not being trained to properly implement UC procedure.

I won my case, but how many others have lost or given up without trying?

Robert's story



"I gave up working to care for my mum. After she died, I signed on and got Jobseekers' Allowance. It was round about the beginning of March 2018, when I noticed by letter that my benefits would cease in April.

It turns out this should never have happened – Universal Credit is only for new claims at the moment. But I didn't know that, and the Jobcentre has never admitted that.

In April, I went to the Jobcentre and told that woman at the desk that I would like to apply for Universal Credit. She explained I'd have to apply online. I asked her if I could do it over the phone and she said "no". I was gutted and did not know what to do.

I went to the Lodging House Mission day centre and asked for Angela, the advice worker. She calmed me down and said not to worry. She went out of her way, and used her email address and mobile to get me signed up for an appointment.

At the appointment a woman interviewed me and said she would be my worker. She informed me that I had to make several commitments and if I did not fulfil them or go for the job interviews they sent me to, I would be sanctioned. She took all my details and passed them to a colleague who set me up with an email address, as I had explained I was using someone else's.

I was told I would not receive any money for about six to eight weeks. But I could apply for an advance, which they would deduct from my benefit over several months. During the period that I was waiting for my first payment, I received letters threatening to take me to court as my rent had not been paid and I was in arrears. I'd asked them to pay my rent direct, and was told they couldn't.

The day I received my first payment it was only £550. I went into total panic. I had to pay my rent, which was £380, arrears for the last seven weeks, plus next month's gas and electric and feed myself. I could not sleep with worry.

A lovely lady at the housing association told me a lot more than my Jobcentre worker. She explained that I could apply for a discretionary payment to cover the rent shortfall. That had never been explained to me. She also advised me that after that first payment I could apply to get my rent paid direct, another thing I hadn't been told. I felt more at ease.

Two weeks later I had to go back to the Jobcentre for an interview to discuss what I had been doing to find work. I was then told I had to go to the council's computer hub on a Monday and the library on a Wednesday and a Friday. If I did not attend I would be sanctioned. I was

to spend 35 hours a week seeking employment or I could lose my benefit. I thought the worker was there to help me. But all she did was threaten me.

Now I am no longer living a life. I am surviving, and the only reason for

that is charities where I can go and get myself a meal. I go to chapels, to the Salvation Army and to other food banks that provide me help. Otherwise I would have to steal or rob from shops just so I could eat. I am living the dream. ■

Coping with Universal Credit

All job coaches are different – not everyone's experience is the same:

1. On losing your job, or being moved over from traditional benefits to UC, make an immediate claim as this becomes your **"claim date"**. Act fast.
2. This claim is made online, so you need an **email account** and a **mobile phone number**. Ask for help at a day centre or library. See p31.
3. You will get a **reference number** on your application form – keep hold of this! Speak to an advice worker about **keeping documents safe**. Some day centres can provide storage space.
4. Do not assume that the person who is interviewing you understands the system. If **unsure**, get independent advice from Citizens Advice or welfare rights' advisers.
5. During your **interview**, you will be told you have to job search and keep a record of up to 35 hours per week. If you have no direct access to IT or a smart phone this will be almost impossible, so raise your concerns and explain why. This should be recorded in your journal.
6. Make your **job coach** aware of anything that may hamper your ability to job search, e.g. illness, disability, caring responsibilities and travel.
7. Check your **online journal daily**, as you will often get two days' notice of a telephone interview with your job coach. If you miss this – without adequate excuse – you will be sanctioned for up to three weeks.
8. You can **challenge a sanction** if you have a good reason. Contact an advice agency for help.








Ken Pyne

"HIM? HE'S THE JOB COACH"

Stay calm

Tips from the Margins Project's Housing & Benefits Adviser Nick Reed on how to get the benefits you are entitled to:

-  **Take someone with you** to appointments, ideally a calm friend who won't agitate and fight.
-  **It's bureaucratic, but there are procedures to follow.** Follow them and you will eventually get the reward of the benefit. For example, if you are claiming a health benefit, you will still have to attend a health assessment, even if you have cancer or walking sticks.
-  **Try not to be overwhelmed.**
-  **Turned down?** It's 100 per cent OK to appeal. There's a really high success rate, so don't think "I can't be bothered" or give up. More than two-thirds of people who appeal are winning.
-  If you are in London, go to Margins at the Union Chapel for advice with your benefits, plus lunch and showers. Open Monday and Wednesday, 11am–2pm.
www.unionchapel.org.uk/about-us/the-margins-project/

Our demands

The Glasgow News Group found the same problems came up time and time again. We think these could be easily solved. We want the DWP to:

-  **Train staff** better so they can offer more help
-  **Make the first appointment available without an email.** Benefits staff could help set an email up.
-  **Do more publicity:** social media alerts, posters, TV adverts explaining the **ins and outs** of Universal Credit.
-  **Come clean** on the targets.
-  **Do away with** benefit caps on rent that are leading to rent arrears and making people homeless.
-  **Give people who are homeless** the right to proper independent representation. They need support.
-  **We want charities and welfare rights organisations** to have regular information sessions, and be proactive in day centre and drop-ins. Make sure people know their rights.

Fix your teeth

Mouth health hacks from the dental experts

Not only can problems with your teeth lead to sleepless nights and dental pain, but they can also affect your self-esteem and your mood. Poor dental health and appearance can have implications for your mental health too.

Visiting a dentist can be the first step to improving your smile and can also be a key point on the road to recovery, say *Janine Doughty, Pathway Homelessness and Inclusion Oral Health Fellow; Declan Cairns, a General Dental Practitioner in Glasgow and Ruth Freeman from University of Dundee.*

Dental services for everyone

- Even if you have no fixed address, you can get access to dental services in England and Scotland. Just ask.
- If you are living in England and have a dental emergency, call NHS on 111 and they will provide advice about getting urgent dental treatment.
- If you don't have a dentist or can't get an emergency appointment, look at:
 - www.nhs.uk/pages/home.aspx
 - www.nhs.uk/conditions/toothache
- Certain benefits entitle you to free



Friendly experts: Homelessness dental team © JD

- dental care – make sure to bring proof of your benefits with you to any dental appointment.
- Specific services have provisions for people going through homelessness, but everyone has the right to dental examination in UK.

Oral hygiene

- You don't need to wet your brush before you brush your teeth.
- After brushing your teeth, spit,

“Until I was 40 I didn’t have a filling. By the time I was 48 I’d lost nine teeth. Once I woke up after dreaming that I had swallowed a tooth and that is exactly what had happened! There was just a bloody hole where the tooth was. As a junkie your teeth just rot: it’s the most painful thing in the world.”

- Pavement reader

don’t rinse with water.

- Dentists recommend brushing morning and night with a toothpaste containing fluoride. Brushing at night is the most important.
- Take out your denture before you go to sleep – brush it with toothpaste and cold water.

Dental decay and gum disease

- **Dental decay** is caused by sugary foods and bacteria in plaque. It can be prevented by cutting down on sugar and using a toothpaste containing fluoride.
- **Gum disease** is most commonly caused by plaque and smoking. It can lead to wobbly teeth and tooth loss.

Sensitive teeth

- If you have sensitive teeth you may have dental decay, so contact a dentist for a check-up.
- If your teeth are sensitive to the cold, sometimes rubbing Sensodyne toothpaste on the area can improve the sensation.

Mouth cancer

- Alcohol and smoking can lead to oral cancer.
- If you smoke and drink, you must get a regular check-up.
- Red and white patches or ulcers that last more than three weeks should always be checked by a dentist.
- See a dentist or doctor if you feel lumps in your neck or jaw area, or persistent hoarseness of your voice. There is probably nothing seriously wrong, but an early diagnosis could save your life.

Diet and medications

- The more times you have sugar in a day, the more likely you are to get dental decay. Limit sugary snacks to after meals and a maximum of three times daily.
- Natural sugars such as those in honey or dried fruit also cause dental decay.
- Try to reduce the amount of sugar you have in your tea, or use a sweetener.



Nervous about dentists?

- Dental anxiety is very common – usually due to previous bad experiences. A couple of positive experiences can help.
- There are various options for treatment available to people with dental phobia – such as sedation.

Methadone and your mouth

- Sugar-free prescriptions of Methadone are available from your pharmacy – just ask.
- After Methadone, rinse your

mouth with fluoride mouthwash or chew sugar-free gum.

Dental pain and swelling

- If you have dental pain for more than two days that doesn't improve with painkillers or if you have a temperature, swollen red gums and a bad taste in your mouth, you should see a dentist.
- If you have a dental problem which is causing swelling around your eye or your neck, especially if it is making it difficult to breathe, swallow or speak, go to A&E. ■

Record making: Crisis at Christmas 2018 dental team (including the writers of these mouth health hacks) provided 459 dental check-ups, 199 scale and polishes, 149 fillings and removed 118 teeth. They also teamed up with same-day denture charity Den-Tech to provide dentures for people who are missing teeth – 31 people got their smiles back by being given false teeth to fill in the gaps. © JD

Where do I find a dentist?

Free dental care services for everyone

LONDON

Community Dental Service for people experiencing homelessness

020 7437 9360 / 020 7439 2389

Great Chapel Street Health Centre, 13 Great Chapel Street, Tottenham Court Road W1F 8FL

Wed & Fri: 10am–1pm and 2–3.30pm: drop in dental service for homeless people.

King's College Hospital Community Dental Services mobile dental service for people experiencing homelessness

Monday: Deptford Reach, 64 Speedwell Street, Deptford SE8 4AT

Wednesday: Ace, 8a Clapham Park Road, Clapham SW4 7AR

Thursday: Spires, 8 Tooting Bec Gardens, St Leonard's Church Hall, Streatham SW16 1RB

Emergency Dental Services at Guy's Hospital

020 7188 0124

23rd Floor, Thomas Street, London Bridge SE1 9RT

Mon – Fri: Free walk-in service. First come first served. Arrive as early as possible. Patients queue from 7am. Registration opens at 8.30am.

Emergency Dental Services at King's Dental Institute

020 3299 3052

Bessemer Road, Denmark Hill SE5 9RS

Mon – Fri: Free walk-in service. First come, first served. Arrive as early as possible. Patients queue from 7am. Spaces allocated at 8am.

EDINBURGH

Spittal Street Centre (22-24 Spittal Street)

Tuesday 9am–3.30pm

Friday 1–3pm

Drop-in clinic for people experiencing homelessness. Accessed through side door of the building.

GLASGOW

Self-referral to Hunter Street Homeless Centre, 55 Hunter Street.

Tel: 0141 554 2801

Dental Health Support Worker, Joanna Sigmund can:

- Organise a full dental assessment at a nearby practice
- Provide toothpaste & toothbrush
- Can even attend some appointments with you to make sure you feel comfortable.

TURN TO
PAGES A–P
FOR THE LIST
OF SERVICES

Bitter sweet banter

Happy to be alive? Ruby's tales of near misses

- 🍊 I once jumped into a fourth floor window from the window of the building next door to see a band, coz I couldn't afford a ticket. The band were shite.
- 🍊 Fell asleep against the electric heater in a loading bay and my sports top melted into my arm. It's still badly scarred now, but they said it could've burned through to the bone.
- 🍊 Ketamine – I hadn't taken it before and didn't realise the folk I was with had built up a huge tolerance, so took the same. I don't know what happened the next 12 hours and I don't want to know.
- 🍊 My mate had been squatting in an abandoned house for ages and I'd just moved in. I went upstairs to look round and as I came out, the floor fell in. My mate still blames me.
- 🍊 Years ago I took a job offer over 100 miles from where I grew up. Recently I heard that a couple of mates had died from drug- and alcohol-related issues. That would've been me if I'd stayed.
- 🍊 Working a cash-in-hand job on a dodgy building site, I fell into a deep, unlit trench on to a load of live cables. Site manager shouted down that I wasn't getting any money for that day and walked off.
- 🍊 I woke up on the floor steamboats* to find I'd puked in my mouth and down my front. If I see anyone lying on their backs now, I shove them on their sides into the recovery position.

**For non Scots, steamboats = drunk*

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

- Phone: **0300 500 0914**

2. Shelter

- Web: **www.shelter.org.uk**
- Phone: **0808 800 4444**
(8am–8pm Monday to Friday, 8am–5pm weekends)

3. Citizens Advice Bureau

- Web: **www.citizensadvice.org.uk**
- Phone: **03444 111 444**

If your application is rejected:

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

Visit **www.thepavement.org.uk** for a more detailed version of your housing rights in England and Scotland.



Get yourself on email

Hints for safer computing from Ian Kalman

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

1. Choose a simple email address. Use your own name, but don't be surprised if someone has the same name. If this happens add a number. It's OK to make a note of your email.
2. Make the password something you will remember, favourite sports team or movie star. Maybe use an actor as your memorable password, adding a number/s and upper case letters, like "*johNNydepp2*". It's not a good idea to note down your password, try and learn it. For example if you do use *johNNydepp2*, think of a movie he made, and make a note of that.
3. The internet is a vast place. If you do a search be as accurate as you can in using a search engine. Typing a question into Google can be a good way to get an answer. Where is the nearest food bank?
4. Do a computer course. Check at your local library or day centre.

KEY TO ALL SERVICES

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

Changes: val@thepavement.org.uk
Updated: Feb 2019

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

MENTAL HEALTH

In a crisis...

Phone your council and ask for their **Emergency Social Work Service**, which generally operates 6pm to 8am.

NHS 24 – call 111 if you cannot wait until your GP surgery re-opens.

Mind advises going to your local **A & E department** if you're having difficulty coping: <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/accident-emergency-ae/#.XGALOdHgqIE>.

ADDACTION (NE GLASGOW RECOVERY HUB)

24–28 Broad St, Bridgeton G40 2QL
www.addaction.org.uk; 0808 164 4261; glasgow.northeast@addaction.org.uk
Mon–Fri: 8am–8pm
MH, AD, A, D, OL, OW

ADDACTION (NW GLASGOW RECOVERY HUB)

The Quadrangle, 59 Ruchill St, G20 9PX
www.addaction.org.uk; 0808 178 5901
Mon–Fri: 8am–8pm
For your recovery from alcohol and drug use. Individual support and tailored interventions, incl outreach workers coming to you so you do not need to travel. Call the helpline or email.
MH, AD, A, D, OL, OW

ADVOCARD

332 Leith Wlk, Edinburgh EH6 5BR
www.advocard.org.uk; 0131 554 5307
 Mon–Fri: 10am–4pm
 Advocacy services for people with mental health problems in Edinburgh. Phone for appointment. Text: 07920 207 564.

MH, AD, SF

ANXIETY ALLIANCE

www.anxietyalliance.org.uk; 020 987 351; harris835@btinternet.com
 Mon–Fri: 9:30am–5:30pm (calls at nat'l rate)

Advise and support people who suffer from anxiety, phobias, panic attacks or obsessive compulsive disorder (OCD), or wish to withdraw from tranquillisers and anti-depressants. Email or phone.

MH, C, D

BARONY (CONTACT POINT, BUCKHAVEN)

22 Lawrence St, Buckhaven KY8 1BQ
www.baronyha.org.uk/care-and-support/contact-point; 0345 140 7777

Day centre for people 18+ experiencing mental health problems; for those with dual diagnosis (for example, mental health & learning disability; mental health and/or drug, alcohol problems). All groups, activities and events were created by service users.

MH, AD, A, AC, D, MD, LF

BARONY (CONTACT POINT, EDINBURGH)

101 High Riggs Rd, Tollcross EH3 9RP
www.baronyha.org.uk/care-and-support/contact-point; 0845 140 7777

Mon: 2–8pm (art 2.30–4.30; games 6.30–7.30); Tue: 10.30am–4pm (walking 11–12.30; taster sessions 2–4); Sun: 11am–4pm; Wed: 10.30am–4.30pm (swimming 11am–2pm; wellbeing 3–4); Thu: 2–8pm (open day 2.30–4.30; mixed media night 6.30–7.30)

Safe place for those experiencing mental health problems to socialise or gain 1:1 or peer support. Open for drop-in Mon to Thu and Sun.

MH, C, LF, MD, ET

BARONY (CONTACT POINT, KIRKCALDY)

411–417 High St, KY1 2SG
www.baronyha.org.uk/care-and-support/contact-point; 0845 140 7777

For people 18+ experiencing mental health problems; for those with dual diagnosis (for example, mental health and learning disability; mental health and/or drug, alcohol problems). All groups, activities and events were created by service users to help meet their needs.

AD, D, A, MH, MD, AC, LF

KEY

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

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

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

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

BARONY (WEST LOTHIAN OFFICE)

6 Fairburn Pl, Unit 1b, Fairburn Rd,
Livingston EH54 6TN
www.baronyha.org.uk; 0845 1407777
Mon–Fri: 10am–4pm
Housing & supported accommodation
for vulnerable people, incl those with
enduring mental health problems and
offending backgrounds.

MH

BETHANY CHRISTIAN TRUST (EDINBURGH CARE SHELTER)

Diadem, 539 Gorgie Road, EH11 3AR
bethanychristiantrust.com/; 0131 561
8930 (day); 07919 557 673 (night)
21 Dec to 5 May: Mon–Sun: 9.30pm–
7am (dinner 9.30; breakfast 6.30)
Transport from West Approach Road
(Lothian Road end) at 9.15, 9.30 and
11:30pm unless shelter is full – call
to check. Zero tolerance of drug use/
dealing. No alcohol. Respect for others.

MH, AH, A, BA, BS, BE, C, FF, OL

BREATHING SPACE SCOTLAND

breathingspace.scot; 0800 83 85 87
Mon–Thu: 6pm–2am; Fri–Sun: 24hrs
For anyone experiencing low mood,
depression or anxiety. Experienced
advisors. For support outside opening
hours, contact Samaritans on 116 123.

MH, AD, C

CHILDLINE

www.childline.org.uk; 0800 1111
Confidential free helpline for young
people.

MH, AD, C

COMBAT STRESS

Tyrwhitt Hse, Oaklawn Rd, Leatherhead
KT22 0BX
www.combatstress.org.uk/; 0800 138
1619; combat.stress@rethink.org
Mon–Sun: 9am–9am (helpline)
Ex-services charity offering help with
PTSD. Residential treatment and
community outreach. Helpline 24/7.

MH, AD, C, OL

CROSSREACH (HEAD OFFICE)

Charis House, 47 Milton Rd, E
Edinburgh, EH15 2SR
crossreach.org.uk; 0131 657 2000
Mon–Thu: 8.45am–4.45pm; Fri:
8.45am–3.45pm
Care and support for people with
addictions or mental health problems.

MH, AH, A, B, DA, FF, F, LF, MS, SH

CROSSREACH (SIMPSON HSE)

52 Queen St, Edinburgh EH2 3NS
www.simpson-house.org/home.htm;
0131 225 1054 / 0131 225 6028
Wed: 2.45–4.30pm (SMART recovery
group); Thu: 10.15am–midday (A Life
Worth Living group)
Counselling for people affected by
drug use, recovery support, one-to-one
appointments. Phone in to self-refer to
services, or drop in on Wed/Thu.

MH, A, C, D, SF

CROSSREACH MOVE ON (WHITEINCH)

0/5, 13 Victoria Pk Dr, S Whiteinch,
Glasgow G14 9RN
www.crossreach.org.uk/our-locations/

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



whiteinch-move-on-service;
0141 959 5069
 Mon–Fri: 9am–5pm (phone for referral only)
 Temporary accommodation and support to adults in recovery from substance misuse. Mainly for people living clean, but methadone, etc, users who are stable will be considered.
MH, AH, A, C, D, TS, SF

CRUSE BEREAVEMENT CARE SCOTLAND

Riverview Hse, Friarton Rd, Perth PH2 8DF
<http://www.crusescotland.org.uk/>;
0845 600 2227
 Mon–Thu: 10am–9pm; Fri: 10am–4pm
 Help for anyone experiencing bereavement.
MH, C

EDINBURGH ACCESS PRACTICE (LEITH ST)

17 Leith St, EH1 3AT
www.edinburghaccesspractice.scot.nhs.uk; **0131 240 2810**
 Mon, Tue, Thu, Fri: 9am–5.45pm (closed 12.45–13.45); Wed: 10am–5pm (closed 12.45–13.45, 4th week of month opens 13.45)
 Primary healthcare for people who may be having trouble registering with a GP who are homeless or have additional support needs such as issues with drugs and/or alcohol.
MH, AH, AD, BA, D, FC, MS, NE, OL

EDINBURGH ACCESS PRACTICE (SPITTAL ST)

22–24 Spittal St, EH3 9DU
www.edinburghaccesspractice.scot.nhs.uk; **0131 240 2810**
 Mon, Tue, Thu, Fri: 9am–5pm (closed 12.45–13.45); Wed: 10am–5pm (closed 12.45–13.45, 4th week of month opens 13.45); Wed: 1.45–5pm (mental health assessment and benefits drop-in)
 Specialist GP practice providing primary healthcare for people who may be having trouble registering with a GP who are homeless or have additional support needs such as issues with drugs and/or alcohol.
MH, AH, AD, BA, D, FC, MS, NE, OL

EDINBURGH CITY YOUTH CAFE

11–15 Vennel, EH1 2HU
6vt.info/lets_talk; 0131 229 1797
 Mon–Fri: 9am–5pm (office; staff often there till 10pm); Mon & Wed: 6–10pm (drop-in); Fri: 6–10.30pm (drop-in)
 Advice and support for young people (14–25) on housing, homelessness, drugs, debt, education, training, health and emotional problems.
MH, AH, A, C, DA, D, ET, MS

EDINBURGH CRISIS CENTRE

PO Box 23768 Edinburgh EH7 5XE
www.edinburghcrisiscentre.org.uk/wordpress/; **0808 801 04014**
 Mon–Sun: 9am–9am
 Free 24-hour helpline and one-to-one support for people (18+) who use or have used mental health services.
MH, AD, C, 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

GAMH

St Andrews by the Green, 33 Turnbull St,
Glasgow G1 5PR

www.gamh.org.uk; 0141 552 5592

Mon–Thu: 9am–5pm; Fri: 9am–4.30pm
Emotional and practical support,
information and advice for homeless
people with mental health problems.
Phone, write or just drop in.

MH, AH, AD, C

GLASGOW CITY MISSION

20 Crimea St, G2 8PW

www.glasgowcitymission.com; 0141
221 2630

Mon–Fri: 10am–10pm; Sat: 4–8pm
Programme of activities, services
and 1-2-1 support. Free meals, art,
music, gym, computers, college
courses, money help, ESOL, gardening,
opportunities to explore the Christian
faith and much more.

*MH, AH, AD, A, AC, B, BA, BS, CA, C, DA, D, ET,
FF, FC, IT, L, LF, MD, OL, OW, TS, LA, SF*

HEALTH IN MIND

40 Shandwick Pl, Edinburgh EH2 4RT

www.health-in-mind.org.uk; 0131
225 8508

Mon–Thu: 9am–5pm; Fri: 9am–4.30pm
For people with housing and mental
health support needs. You can self-refer
or ask your GP to refer you. Counselling;
support for BAME people; connecting
people; art therapy; suicide prevention;
support with substance misuse; health
info; training and more – check website.

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

HEARING VOICES NETWORK

86–90 Paul Street, London EC2A 4NE
hearing-voices.org/; 0114 271 8210

For people who hear voices and see
visions. If you want information about
hearing voices groups, call 0114 271
8210 or email info@hearing-voices.org.

MH, C

HOMELESS FAMILIES HEALTH CARE TEAM

55 Hunter St, Glasgow G4 0UP

[www.nhsggc.org.uk/your-health/
health-services/homeless-health-
and-resource-services/homelessness-
health-services/homeless-families/](http://www.nhsggc.org.uk/your-health/health-services/homeless-health-and-resource-services/homelessness-health-services/homeless-families/);
0141 553 2826; Mon–Fri: 9am–5pm
GPs, nurses and office staff run clinics
at some hostels. Appointments not
necessary. Support people with hospital
appointments. Addiction and mental
health teams.

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

HUNTER STREET HOMELESS HEALTH SERVICE

55 Hunter St, Glasgow G4 0UP

[nhsggc.org.uk/locations/health-
centresclinics/hunter-street-homeless-
services/](http://nhsggc.org.uk/locations/health-centresclinics/hunter-street-homeless-services/); 0141 553 2801

Mon–Fri: 9.30am–4.30pm (closed 12.30–
13.30; GP/nursing team from 13.30)
One-stop shop to meet the health
and addiction needs of service users
who are rough sleepers, those living
in emergency accommodation and
temporary accommodation for up to
three months.

MH, A, D, FC, MS, SH, SF

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



MIND

www.mind.org.uk

Mon–Fri: 9am–6pm

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

Infoline: 0300 123 3393; info@mind.org.uk

org.uk; text: 86463. Legal line: 0300

466 6463; legal@mind.org.uk.

MH, AD, LA

NATIONAL SELF-HARM NETWORK

www.nshn.co.uk/

Resources and information for people who self-injure. The Forum is supportive and understanding.

MH, C

NO PANIC

www.nopanic.org.uk; 0844 967 4848/
0330 606 1174

Mon–Fri: 10am–10pm

Support for those suffering from panic attacks, phobias, OCD, general anxiety disorder and tranquilliser withdrawal.

Info, advice, counselling, listening, befriending and referrals. Helpline:

0844 967 4848; youth helpline: 0330 606 1174; email: info@nopanic.org.uk.

MH, AD, C, D, OL

NUMBER 20 (FOUR SQUARE)

www.foursquare.org.uk; 0131 557 1739

Edinburgh

Temporary emergency supported accommodation for women 16–21 who are homeless or at risk of homelessness.

MH, C, D, OW, ET

ONE IN FOUR

www.oneinfour.org.uk/; 020 8697

2112; admin@oneinfour.org.uk

Mon–Thu: 9am–9pm; Fri: 9am–6pm;

Sat: 10am–5pm

Support & resources for people who have experienced sexual abuse and/or violence. Useful info about flashbacks and panic attacks. Phone or email.

MH, C, MS

PENUMBRA

Norton Pk, 57 Albion Rd, Edinburgh EH7 5QY

www.penumbra.org.uk/; 0131 475 2380

Mental health support services for adults and young people. Good leaflets on self-harm.

MH, A, C, D, TS

PRE-SYNC 27 BATHGATE RECOVERY HUB (EDINBURGH)

27 George St, Bathgate, EH48 1PW
cyrenians.scot/case-study-3/; 01506 205 413

Mon, Wed, Fri: 10am–4.45pm (lunch

midday); Tue & Thu: 10am–4.45pm;

Tue: 6–8pm (dinner); Sat: 4–5pm (NA)

Drop-in & helpline helping people move away from addiction and isolation. Free food. Activities/services throughout the week – drop in to find out what's going on.

MH, A, C, D, FF, LF, OW, 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

QUARRIERS ('WHAT IF' PROJECT FOR MEN)

01, 154 Carnwardie Rd, Glasgow G46 8HQ
quarriers.org.uk/services/what-if-male/; 0141 638 5170

Supports men (18–25) with complex needs. They don't exclude or give up on anyone. Young people receive housing support and therapeutic support (i.e. emotional support, access to counselling etc).

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

QUARRIERS ('WHAT IF' PROJECT FOR WOMEN)

Unit 5, The Quadrangle, 59 Ruchill St, Glasgow, G20 9PX
quarriers.org.uk/services/what-if-female-support-service/; 0141 946 1116

Supports women (18–25) with complex needs wherever they are. They don't exclude or give up on anyone.

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

QUARRIERS (PROJECT/STOPOVER)

189 Pollockshaws Rd, Glasgow G41 1PS
quarriers.org.uk/services/stopover/; 0141 420 3121

Mon–Sun: 9am–9am

For men and women 16–25.

Accommodation is on the upper levels of building, so unsuitable for people with physical disabilities. They support young people experiencing drug addiction, alcohol misuse, mental health problems, offending behaviour or severe emotional and psychological issues.

ET, D, BA, A, AD, AH, MH

RESPOND

Thu: 10am–4pm (helpline)

www.respond.org.uk/; 0207 383 0700

Free service for children, young people, adults and elders with learning difficulties who have experienced trauma, loss or abuse. Respond offers therapy for people in London and South East England. Phone (0207 383 0700) or email vwhelpline@respond.org.uk.

MH, AD, C, MS

RETHINK

www.rethink.org/; 0300 5000 927

(advice); advice@rethink.org

Mon–Fri: 9.30am–4pm (helpline)

Employment, supported housing, day services, helplines etc for people affected by severe mental illness, including special BME services. Phone (0300 5000 927), or email.

MH, AH, AD, C, ET

ROCK TRUST (ALBANY ST)

55 Albany St, Edinburgh EH1 3QY

www.rocktrust.org/; 0131 557 4059

Mon–Fri: 8.45am–5pm (drop-in 9.00am–midday)

Advises, educates and supports young people. Enables them to build the personal skills and resources required to make a positive and healthy transition to adulthood, while avoiding or moving on from homelessness. Not step-free.

MH, AH, BS, CL, C, FF, F, IT, L, TS, AC, LF, OW

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

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

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

FULL LIST
 AVAILABLE ON
 OUR WEBSITE



SIMON COMMUNITY SCOTLAND (ROUGH SLEEPERS AND VULNERABLE PEOPLE SERVICE)

472 Ballater St, Glasgow G5 0QW
www.simonscotland.org/about-us/rsvp/; 0141 418 6984
Mon–Sun: 8am–11pm (outreach);
Mon–Sun: 8am–8pm (crisis response);
Mon–Sun: 9am–8pm (planned intervention); Mon–Sun: 10am–6pm (The Hub, London Road); Mon–Sun: 9am–9am (freephone)
A service for people who are experiencing homelessness and other difficulties and need consistent, long-term support. St, Outreach Freephone: 0800 027 7466. Phone numbers: 0141 418 6984 for Complex Needs, 0141 552 4230 for the St, Team and 0141 552 4164 for the Information Hub.
[MH, AH, AD, A, D, OL, OW](#)

SPITTAL STREET CENTRE

19b South Bridge St, Bathgate, Edinburgh EH48 1TR
www.nhslothian.scot.nhs.uk/GoingToHospital/Locations/Pages/SpittalStreetCentre.aspx; 01506 205 413
Mon, Wed, Fri: 9am–4.30pm (drop-in dentist 1.30–3.30pm); Tue: 9am–4.30pm; Thu: 9am–4.30pm (drop-in for women; wound clinic)
Wide range of recovery and addiction services including a drop-in needle exchange (closed on Wed), dentist, sexual health and HIV advice, women's group, wound clinic and more. Drop in or call for more information.
[MH, A, D, D, MS, NE, SH](#)

STREET YOUTH (STREETWORK UK)

18 South Bridge, Edinburgh EH1 1LL
streetwork.org.uk/youth/; 0131 344 0825
Mon–Fri: 9am–5pm
Street youth works with young people (up to 26th birthday) who are at risk of, or experiencing, homelessness. Street-based outreach and one-to-one support.
[MH, AH, A, BA, BS, CA, DA, D, ET, L, LS, NE, OL, OW, SH, TS](#)

SUPPORT IN MIND SCOTLAND

6 Newington Business Centre, Dalkeith Rd Mews, Edinburgh EH16 5DU
www.supportinmindscotland.org.uk; 0131 662 4359; Mon–Fri: 9am–4pm
Support for people – homeless and not – affected by mental illness. This includes carers, friends and families.
[MH](#)

TALBOT ASSOCIATION (RIVERSIDE PROJECT)

0141 440 2633
892 Govan Rd, Glasgow G51 3AF
Support and accommodation for men and women (18+) with mental health and/or alcohol issues.
[MH, AH, A, MS](#)

THE SALVATION ARMY (WALLACE OF CAMPSIE HOUSE)

30 East Campbell St, Glasgow G1 5DT
salvationarmy.org.uk; 0141 552 4301
Mon–Sun: 9am–9am (staff on duty 24/7)
Resettlement accommodation to enable residents to regain control of their lives. Average stay is six to 18 months.
[MH, AH, AD, BA, BS, BE, CL, DA, D, ET, LF, LF, MS, OL, TS](#)

Homeless?

Know your rights

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** whilst the council considers your application. If you are not offered accommodation, call us for advice.

The council must notify you of their decision on your homeless application in writing. You may have the **right to appeal a decision** – call us for help.

If the council says ‘no local connection’ or ‘not eligible’, or if you can’t afford the temporary accommodation, you can call us for advice.

0808 800 4444

Call us for free advice
9am-5pm, Monday to Friday.

Shelter
Scotland

THE SANDYFORD INITIATIVE

2–6 Sandyford Pl, Sauchiehall St, Glasgow, G3 7NB
sandyford.org; 0141 211 8130 helpline
 Mon–Fri: 8.30am–4.15pm; Fri: 8.30am–3.45pm; Sat: 9am–11am
 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. Contact them for times.

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

THE SPACE

257 London Rd, Glasgow G40 1PE
thespacescotland.org; 0141 237 1221
 Wed–Sat: Midday–6pm
 Community space offering craft and upcycling workshops to anyone. Every 2nd week is in collaboration with the Glasgow Mental Health Support Group. ‘Nae Such Thing As a Free Lunch’ is a pay-what-you-can cafe that runs from noon to 6pm, Thu to Sun. Good range of activities. *MH, AC, B, CL, FF, F, IT, LF, MD*

YOUTH ACCESS

www.youthaccess.org.uk/; 020 8772 9900; admin@youthaccess.org.uk
 The website can put you in touch with local contacts for mental health counselling, advice and information. A huge range of services is available for you. Contact by phone (020 8772 9900), email or via the website.

MH, AD, C, OL

Y-PEOPLE CALM SERVICE

15 Dava St, Govan G51 2JA
www.ypeople.org.uk/our-work/youth-wellbeing/the-calm-project/; 0141 565 1200
 Mon–Fri: 9am–5pm
 Mentoring, counselling and supported accommodation across Glasgow and the surrounding area. Phone for info & self-referral during weekdays. Support services at flexible times, including evenings and weekends.

MH, C, SF

DAY CENTRES/DROP-INS

BARONY (CONTACT POINT)

See MENTAL HEALTH

BARONY (LOTHIAN AND BORDERS OFFICE)

101 High Riggs, Tollcross, Edinburgh EH3 9RP
 0345 140 7777; www.baronyha.org.uk
 Mon: 2.30–4pm (art); Tue: 10.30am–4pm; Thu: 3.30–7.30pm (drop-in); Fri: 11am–2pm (women only drop-in); Sun: 11am–4pm (drop-in); Mon: 6.30–9pm (art)
 Housing/supported accommodation across east and central Scotland. Support for vulnerable adults, inc those with mental health problems and offending backgrounds. Day centres for clients with mental health problems.

AH, AD, A, AC, C, D, LF, MH, OW, TS

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

GLASGOW CITY MISSION

See MENTAL HEALTH

LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT
0141 552 0285; lhm-glasgow.org.uk
Mon–Sun: 8am–3pm (breakfast & lunch)

Free breakfast and lunch. Showers, foot clinic, haircuts, counselling. Pool, table tennis, board games. IT suite.

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

MOVE ON (GLASGOW)

4th Fl, 24 St Enoch Sq, Glasgow G1 4AA
0141 221 2272; moveon.org.uk
Mon–Fri: 9am–5pm

Enables homeless people to develop the skills they need. Services for people 18–28.

AH, AD, BA, DA, ET, OW, TS

PRE-SYNC 27 (EDINBURGH)

See MENTAL HEALTH

QUEEN'S PK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ
0141 423 3654; qpgpc.com

Wed: 5.30–8pm (free meal – 28 Daisey St, G42 8JL); Sun: 5–6pm (free meal, toiletries, clothing – 170 Queen's Dr, G42 8QZ); Tue & Wed: 10am–1.30pm (low-cost meal – 28 Daisey St)

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

ROCK TRUST (ALBANY ST)

See MENTAL HEALTH

SPITTAL STREET CENTRE

See MENTAL HEALTH

THE MARIE TRUST

32 Midland St, Glasgow G1 4PR
0141 221 0169 (option 2); www.themarietrust.org

Mon–Fri: 9am–4pm (closed 11.30–12.30); Tue: 1pm–4pm (Expressive Arts); Fri: 10am–12am (art drop-in)
Low-cost breakfast and lunch, as well as a range of classes and activities.

AH, AD, AC, BS, BE, BA, CA, CL, C, ET, F, FC, IT, MS, OL, OW

THE SALVATION ARMY (EAST ADAM ST)

1 East Adam St, Edinburgh EH8 9TF
0131 667 4313; www.salvationarmy.org.uk/

Mon: 9–12am; Tue & Thu: 3–9pm; Fri: 1–4pm; Sat: 6–9pm

Weekly job club and fortnightly lunch club – call for details.

AH, A, BA, CL, ET, F, FF

THE SALVATION ARMY (REGENER8+ DROP IN)

25 Niddry St, Edinburgh EH1 1LG
0131 523 1060; www.salvationarmy.org.uk/

Mon–Fri: 9–12.45am
Breakfast & dinner; crisis intervention; Gateway Visiting Support; safe space; games; chaplaincy; activities.

AH, AD, AC, BS, BE, BA, CL, F, FF, IT, L, LF, TS

THE SPACE

See MENTAL HEALTH

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



THE WAYSIDE CLUB CENTRE

32 Midland St, Glasgow G1 4PR

0141 221 0169

Mon–Sun: 7.30–10pm; Sat: 1–4pm

Drop-in for people affected by homelessness and poverty.

B, BS, CL, FF

FOOD/SOUP RUNS

AL-KHAIR FOUNDATION IN PARTNERSHIP WITH MADRASSAH AL-FAROOQ

32-38 Dixon Avenue, Crosshill, Glasgow G42 8EJ

0141 433 2686

Mon–Sat: 5.30pm–6.30pm (soup kitchen and foodbank)

Fresh meals six days a week. Aims to contribute towards the betterment and prosperity of the people of Glasgow. Pushtu and Arabic spoken.

FF

BALVICAR ST

Glasgow G42 8QU

Thu: 7pm–9pm

Soup run.

FF

BETHANY CHRISTIAN TRUST (CARE VAN)

Edinburgh

0131 225 9445; www.bethanychristiantrust.com/

Mon–Sun: 9–11pm

Joint venture by Edinburgh City Mission and Bethany Christian Trust goes out

364 evenings a year in Edinburgh city centre at various locations. Please check their website for details. Soup, rolls & tea/coffee.

CL, FF

CADOGAN ST

Corunna, 39 Cadogan House, Glasgow G2 7BA

Mon–Sun: 9–10pm

A hot drink, soup, a sandwich and a friendly face to anyone over 20 years old. 365 days a year. Aim to direct homeless service users to appropriate services.

FF, OL

CARRUBBERS CHRISTIAN CENTRE

65 High St, Edinburgh EH1 1SR

0131 556 2626

Sun: 8am–9am

Free breakfast along with a short service.

FF

JERICHO COMMUNITY

Charteris Centre, Harry Miller Hall, 138 Pleasance (side door), Edinburgh EH8 9RR

Sun: 9.15am–12am (9.15, sandwiches & coffee; 11.00, hot meal)

Jericho Community welcomes you! Open Christmas Day.

FF

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

KAGYU SAMYE DZONG GLASGOW

The Tibetan Buddhist Centre, 7 Ashley St, Glasgow G3 6DR
0141 332 9950; ksdglasgow.org.uk/
 Fri: 4pm–5.30pm; Sat: 11am–12.30am;
 Sun: 6pm–7.30pm
 Tibetan Buddhist group that provides food to anyone in need. Part of the Glasgow Soup Kitchen group.

FF

MISSIONARIES OF CHARITY (HOPETOUN CRES)

18 Hopetoun Cres, Edinburgh EH7 4AY
0131 557 8219
 Sun–Wed: 4pm–4.30pm; Fri: 4pm–4.30pm
 Ring or drop in 24 hours a day. Not step-free.

FF

QUEEN'S PK GOVANHILL PARISH CHURCH

170 Queen's Drive, Glasgow G42 8QZ
0141 423 3654; qpgpc.com
 Wed: 5.30pm–8pm (free meal – 28 Daisey St, G42 8JL); Sun: 5pm–6pm (free meal, toiletries, clothing – 170 Queen's Dr, G42 8QZ); Tue & Wed: 10am–1.30pm (low-cost meal – 28 Daisey St, G42 8JL)
 Church where everyone is someone and everyone is valued regardless of past, or present situation, where self-belief is nurtured and where everyone is loved unconditionally.

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

ROCK TRUST (ALBANY ST)

See MENTAL HEALTH

SOCIAL BITE (BOTHWELL ST)

5 Bothwell St, Glasgow G2 6NL
0131 220 8206; social-bite.co.uk/
 Mon–Fri: 7–11 am (free breakfast); Mon–Fri: 2–3pm (suspended items available)
 One in four of Social Bite's team is formerly homeless. Suspended items are bought by customers for homeless people. NOTE: if collecting free food, you cannot sit inside the shop.

FF

SOCIAL BITE (ROSE SREET)

131 Rose St, Edinburgh EH2 3DT
0131 220 8206; social-bite.co.uk/
 Mon–Fri: 2–3pm (suspended items available)
 One in four of Social Bite's team is formerly homeless. Suspended items are bought by customers for homeless people.

FF

SOCIAL BITE (SHANDWICK PL)

89 Shandwick Pl, Edinburgh EH2 3DT
0131 220 8206; social-bite.co.uk/
 Mon–Fri: 2–3pm (suspended items)
 One in four of Social Bite's team is formerly homeless. Suspended items are bought by customers for homeless people.

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



SOCIAL BITE (ST VINCENT ST)

103 St Vincent St, Glasgow G2 5EA
0131 220 8206; social-bite.co.uk/
 Mon: 4–6pm (Social Supper); Mon–Fri:
 7–11am (free breakfast); Mon–Fri:
 2–3pm (suspended items available)
 One in four of Social Bite's team is
 formerly homeless. Suspended items
 are bought by customers for homeless
 people. NOTE: if collecting free food,
 you cannot sit inside the shop, except
 at the Social Supper.

FF

SOCIAL BITE (UNION ST)

516 Union St, Aberdeen AB10 1TT
0131 220 8206; social-bite.co.uk/
 Mon–Fri: 7–11am (free breakfast);
 Mon–Fri: 2–3pm (suspended items
 available)
 One in four of Social Bite's team is
 formerly homeless. Suspended items
 are bought by customers for homeless
 people.

FF

SOUPER SAT

Old Saint Paul's Church, 67 Jeffrey St,
 Edinburgh EH1 1DH
07955 274058; soupersaturday.org.uk/
 Sat: 8.30am–2pm (Old St Paul's Ch, 67
 Jeffrey St)
 Free breakfast, lunch, sandwiches,
 coffee and conversation every Sat.
 Email: admin@SouperSat.org.uk

SPITTAL STREET CENTRE

See MENTAL HEALTH

ST COLUMBA'S CHURCH (THE SHILOH)

St Vincent St, Glasgow G2
 Sun: 7.30–9pm
 FF

ST PATRICK'S CHURCH

North St, Glasgow G3 7DA
0141 221 3579
 Thu & Sun: 8pm–9pm
 Soup kitchen.
 FF

THE SALVATION ARMY (REGENER8+ DROP IN)

25 Niddry St, Edinburgh EH1 1LG
0131 523 1060; salvationarmy.org.uk
 Mon–Fri: 9–12.45am
 Cheap, good quality breakfast & dinner;
 Crisis Intervention Support workers;
 Gateway Visiting Support Offices;
 safe space; games; chaplaincy; various
 activity groups.

AA, AD, AC, BS, BE, BA, CL, F, FF, IT, L, LF, TS

WINTER SHELTERS

GLASGOW WINTER NIGHT SHELTER

35 East Campbell St, G1 5DT
**www.glasgowcitymission.com/about-
 us/what-we-do/glasgow-winter-night-
 shelter.php; 0141 221 2630;**
 01 Dec to 31 Mar
 Mon–Sun: 10pm–8am
 Open to anyone 18+ who is homeless
 and has nowhere else to sleep.
 Breakfast in the morning.

AA, AD, BA, BS, FF, MS

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
	AA Accommodation/ housing advice	BS Bathroom/showers	DA Debt advice	F Food
		C Counselling	DT Dentist	FF Free food

WOMEN

AGAINST FORCED MARRIAGE

0800 141 2994; www.againstforcedmarriages.org/

Mon & Thu: 10.30am–4.30pm
Helpline for people who fear being

pressured into a forced marriage or are already in one. Male victims welcome. Outside helpline hours, leave a message & you'll be contacted. In emergency, call 999.

C, LA

BRITISH PREGNANCY ADVISORY SERVICE

08457 304030; www.bpas.org

Open 24/7

Emergency contraception & termination advice. Calls to Actionline (24/7) are charged at local rate.

C, MS

EDINBURGH RAPE CRISIS CENTRE

17 Claremont Cres, Edinburgh EH7 4HX
08088 010 302; www.ercc.scot/

Mon–Sun: 6pm–midnight (helpline)
Support & info to women, members of the transgender community and people 12–18 who have experienced sexual violence. For appointment or referral, call 0131 556 9437.

AD, C

EDINBURGH WOMEN'S AID

4 Cheyne St, Edinburgh EH4 1JB

0131 315 8111; edinwomensaid.co.uk

Tue, Wed, Fri: 10am–3pm (outreach, resettlement, children, young people on 0131 315 8110); Mon: 1–3pm (drop-in at 4 Cheyne St, EH4 1JB);

Thu: 2–7pm (4 Cheyne St); Mon–Fri: 9.30am–4.30pm (office – phone 0131 315 8111)

Saturday: 10am–1pm (drop-in & access support services); Tue, Wed, Fri: 10am–3pm (4 Cheyne St)

Info, support & refuge accommodation for women and any accompanying children who have experienced or are at risk of domestic abuse. Helpline: 0800 027 1234

AH, AD, C, OW, SF

GLASGOW CITY MISSION

See MENTAL HEALTH

GLASGOW WOMEN'S AID

4th Floor, 30 Bell St, Glasgow G1 1LG
0141 553 2022; www.glasgowwomensaid.org.uk/

Monday, Tuesday, Thursday, Friday: 9:30am–5pm (also drop-in service)

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

AH, AD, C, DA, LA, TS

FC Foot care
IT Internet access
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NATIONAL DOMESTIC VIOLENCE HELPLINE

0808 2000 247; www.refuge.org.uk
24/7 helpline. In emergency, call 999.
AS, C

NUMBER 20 (FOUR SQUARE)

Call for address. Edinburgh
0131 557 1739; www.foursquare.org.uk/
Temporary supported accommodation
for women 16–21.
C, D, MH, OW

ONE IN FOUR

See MENTAL HEALTH

PRISONERS' ADVICE SERVICE (PAS)

PO Box 46199, EC1M 4XA
020 7253 3323; www.prisonersadvice.org.uk/information/pas-work-with-women-prisoners/
Monday, Wednesday, Friday: 10am–5pm (advice line, closed 1–2pm);
Monday–Friday: 9:30am–5:30pm
AD, LA

RAPE CRISIS SCOTLAND

0141 331 4180 (gen enquiries); www.rapecrisisscotland.org.uk; 08088 01 03 02 (helpline)
Monday–Sunday: 6pm–midnight
Monday–Friday: 9am–4pm (office)
Helpline for anyone affected by sexual violence, no matter when it happened.
Signposting to other services for longer-term support. Minicom: 0141 353 3091.
C, OL, SH

SAY WOMEN ACCOMMODATION PROJECT

3rd Floor, 30 Bell St, Glasgow G1 1LG
0141 552 5803; www.say-women.co.uk; enquiries@say-women.co.uk
Monday–Friday: 9:30am–9:30pm
(Accommodation Project); Monday–Friday: 9:30am–5pm
24-hr emergency service. Support drop-in, helpline and accommodation for women 16–25 who are homeless or threatened with homelessness and are survivors of child sexual abuse, rape or sexual abuse. Phone or email.
AH, C, MS, SF

SEXUAL HEALTH HELPLINE

www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx
Find your nearest clinic or just find out about AIDS/HIV, contraception, family planning, sexual health, clinics etc.
C, MS, SH

SHAKTI WOMEN'S AID

Norton Park, 57 Albion Road, Edinburgh EH7 5QY
0131 475 2399; shaktiedinburgh.co.uk; info@shaktiedinburgh.co.uk
Monday–Friday: 9am–5pm
Support and information to BME women, children and young people experiencing/fleeing domestic abuse.
AD, OL, SF