

the  
**FREE**  
monthly for  
homeless  
people

# thePavement

June 2014





**We had them fitted to deter lead thieves....**

# Dumping ground

Here at *The Pavement*, we regularly hear of people who are discharged from hospital, sometimes barely able to walk and dumped straight back on to the street. So we're delighted to see Healthwatch England take this up as the subject of its first inquiry. The more evidence they collect, the more powerful their call for change will be. So help us – and them – to make this better. Write, email or tweet and tell us your stories.

**Karin Goodwin**

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Cover image: Prince's Trust Hackney volunteers helped redecorate a room and landscape gardens for Stonewall Housing.

Find out more about Stonewall Housing and the difference they make to transgender people on p23.

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## Helen Montgomery

Age at disappearance: 45

Helen has been missing from Wirral since 6 August 2008.

Helen is 5ft 5in tall, of slim build with brown eyes and dark brown hair.

If you think you can help the search, please call or text Missing People on 116000 or email at 116000@missingpeople.org.uk

Helen, we would love to hear from you.

Call. Text. Anytime. Free.  
Confidential. 11600



# Your View

## In Memoriam

I want to say how touched and grateful I was to find out by chance that my brother's name was read out at a service at St Martin's last November.

He was on-and-off homeless for many years and had many personal problems. He sadly died last July.

I am still deeply saddened by his death but wanted to let you how much it meant to know he had been mentioned in that service.

To have people other than his family to care enough to do such a decent thing made me cry!  
*Christina Cooray*

## Twitter

@LangleyHseTrust: #FF @ThePavementMag - great concept, great work and love the twitter pic

@LiftStaff: @ThePavementMag Do you know of anyone who'd want to be an East European Peer Navigator?  
<http://www.liftpeople.org.uk/news/east-european-volunteers-needed/>

Write to to: PO Box 66737, Email us: [karin@thepavement.org.uk](mailto:karin@thepavement.org.uk), tweet us @ThePavementMagazine or message us on Facebook. [com/ThePavementMagazine](http://www.facebook.com/ThePavementMagazine)

# Upfront

## Healthwatch launches hospital discharge inquiry

A special fact-finding inquiry has been launched by Healthwatch England in order to shine a light on how badly things can go wrong after vulnerable people – including rough sleepers – are discharged from health and social care institutions.

The ‘People’s Inquiry’ will aim to lift the lid on the dangers of discharging tens of thousands of mental health patients and homeless or elderly people, who are often left without any support.

The consumer champion organisation said it comes in response to ‘disturbing’ stories that it has heard from people across the country, including homeless people discharged straight back on to the streets after major surgery and elderly dementia patients sent back to homes where there is no food or warmth.

Individuals who have first-hand experience of ‘unsafe discharge’ are key players in the team leading Healthwatch England’s first inquiry, since it was formed in 2012. Its recommendations will be made in the autumn.

*The Pavement* has raised concerns about the way that homeless

people are discharged from hospital on to the streets for many years.

A variety of London-based organisations and individuals have contacted the magazine with distressing stories of people who have slept rough while still recovering from serious illness or surgery.

Many charities across the UK have already taken up the issue. Last year, the UK government commissioned Homeless Link and St Mungo’s to write a report which found that 70 per cent of homeless people were discharged from hospital on to the streets.

The Healthwatch inquiry was one of the recommendations of the report and has been welcomed by St Mungo’s Broadway.

The inquiry will involve 148 local Healthwatch public hearings, site visits and focus groups to reach out to the public across the whole of the country.

The team of researchers will listen to and record the real life experiences of the discharge process and make recommendations about what can be done to improve the system.

Over one million people were subject to an emergency readmission to hospital last year within 30 days of having been discharged after an operation or treatment, a 27 per cent rise in adult emergency

readmissions over the last decade.

It has cost the NHS an estimated £2.4 billion.

According to research in 2010, in a six-month period 40 per cent of homeless people used Accident & Emergency at least once, and nearly a third were admitted to hospital. No figure has been put on the cost.

Healthwatch England are convinced that much of the suffering of homeless people, as well as those who are elderly and who have mental health problems, could be avoided with better planning.

Anna Bradley, chair of Healthwatch England, said: "Taking the time to ask patients about how they are going to cope when they return home and ensuring everyone has the support they need sounds simple, but all too often fails to happen.

"Sadly, it's when people fall through the gaps between the different health and social care services that serious problems occur, leading to unnecessary suffering for those involved and costing the taxpayer billions in additional care costs."

A number of pilot projects, including a 24-bed supported discharge project run by St Mungo's Broadway are also to be rolled out in coming months.

The project was also a key recommendation of the report, which proceeded the launch of the enquiry.  
*Emdad Rahman*

## Paul Wilson, homelessness expert on the Special Inquiry Advisory Group

"I never expected it to happen to me. I was married, had two kids, ran my own construction firm. But it all fell apart. My marriage broke down and I found myself on the streets. I remember that first night on the Strand; I felt strangely excited, like everything was going to be OK.

At the time I didn't realise it was going to take years. By this time I had a major drink problem – I was drinking several bottles of brandy a day. I'd sit on the street with a group of other guys. We didn't do anyone any harm and the police left us alone.

One day I was playing American football with a bottle of brandy and I snapped my ligaments. I was taken to hospital and given the very best treatment. And then at the end, I was discharged straight back on to the street. The nurse knew I couldn't get a tube (I couldn't have got down the escalators), so they got me a taxi to the Strand.

I was dropped there with my carrier bags, out of my head on morphine tablets, and expected to recover from major surgery.

In the end, I went to a detoxing hostel – I was there for three months – and it was then that I got Cognitive Behavioural Therapy (CBT) at a project run by Broadway.



Paul Wilson, the inquiry's 'homelessness expert', has personal experience to draw on.

I was in supported housing and six months after that I was asked to be on Broadway's board. When they first asked me I laughed – I'm a Scouser, a builder. What do I know about being on boards? But they said: "You've been through it. You know what it's all about."

I was delighted to be asked to take part in this Healthwatch inquiry. The sad thing is that my experience is far from uncommon.

The thing about this inquiry is that it's six months long – that gives

us time to get to the nitty-gritty of what is really going wrong, and what could help to change it. It's no good if you can get treatment, but after that you can't get housing and have nowhere to recover. You will just end up back in hospital and it snowballs. It ends up in a vicious circle.

If all the different organisations can just find better ways of working together, of talking to one another, then we can get an awful lot done. And make an awful lot of difference."  
*Karin Goodwin*



Sara sells the *Big Issue* on the Strand while she rebuilds her life.

## Sara stars on the Stand

A new short documentary about a Spanish *Big Issue* vendor, based on the Strand and looking to rebuild her life, premiered at April's BAFTAs as part of a '1000 Londoners' documentary project.

Ten films from the project were shown last month, before being more widely released to play alongside feature films at Vue West (Leicester Square) and Vue Piccadilly in the capital.

One shows Sara, who is a ventriloquist performer in Spain, speaking of

her experiences living as a homeless person in London. She explains the dangers of abusive relationships as a female sleeping rough, and tells how one of her best friends injected her with heroin for the first time.

Now clean, she points to her arm in the film: "One of the first marks I got from heroin, and every time I watch it, I feel really proud of myself, because I know how far I've come."

The film highlights the positive impact that the *Big Issue* has made on her life, giving her an opportunity to interact with people, and she is shown at her pitch, entertaining passers-by. As she says, "It's nice when you see someone smiling early morning. It makes your day make sense."

*"I feel really proud of myself, because I know how far I've come."*

The 10 minute film, made by Brixton production company and social enterprise Chocolate Films, also shows her reflecting on her past situation, her reluctance to go backwards and suffer another breakdown. She talks of her hopes for her future life and career, including owning a puppy – someone to love that will love her back.

She is full of pride for the work that she does and where it may take her.

Chocolate Films say the project '1000 Londoners' aims to create a 'unique digital portrait', which will offer an insight into the lives of Londoners, whether they have been born and bred in the capital or lived there for just a week.

Each week, new films will be posted on their website, which aim to showcase a wide range of ages, religions, race, income, interests and opinions. Other films shown so far include the story of a Thames Water sewer worker, the UK's most prominent hula-hooper and a Green Party councillor who has done a PhD in lying and deception.

Chocolate Films said they chose Sara to: "showcase the worries, cares and concerns of the people we see every day but very rarely truly engage with."

A spokesman added: "Whilst Sara has gone through many hard times, this documentary shows a hopeful and vibrant woman starting to recover from a very difficult period of her life."

Sara said: "Since the film I've had other problems, but sometimes I watch the film and it makes me feel good. I look confident. You can see in the film how much I mean to people on the street. If I'm not there for the people when they are going to work, then people wonder why." *Emma Batrick*

## Legal bank access for all

Homeless people will be able to open a bank account without having to provide proof of address for the first time, under a new law passed by European Parliament.

The ruling also specifies that anyone legally residing in the EU cannot be denied the right to open an account on the grounds of nationality or residency.

It has been seen as an important step towards financial inclusion. Currently, many homeless people are denied access to a bank account because they don't have a fixed address, or have a poor credit history.

Advocates have highlighted the downsides of having access to cash only, as it can be more easily lost and stolen.

Not having a bank account also means people can lose out on savings made through direct debit plans for utility bills, for example, as well as making it more difficult to find a job or privately-rented accommodation.

"This directive is all about empowering users of common standard payment services," said lead MEP Jürgen Klute (GUE/NGL, DE) following the ruling, which was passed by 603 votes to 21. "Guaranteeing access to basic accounts to all consumers, including migrants and mobile citizens, will stimulate economic modernisation, facilitate

free movement and help the most disadvantaged in our societies."

A recent study carried out by the Joseph Rowntree Foundation called for better promotion of decent financial decision-making and better access to suitable products and services.

Tasmin Maitland, head of innovation and good practice for Homeless Link, explains: "Homelessness services are playing a big part in this; our annual review of the sector showed that 85 per cent of projects offer in-house advice services, including financial advice, and 30 per cent of clients are engaged in money management skills."

Although good progress has been made, there is still more that can be done to ensure the financial situation of those already vulnerable is not made worse by their current financial situation.

The research has shown that reforms recently made to the welfare benefits are having an impact upon homeless people. "We are concerned that the welfare system, instead of providing a vital financial safety net, may in some cases be pushing people even further into trouble".

To take effect, the new rules must be officially approved by the member states, which will then have 24 months to translate them into their national laws.

*Christina Clark*

**Need help?**[citizensadvice.org.uk](http://citizensadvice.org.uk)

## Happy ending as daughter finds missing dad

A daughter and her father have been reunited 36 years after he went missing, when someone who had met him in a London homeless shelter helped them to find each other.

Adele Greenacre, now 36, was an 11-week-old baby when her father Derek left the family home one morning in 1978 and never returned.

The family thought he was going to work at a nearby leisure centre where he was a manager, but at 11am they received a call from his secretary saying he hadn't arrived.

They spent the day searching, discovered his car parked in front of Nottingham Station and assumed that he had taken a train to London.

Nottinghamshire Police conducted an inquiry at the time but could not find Derek, then 33, who never made contact with his friends or family again.

But this spring Adele, now a mother of three, set up a Facebook appeal asking for information which might help her find her father, and posted an old photo of him on the site.

The appeal was shared 21,000 times, and within weeks Adele was contacted by a man living in Switzerland who said he knew her father, having met him while both

men were homeless at The Passage, a charity in central London.

After receiving her father's mobile number, Adele called him and found herself speaking to her father for the first time. The two have since met in person.

Despite her father's disappearance and refusal to contact her or her family, Adele says she is thrilled to have found him. She says that he has experienced memory problems, and has a two-year memory gap from the time he went missing.

"When I first got to his house, I was very thrown and very scared," she said.

"I knew I couldn't go and expect anything. But it worked out amazingly.

"We spent seven hours together and got on like a house on fire. It's been amazing, the best 24 hours of my life.

"I wasn't looking for answers. Just knowing him was enough for me.

"I want to thank each and every person who read and shared my post online, as without all of you, I would never have found him. It is a fairy tale ending and I am just so happy."

An estimated 250,000 people go missing each year according to the Home Office. Many had been undergoing employment or financial problems, whilst others had experience of homelessness.

*Katharine Hibbert*

## Stuck in the system

A recent report has revealed that almost a third of people living in homeless projects and ready to move on, are unable to because of a lack of affordable accommodation.

In many cases, the first step to getting on the housing ladder after being homeless is the homeless hostel. And love them or loathe them, they can help people to adjust to life before finding a house to rent so that they can support themselves.

However, research by Homeless Link found that 32 per cent of people living in hostels are unable to find anywhere to move on to.

What's more, that leaves a backlog of people desperate for supportive care. At present, there are 38,534 bed spaces in supported housing in England, and 72 per cent of projects have had to turn people away due to a lack of space.

The impact of such a shortage has been a rise in the number of people forced to sleep rough, with government figures indicating a five per cent rise over the past year and a shocking increase of 37 per cent since 2010.

As well as an increase in rough sleeping, the number of hostel places is decreasing. There are currently 1,104 fewer beds than last year, with the total number of bed spaces down by 12 per cent over the last four years.

And last month, it emerged that a further 100 beds were threatened in London alone.

Esther, a single mum of 25, told *The Pavement* of her struggle to move on from supported accommodation. "I moved to my supported accommodation in 2011 and lived there for about three years," she said.

While Esther is very pleased to have moved into her own place a few months ago, the lack of affordable housing meant that she was forced to move into a house that is over half an hour away from her son's school. Twice a day she must take the 80-minute round-trip to the school and back.

"The council couldn't find anywhere near my kid's school," she added. "Now [I have to spend so long travelling] I can't do anything during the day. Life is really hard for me."

Paul Noblet, head of public affairs at Centrepoint, a charity which works primarily with homelessness among young people, has called the shortage of affordable accommodation a "massive concern and simply must be addressed".

On the Homeless Link research, Noblet said some 9,000 young people are estimated to be unable to move on from hostels in England.

"After receiving help from charities like ours to tackle health problems, find work and learn valuable life-skills, young people again find themselves in limbo,"

he added. "Through no fault of their own, they are unwittingly blocking the hostel beds urgently needed by the most vulnerable."

Rick Henderson, the chief executive of Homeless Link, has called on the government to do more to help those in supportive care move into rented housing and free up bed space for those who require support.

## London hostels to close

Up to 100 homeless people will lose support and a place to sleep, after it emerged that two hostels in Soho, London, will have to close due to cuts in funding.

One of the hostels, in Great Chapel Street, is run by One Housing Group, a social housing provider and the other, in Greek Street, is managed by Centrepoint, a charity for homeless young people.

Both provided support for long-term rough sleepers and drug addicts, and had believed they were guaranteed funding until 2015. They are now expected to close by July.

Westminster Council, who cut their grants for 2015, said that there were other organisations locally who could better service their needs, and pointed to their under-use and poor repair as further evidence of the need to close them.

Kevin Dooley, a former addict who spent four years sleeping on the streets of Soho before

"We need a real commitment from the government to build more homes and work with suppliers and landlords to prevent homeless people from being shut out of the housing market," he said.

*Dan Falvey*

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

getting clean and qualifying as a drug counsellor, told the *West End Extra*: "Drugs and crime will increase if the hostels are closed.

"I know it's a cliché, but these hostels are a lifesaver. Closing them is going to increase homelessness."

Westminster has the highest number of rough sleepers in London and the council said they would channel the money from the closed hostels into services that help people "move towards independent accommodation".

Seyi Obakin, chief executive of Centrepoint, said: "We are working to ensure the transition to alternative accommodation is as smooth as possible." Kevin Beirne, group director of One Housing Group, said: "We share the council's concern that the building is not ideally suited for rough sleepers."

A council spokeswoman said: "We need to make sure that all services are meeting the complex and varied needs of those who need them."  
*Staff*



I'm trying to make friends meet...





Work by the young people of North London YMCA will go on show this month.

## Young people fund exhibit

A group of young people living in a YMCA hostel in North London have raised money to put on an exhibition of their photographs this month, by selling their own jams and chutneys.

The Accumul8 group, working with local festival director Marice Cumber, appealed for local residents to donate fruit and veg from their allotments and were overwhelmed with the response.

With Marice's help, they taught themselves to make the produce into jams and chutneys – including Moroccan apple and date chutney, apple pie jam and Membrillo quince jam – which they then sold at local

craft fairs.

The money they raised was spent on photography workshops, with photographer Kit Oates encouraging the young people to observe their surroundings, and passing on skills in how to use DSLR cameras.

The results will now be on show in two small exhibitions.

One participant Garfield, 26, said of the project: "Its the highlight of my week. It makes a change to watching TV, visiting the dole office or just hanging out at the YMCA day-in-day-out."

**See the exhibition in London at the Hot Pepper Jelly Café on Tottenham Lane and the foyer of the NLYMCA Gym, Elmfield Avenue, from 6–15 June.**

## 'Vital' funding slashed

Funding for a unique homelessness advice service has been cut for the third year in a row.

The National Homelessness Advice Service, which is run by Shelter and the Citizens Advice Bureau, has been told that it must run the service, but with a much reduced budget, according to *Inside Housing*.

Last week the Communities and Local Government (CLG) department released the bidding prospectus for the National Homelessness Advice Service, offering £3 million for 2015/16.

This equates to a more than three per cent cut to the 2014/15 funding, and nearly a 12 per cent cut over the three years since funding was announced.

At the launch of the service, then housing minister Grant Shapps said the £3.4 million budget was "vital to ensuring that when people ask for help, the practical advice and expertise is there".

The service offers over 200 charities and housing associations support and advice to ensure that they are able to provide clients with the correct and up-to-date information on all issues around homelessness and housing, from rent arrears to challenging evictions.

It also offers free housing training for local authority staff

on a range of topics including mortgage debt advice, housing benefit, domestic violence, and young people and homelessness.

There are fears that cuts to the service will impact on thousands of homeless people across the country. Six advisors were also made redundant by the CLG department in March last year.

Homelessness services are already facing a £20 billion shortfall due to reduced government funds, according to the Local Government Association.

A study by homelessness charity Crisis and the Joseph Rowntree Foundation in December showed rough sleeping rose by 13 per cent in London in 2012/13, and blaming the increase on front line service reductions following government cuts.

Last year Homeless Link raised its concerns in its 'Who is Supporting People Now', research report which warned that quality would be eroded, good staff would leave as wages fell, services would be lost and homeless people would suffer.

A spokesperson for Shelter said it was looking at the options for future funding but would not confirm whether it would bid for the latest contract. She added: "While we look at options for future funding it is business as usual."

Last year the charity posted a £5.2 million operating deficit.  
*Staff*



## Runaways to get support

A project which works to help prevent young runaways from becoming homeless in Tayside and Fife could be rolled out across Scotland.

The 'Safe and Sound' runaway project, run by Shelter Scotland in partnership with Relationship Scotland, tackles challenges faced by young people resulting from housing instability and family relationship breakdown.

In less than two years, the project has helped over 230 young people who have run away from home or are at risk of doing so, and prevented over a third of them becoming homeless at all.

It works with young people who have unstable family situations and might experience domestic violence and emotional difficulties. Many have been forced to leave their homes, or are threatened with having to.

The project's priority is to provide practical support for families and young people, helping them resolve the disputes and rebuild communication and trust between young people and their parents.

Shelter argues that 'Safe and Sound' provides a template which could be adopted across Scotland to help tackle the estimated 12,000 runaway incidents which occur each year and which most local support services are not set up or

resourced to deal with.

In an independent evaluation of the project last month, researchers praised the positive contribution of the project and recommended that a way of building capacity and meeting the needs of new families and young people was found.

Sarah Morton, report author and co-director of the Knowledge Exchange at the University of Edinburgh, said: "I have rarely been involved in evaluating a project that has been so positively endorsed by the people, referral agencies and partners using it.

"The challenge ahead is how to build on this success to ensure that young people at risk of homelessness are never left with no one to turn to."

Graeme Brown, director of Shelter Scotland, confirmed that the charity is looking to find ways in which similar services can be provided across Scotland.

"Today's runaways are tomorrow's young homeless people, so 'Safe and Sound's approach of early intervention is vitally important to prevent homelessness and address why children and young people run away," he added.

Minister for Children and Young People Aileen Campbell also praised the 'very positive results' of the service.  
*Emdad Rahman*

# News in brief

## Homeless news from the UK and across the world

### Glasgow's 'Homeless Cup' bid

Glasgow is aiming to bid to host the Homeless World Cup, according to a document – put together by the city's football taskforce – which looks at how to make football more accessible and affordable for all.

The document, which was launched at the Tesco Bank Football Challenge National Festival by Glasgow City Council leader Archie Graham last month, also aims to boast performance in Glasgow.

"Football is part of Glasgow's DNA," said Graham. "There are so many good things about football in Glasgow on which we can build and we have lots of dedicated individuals and clubs working at all levels who can help us achieve our aims."

Last month also saw the Scottish Homeless Cup kick off, with hundreds of players taking part in the Street Soccer Festival.

Former Rangers favourites Andy Goram and Mark Hateley, the team's current defender Steven Smith, and ex-Celtic and Scotland defender Tom Boyd all took part in the event, which featured regional men's and women's teams from across Scotland.

The squad for the Homeless World Cup, which takes place in Chile in October, was also selected at the event.

*Staff*

### Rough sleeper fears in Kent

A leading Kent charity fears homeless people may not get the support they need as it raises fears for the future of its rough sleeper outreach team, reports *Kent News*.

Porchlight says funding cuts have led to the number of outreach workers covering the county to fall to just six, half the number that it had a year ago.

Further cuts expected in 2015 will leave just four professional outreach workers covering one of the largest counties in England.

Chris Coffey, head of youth and community services at the charity, said the charity had helped 550 rough sleepers in the last year.

He added: "Our waiting list is now consistently over 50. With fewer staff on the ground and such a huge rural area to cover, we simply can't locate everyone who needs help."

*Staff*

## Grants given to rental scheme

Ministers have awarded a £2 million grant to fund a major charity's homelessness private rental programme.

The programme, run by homelessness charity Crisis, is designed to match good landlords with homeless people and help them with deposits and budgeting advice.

The additional £2 million from the Communities and Local Government department will support the scheme, which has funded 153 projects over the past three years, helping more than 8,000 homeless people find a stable home.

Crisis aims to help 2,250 homeless people find new homes over the next two years.

Leslie Morphy, chief executive of Crisis, said: "We know that private renting has the potential to provide decent and stable homes for homeless people. But many will struggle to do this on their own.

"The projects that Crisis supports are crucial. They help vulnerable people to find suitable, lasting tenancies while setting the standards for others to follow."

Kris Hopkins, housing minister, said the Government was determined to tackle homelessness and rough sleeping, and to helping vulnerable people start to rebuild their lives.

Staff

## Belfast records street deaths

At least five people who have used homeless services in Belfast have died since the start of the year, a homeless charity has said.

The Welcome Organisation told *the BBC* that rough sleepers are dying due to mental and physical illness caused or made worse by the harsh conditions, and has made its own count, though there are no specific statistics on those who die during or after a period of homelessness.

The life expectancy of a homeless person in Northern Ireland is around 47 years.

The number of people sleeping rough in Belfast is rising, according to latest statistics.

All homeless people must register with the Housing Executive before they are able to apply for a bed in a hostel – a process that can take weeks – and there is a limited number of beds in night shelters.

According to a report by homeless charity Crisis, one in 18 (5.7 per cent) of all adults in Northern Ireland had said they had experienced homelessness of some sort, having slept on the streets, in a hostel or in someone else's home.

Amongst reasons given for their homelessness were family breakdown and loss of jobs or benefits.

Staff

## Dublin tackles homelessness

At least 127 people are sleeping rough on the streets of Dublin, as charities declare a housing crisis in the Irish capital.

Now the Government has promised an additional 900 places for homeless people every year for the next three years.

A plan was approved late last month that would see 2,700 housing units come from refurbished local authority stock and existing state buildings, new construction and property controlled by NAMA.

Minister for housing Jan O'Sullivan unveiled the government's plan to eliminate homelessness by 2016.

Official figures to be published later this week will show numbers sleeping rough in Dublin are down nine per cent on the winter period, but up 35 per cent on the same period last year.

The reduction over recent months follows a significant increase in the number of temporary beds and other emergency measures.

In April, it emerged that most hostels and homeless shelters had been operating at full capacity for several months, with many vulnerable people turned away on a nightly basis.

*Staff*

## Brazil calls for housing spend

With just weeks until the 2014 World Cup, homeless demonstrators and their supporters have taken place in a series of high-profile protests.

The protesters from the Homeless Worker's Movement have blocked roads to the stadium and set buses alight, angry that its government is spending so much on the football tournament while failing to invest in housing and education.

It is claimed that some 11 million people in Sao Paulo's metropolitan area are living in slum-like conditions.

The latest estimates put the final bill of hosting the football tournament at an estimated \$60 billion (£36 bn).

*Staff*

## Mental health role revealed

People with a mental illness are at risk of being stuck in a "revolving door" in and out of homelessness without support to help them keep their public housing, new research from Sydney, Australia, has found.

A new study to be released by the Public Interest Advocacy Centre has found a lack of support for people with mental illness has resulted in many slipping back into homelessness.

*Staff*



# the Pavement

We're the UK's leading magazine for a homeless readership.

We distribute **10,000 free copies** to homeless people in **London, Birmingham, Glasgow and Edinburgh.**

But we need your help. Can you donate today and keep us on the street?

[www.thepavementmag.org.uk/donate.php](http://www.thepavementmag.org.uk/donate.php)

# Trans-forming homelessness

**Carinya Sharples finds out what you need to know about being homeless and transgender.**

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Octavian Starr, of Stonewall Housing, admits that though saddened, he's not that surprised by the ignorance he encounters about how to support transgender people.

Part of a small team providing specialist housing support and advice for lesbian, gay, bisexual and transgender people, he finds most of the homeless organisations he works with still don't know much about it.

"Most of them, when asked about certain things that they had said to [trans] people, had broken the law, he admits. "That's not because they meant to; it's because they just didn't know."

That ignorance shows up in lots of ways. All too often, people who are transgender find that it becomes common knowledge in the agency, despite the fact that they have shown their case worker their Gender Recognition Certificate – a document which means no one should reveal they were assigned a different gender at birth.

Others struggle to get recognition of their status as transgender, or find they are treated as a man, despite

presenting as a woman, or vice-versa.

But Starr sees this as a challenge, and it's something he and his colleagues at Stonewall Housing are hoping to change.

Like it or not, this is a pretty hidden issue, yet though the numbers are small, trans people make up a significant minority of the homeless population.

At Stonewall Housing, 15 per cent of clients are transgender, according to its annual report for last year.

And Housing Justice's Community Night Shelter Report found that one per cent of guests (from seven night shelters in the 2012/2013 season) fitted the same category.

The Housing Transition Fund found only a few relevant clients in its own research but believes that it has underestimated the numbers.

"People don't even feel comfortable accessing homeless services," explains Starr. "You see a lot of sleeping rough from trans people, you also see a lot of people using different forms of exploitation to have a place to sleep; so prostitution is very, very large among trans women."

And it's not just women on the trans spectrum that face exploitation. When we meet, Starr – who is himself trans – is preparing



Stonewall Housing raising awareness on at a recent Pride event

to lead a workshop at the Respect Male Victims event, about people on the male spectrum being victims of sexual abuse and domestic violence.

One key problem, he says, is that society at large still has an issue with transgender people – or doesn't understand that 'trans' or 'transgender' encompasses a huge spectrum of gender identity.

"Most trans women I know, if they're not seen as 'passing' by other people, then they get constant amounts of abuse every day – and they get used to it," says Starr. "But a person can [only] take that for a certain amount of time before they can't handle it any

more. So this is when we get the high levels of suicidal ideation, depression and then violence. We do have clients in that situation."

Discrimination can even come from within the wider LGBT community, whether it's through the use of the pejorative term 'trannie' or simple lack of understanding.

"Gay men who are in the gay community and pretty much are only friends with gay men ... they don't see outside their male privilege, it's like they don't realise how much they have," says Starr. "I saw how much privilege I was given when I started presenting as male – it was like night and day."



Services for transgender people are thin on the ground too.

In the UK there are three gender clinics – in Leeds, London and Manchester – which more and more people are accessing than ever before, says Starr.

But funding cuts at the London clinic mean people are having to wait around a year just to get their first appointment. “It could be upwards of three years before you get any treatment and that’s very difficult if someone’s in a very bad place and really feeling that they need the treatment,” explains Starr.

“That can increase a person’s vulnerability, which can increase their risk of homelessness. They’re trying to get treatment but they can’t get treatment without an address, and then they’re in a state of absolute crisis and the gender clinic won’t give somebody hormones if they’re in a state of crisis. So it’s around and around and around we go.”

Some resort to private care, but at £200 a pop for treatment it’s beyond the means of many – and can lead some to turn to sex work to fund their surgery.

Trans people can also find themselves on the streets after being evicted by their landlords following their change in gender. The requirement for someone applying for a Gender Recognition Certificate to obtain permission from their partner if they’re married can

also lead to emotional manipulation – and eventual homelessness.

“A lot of them will lose their jobs when they start transitioning as well, or they find it very difficult battling mental health or transition while trying to hold down a job or manage their families,” adds Starr.

Lack of knowledge about this transition period can cause terrible consequences for homeless service users. If someone’s in the beginning of their transition, for example, and a service doesn’t believe that they ‘pass’, people can be put in the wrong gendered services and therefore at risk of a lot of problems.

*Pink News* recently reported on an American case in which a woman claims to have been refused access to a two-year housing programme with the Salvation Army because she had not had gender reassignment surgery. Is this an issue here in the UK? “It is an issue here,” admits Starr. “It’s not legal, but they still do it. Under the Equality Act of 2010 you cannot discriminate because of somebody’s trans status, you have to respect the gender that they’re presenting as but that still doesn’t necessarily happen and there are ways they can get around it where they can say they’re not discriminating – they can make up other reasons.”

The picture might sound bleak, but Stonewall Housing is working hard to change it. First up, they are looking at improving

access to homeless organisations – and making sure those organisations know about the issues.

“I want organisations to realise that you probably have had a trans client but they probably just didn’t feel comfortable speaking to you,” says Starr.

“You need to be very transparent that your service is not only trans-friendly but also trans-educated – that you know what you’re talking about.”

*“They’re trying to get treatment but they can’t get treatment without an address, and then they’re in a state of absolute crisis”*

And it’s not just about training sessions. Stonewall Housing is instigating a landmark LGBT Awareness Programme for all No Second Night Out-aligned outreach workers in three pilot areas: east London, Manchester and Brighton to boot. If it’s a success it could be rolled out nationwide.

Funded by a grant of £65,652 from the Homeless Transition Fund, the first step is to develop a ‘tool kit’ for street workers.

People with experience of the issues themselves are key here, with a series of focus groups taking place.

If you want to take part in one of the focus groups or be a community researcher, there’s still time. The focus groups start in June and run until the end of August. The format will be very relaxed and organic, says Newman: “It’s not going to be me asking a series of questions ... my role is very much to go in and talk to people and find out their experience so that I can feed that into our training.”

But to change perceptions, there’s still a long way to go. Starr can see the glimmers of light; the recently released Trans 100 list; trans actress Laverne Cox (Orange Is The New Black); upcoming Channel 4 documentary series My Generation, with Fox and Lewis (of My Transsexual Summer fame); Trans\* Pride Brighton 2014 (taking place from July 25-27) are all increasing the profile.

Starr himself is working on an independent project about trans people’s ideals of future and possibility: “I don’t want to talk about surgery any more, I’m over it,” he affirms. “I just want to talk about being a person, and what it feels like being a trans person and not being given a voice.”

**For help and support contact:**  
**[www.stonewallhousing.org](http://www.stonewallhousing.org)**  
**Or call: 020 7359 5767 weekdays**  
**10am till 1pm, then 2pm till 5pm**

# Advice:

## Hostel dogs

An estimated 10–15 per cent of homeless people have dogs. Dog's Trust vet nurse, Heather Cutmore, is there to help.

### Can you tell us more about the Dog's Trust Hope Project Veterinary scheme?

The Dogs Trust Hope Project is a unique scheme that provides free and subsidised veterinary treatment to dogs whose owners are homeless or in housing crisis. At present, the Hope Project runs in 103 towns and cities across England, Northern Ireland, Scotland and Wales.

The Hope Project Veterinary Scheme allows homeless dog owners to apply for a veterinary entitlement card through any of the 295 homelessness organisations who participate in our scheme. The scheme is open to any dog owner who is homeless or in temporary accommodation, for example rough sleeping, living in a hostel, night shelter or temporary accommodation, or living on an unauthorised traveller site.

### Why did the Dogs Trust think this was needed?

Dogs can be a great comfort and support to homeless people at a difficult time in their lives. They offer unconditional friendship

and reduce feelings of isolation, which is why we feel that the Hope Project is so important.

Our aim is to help owners to keep their dogs happy and healthy until they can find permanent accommodation together. We get a lot of requests from homelessness organisations and their clients for someone to go out and talk to them about responsible dog ownership and dog health and welfare. It's also important for me to talk to the staff in day centres and hostels so they understand the issues around dog welfare too.

### And what is your new role all about?

I will be visiting homelessness organisations to give advice on all dog-related things. I can give welfare talks to dog owners, which covers everything from neutering to preventative health care, and basic first aid. I can also talk to hostels about accepting dogs and offering solutions to any issues that come with that.

### What are the issues for your homeless clients and their dogs?

The hardest thing for homeless dog owners is not being able to access support because of their dog. Most hostels won't accept people and their dogs. Also, dog owners who are homeless or in housing crisis worry about how they can afford veterinary treatment for their dogs.

Most homeless people struggle to afford even basic veterinary care but the Hope Project Veterinary Scheme was set up to take that worry away and give them peace of mind, knowing that their pet can receive treatment whenever they need it.

### **So why don't hostels don't allow dogs in?**

Sadly only seven per cent of hostels in the UK currently accept dogs, which means that many people are denied access to shelter and support simply because they own a dog. If people are forced to choose between a place to stay and their dog, most would choose to stay with their dog.

This is why we are working hard to encourage more hostels to accept people and their dogs. There are many reasons why hostels don't accept dogs but it's usually because they are unclear or worried about issues such as health & safety and dog behaviour. Our aim is to provide hostels with as much information, resources and support as we can so they feel confident enough to start accepting dogs.

### **You help advise hostels on their 'dog policy' – can you tell us more about that?**

We provide advice to hostels on a range of issues such as health and safety, hygiene, dog behaviour and veterinary care. We also provide free resources including a sample dog

policy, which are free to download from our website [www.dogstrusthopeproject.org.uk](http://www.dogstrusthopeproject.org.uk). If hostels do begin accepting dogs, we can support owners with free and subsidised veterinary treatments, including free flea and worming treatments and vaccinations. If a hostel is thinking seriously about accepting dogs, I can also visit them to carry out a consultation and answer any questions or concerns they may have.

### **You also help homeless people carry out 'health checks' for their dog. Can you give us your top tips?**

For all dogs the most important thing is to ensure they get regular preventative healthcare – regular flea and worming treatments and vaccinations are vital.

I'd also strongly recommended neutering as it can prevent serious and often life-threatening illnesses. Microchipping is also very important and will soon become a legal requirement for all dogs.

Keeping dogs at a healthy weight puts less strain on their bodies, particularly as they get older. Owners know their pets better than anyone so discuss any changes to the dogs' normal behaviour with a vet. The Dogs Trust Hope Project Veterinary Scheme provides preventative treatments free of charge.

**For more information see:**  
**[www.dogstrust.org.uk](http://www.dogstrust.org.uk)**

# First person

**Christopher Ubsdell was homeless for 14 years. Last month he signed his tenancy on the flat he hopes will be his first home.**

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She must have been in her late 60s at least, and she had clearly been on the streets for a long time. I don't think she ever told me her name, but even if she did, this encounter took place amid a haze of soup runs and day centres and therefore has been lost among the fog of my first time on the streets.

It was 1997, and I was almost 14 years old. She told me she would like her life to end. The streets had got to this lady.

I never saw her again but it changed the way I thought about mortality. That was the year my grandfather died. It started me thinking about my own death, and I still was when I signed on that infamous dotted line, across the road in the army recruiting office, years later.

I've always moved around a lot. After completing my army training in Northern Ireland, I moved back to England to do my Phase Two training, but I left by mutual agreement.

My daughter was born the following year but I was too drunk to realise the significance of that day. I would leave my partners house

and sleep rough, drink, be merry, and return. Alcohol – it's the reason I've found myself on the streets time and again, in trouble with the law and several times, in jail.

Eventually my partner got frustrated with this behaviour, and we parted.

The pattern continued, and though I'd slept rough since 1997, it never got easier. I always used to use alcohol to numb the pain and loneliness.

I heard lots of horror stories over the years. A friend told me about the police call to Blackfriars Bridge, where they had to use buckets of warm water to pour over the hand of a homeless person who had frozen to death one winter, his hand stuck to the concrete.

Aside from the weather, the other danger is other people. You can't count on the general public to be sympathetic to your plight. You feel very vulnerable to them when you are horizontal and wrapped in a sleeping.

I moved from street to hostel, to family and back again. And eventually, I heard from my ex-partner. She told me that if I quit drinking, I would be able to see my little girl.

This was the turning point. I lay in a darkened room in my by-then privately rented flat in Sheffield, and drained a bottle of whisky to





## **Gerrard McGinnis**

**Age at disappearance: 56**

Gerrard has been missing from Guernsey, Channel Islands since 8 November 2012.

If you think you can help the search, please call or text Missing People on 116000 or email at 116000@missingpeople.org.uk

Gerrard, we would love to hear from you.

Call. Text. Anytime. Free.  
Confidential. 11600



## **Edward Dallas**

**Age at disappearance: 38**

Edward has been missing from Paisley, Renfrewshire since 2 March, 2010.

If you think you can help the search, please call or text Missing People on 116000 or email 116000@missingpeople.org.uk

Edward, we would love to hear from you.

Call. Text. Anytime. Free.  
Confidential. 116000



## Call for Readers' Panel founding members:

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Do you think it's about time society listened more to what homeless people had to say?

*The Pavement*, a unique UK-wide magazine for a homeless readership, thinks so. And it is looking for people with direct experience of homelessness to form its brand new Reader's Panel.

Panel members' views and opinions will help shape the future development of the magazine. They will be asked to take part in surveys and focus groups, planning and feedback sessions, either online, over the phone or face-to-face.

We'll give you lots of support to help you to influence what we cover and how we do it. And there might also be an opportunity to get involved in training and other events.

**So what's stopping you? Get in touch and find out more:**  
[karin@thepavement.org.uk](mailto:karin@thepavement.org.uk)

its half-way line. I thought long and hard. Then fell asleep. When I woke up the next morning, I poured away the remainder of the whisky.

I didn't go back to the drink. But getting contact with my daughter wasn't as easy as planned. After more time on the streets, I found a bug-infested bed-sit in Lambeth and begun the fight for my daughter with the help of my solicitor. With the collapse of my case for contact, I left the bed-sit and travelled to Sheffield once again, where my family welcomed me into their arms as they had always done.

But it wasn't enough, and so just before Christmas I found myself heading back to London for 'Crisis at Christmas', and laid myself at their mercy.

A week later, I found myself at my old pitch in Belvedere Road. It always amazes me how I could sleep just across the river from the centre of government in one of the richest nations on earth, a country whose army I had once joined, and nobody would be surprised.

But it was now my army service, short though it was, would come to be very important. I made a break-through discovery; a 2010 bill that amended the Housing Act 1996 and now states that, former service personnel are to be given priority on council housing registers.

Armed with this new information I came back to London in March

2014, the bill having passed into law in January. Lambeth Council took me onto the housing register on the basis that I had spent the two years there, and had no local connection anywhere else. I was now in band B and could bid on properties as they came up.

Cut to last month. I go to see a flat and it's in good order. I decide to accept the offer but have to wait another day to get into my new home. I spent the next 24 hours too excited to sleep and walking the streets of London, until I can come back and sign my tenancy agreement.

And before I know it, the papers are all signed and the keys to my first ever council flat are in my hand. My body immediately relaxed. My mind calmed. I began to think about all those years of so called independence on the street. The soup runs, the people, the day centres, the golden cigarette ends, the winters. I looked at my sleeping bag beside me. I must admit, I nearly cried. I had been awake for 48 hours. But tonight I would sleep well.

It started to rain yesterday. But I don't care. It can rain, hail, snow, whatever. I'm inside tonight you see. I'll be inside now for the foreseeable future. When you're out and it rains, you have to either try to get dry or sleep in your wet clothes and shiver. Now I can just remove my wet cloths and hang them on a radiator.

I have three to choose from in the flat.

I also have a fridge. And my very own washing machine. It's so sweet because when you are on the streets you have two options when your clothes are dirty: either go to a laundrette which is really expensive or go to a day centre, where you have to sit around like a lemon in a dressing gown waiting for your clothes to be ready. Here I can just open the door of my own washing machine and put my clothes in there whenever I want.

When I wake up tomorrow, it will not be in a wet sleeping bag. It will be on my own sofa bed. I will not have to walk for 10 minutes to get to a bathroom, but just cross the room.

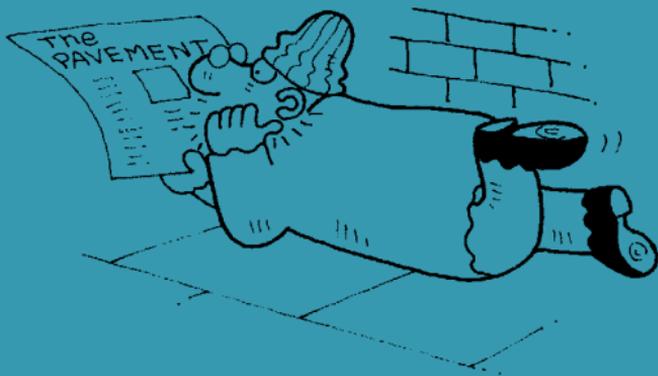
My fridge. My sofa.  
My new flat. My life.

I have had many a strange and difficult experience on the street and in the old life of transit, and living out of a bag. The future is still uncertain but if I can move to help those still out there than I'd like to. It may help me come to terms with the climate of fear I've lived in for so long. I have so many ideas of how to change the way things are. And I'm in a unique position to have discovered these answers first-hand.

The thing to do now, I think, is to live my life as best I can. And remember that like the old lady I met all those years ago, there are people far worse off who have lost all hope. I still have mine.

**If you know a service that  
isn't listed here, get them  
to submit their service @  
our website:**

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



**Or email corrections to  
[thelist@thepavement.org.uk](mailto:thelist@thepavement.org.uk)**

## KEY TO ALL SERVICES

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

Email changes and suggestions to:  
[thelist@thepavement.org.uk](mailto:thelist@thepavement.org.uk)  
Or write to our address on page 3

Updated: February 2014

# the List

## ADVICE SERVICES

### THE ACCESS POINT

17-23 Leith Street, EH1 3AT

**0131 529 7438**

Services for people 16 years or over who do not have care of children

Mon, Wed, Thu: 9am–5pm; Tue 10am–5pm; Fri: 9am–4pm (drop-in services only):

Mon–Thu: 1.30–4pm; Fri: 1.30–3pm

Emergency assistance outwith office hours phone **0800 731 6969**

### ADVOCARD

332 Leith Walk, EH6 5BR

**0131 554 5307**

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

Mon – Fri: 10am – 4pm,

*MH*

### CITY OF EDINBURGH COUNCIL – HOUSING OPTIONS TEAM

1 Cockburn St, EH1 1BJ

**0131 529 7584 / 7368**

Mon, Wed, Thurs 8.30am - 5pm; Tues

10am - 5pm; Fri 8.30am - 3.40pm

Advice and information on housing options for homeless people, including assessment of priority need for housing.

Out-of-hours emergencies phone **0800**

**032 5968,**

*AH*

### EDINBURGH CYRENIANS

57 Albion Rd, EH7 5QY

**0131 475 2556**

Mon - Fri 10am - 4pm

Advice, information and support for people who are homeless or threatened with homelessness

*AH, ET*

### **GENR8 ACTION FOR CHILDREN (16-24)**

Westwood Business Centre, 69 Aberdalgie Road, G34 9HJ

**0141 771 6161**

Mon-Fri: 9am-5pm

Advice and support for 16-24 year olds seeking accommodation

*AD, AH, BA, C, DA, TS*

### **GLASGOW SHELTER ADVICE SERVICE**

First Floor Suite 2, Breckenridge House, 274 Sauchiehall Street

**0808 800 4444**

Mon-Fri: 9am-5pm

Emergency surgery at office Thu 2-4pm, at all other times call the helpline above

*AD, AH, C*

### **GLASGOW CITY COUNCIL**

For anyone who is homeless, threatened with homelessness, or in need of advice about homelessness issues. Staff will be pleased to discuss your circumstances with you in a private interview room and provide advice on what can be done next to help you

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

*AH, BA, C, DA, TS*

### **GLASGOW CITY COUNCIL HOMELESS PERSON'S TEAM**

Hamish Allan Centre, 180 Centre Street, G5 8EE



**BENEFITS AGENCY**  
over the  
page

**0141 287 1800**

Mon-Thu: 8.45am-4.45pm; Fri:  
8.45am-3.55pm  
*AH, BA, C, DA, TS*

### **GLASGOW SHELTER ADVICE SERVICE**

**0808 800 4444**

Mon-Fri: 9am-5pm

### **HOMELESS OUTREACH PROJECT**

65/5 Niddrie Mains Terrace, EH16 4NX

**0131 661 7137**

Mon - Fri: 9.30am - 5pm

Outreach service for homeless people experiencing difficulties with their mental health and/or addictions.

*A, AD, AH, BA, C, CA, D, ET, MH, OW, SH, TS*

### **STREETWORK UK - CRISIS CENTRE**

22 Holyrood Road, Edinburgh

**0131 557 6055**

Free phone **0808 178 2323**

24/7 crisis centre for people in housing crisis or at risk of sleeping rough. Includes outreach service / needle exchange.

*A, AD, AH, BA, BS, CA, CL, D, DA, ET, FF, IT, L, LS, MH, NE, OL, OW, SH*

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

### **STREETWORK UK - OUT OF THE COLD**

2 New Street, Edinburgh

**0131 556 9756**

Working with people over 50 years who are or have been homeless / housing crisis

*AD, AH, BA, DA, LA, OL, OW, TS*

### **STREETWORK UK - WOMENS SERVICES**

4 Bellevue Street, Edinburgh

**0131 467 2023**

Mon, Tue & Thu: 1-4pm

Drop in for women  
AC, AD, BA, CA, CL, DA, ET, LA, OL  
OW, SH, TS

## ANIMALS / PETS

### PDSA PETAID HOSPITAL EDINBURGH

2B Hutchison Crossway,  
Gorgie, Edinburgh,  
EH14 1RR

Mon-Fri: 9am-5pm; **0800 731 2502**  
(advice line)

**0131 443 6178** (call ahead for eligibility)

### PDSA PETAID HOSPITAL GLASGOW

1 Shamrock Street, Glasgow, G4 9JZ  
Mon-Fri: 9am-5pm; **0800 731 2502**  
(advice line)

**0141 332 6944** (call ahead for eligibility)

### PDSA PETAID HOSPITAL GLASGOW (EAST)

Muiryfauld Drive, Tollcross, Glasgow, G31  
5RT

Mon-Fri: 9am-5pm; **0800 731 2502**  
(advice line)

**0141 763 0800** (call ahead for eligibility)

Search for more at [www.pdsa.org.uk](http://www.pdsa.org.uk)



## ARTS

### CRISIS SKYLIGHT EDINBURGH

Crichton House, 4  
Crichton's Close, EH11  
1UF **0131 209 7700** or  
[edinburgh@crisis.org.uk](mailto:edinburgh@crisis.org.uk).

Running at various locations –  
call for details [www.crisis.org.uk](http://www.crisis.org.uk)

AC, ET, IT, MD

## BENEFITS AGENCY

### JOBCENTRE PLUS

To make a claim  
**0800 055 6688**

For queries about existing claims  
for Income Support, Jobseekers  
Allowance or Incapacity Benefit  
**0845 377 6001**

For Social Fund enquiries  
**0845 608 8661**

For the Pensions Service  
**0845 606 0265**

## BME/REFUGEE

If you can't find it here, it'll be on our  
website – [www.thepavement.org.uk](http://www.thepavement.org.uk)

## DAY CENTRES AND DROP-INS

### BARONY CONTACT POINT

101 High Riggs, EH3 9RP  
**0871 700 7777**

Mon: 6.30–9pm; Tue: 10.30am–4pm; Thu:

## 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

3.30–7.30pm; Fri: 11am–2pm (women only) ; Sun: 11am–4pm  
*C, MH*

### **BETHANY CHRISTIAN TRUST**

Leith Acorn Centre YMCA, Junction Place, EH6 5JA

Tue: 12.30–2.30pm (women only drop in);  
Thu: 1–3pm (men only drop in)

*FF*

### **COWGATE DAY CENTRE**

see Streetwork Crisis Centre

### **CROSSREACH – CHURCH OF SCOTLAND SOCIAL CARE COUNCIL**

Charis House, 47 Milton Road East, Edinburgh, EH15 2SR

**0131 657 2000**

Mon–Thu: 8.45am–4.45pm; Fri: 8.45am–3.45pm

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

### **FOUR SQUARE**

67a Logie Green Road, Canonmills, EH7 4HF

**0131 557 7930**

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

*AH, ET, TS*

### **GLASGOW CITY MISSION – THE SHIELING**

20 Crimea Street, Glasgow, G2 8PW

**0141 221 2630**

Mon, Tues, Wed & Fri: 10am–4pm (drop in);  
Thur: 1–5pm; Mon, Tues, Wed & Fri: 6.30–11pm  
[www.glasgowcitymission.com](http://www.glasgowcitymission.com)

*AC, AD, AH, B, BE, BS, C, CL, ET, FF, IT, LA, MD, MS, OW*

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

### **LODGING HOUSE MISSION**

35 East Campbell St, G1 5DT

**0141 552 0285**

Mon–Fri: 8am–2pm; Sun: 4–6.30pm

*AC, AD, AH, BA, C, CA, DA, ET, F, FC, IT, LA, MD, TS*

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

### **THE MARIE TRUST**

32 Midland Street, G1 4PR

**0141 221 0169** (option 2)

Mon–Fri: 10–11.30am; 12.30–4pm; (Thu closes 3pm)

Drop-in advice and support, non-profit making cafe, positive activity, learning and outreach for people affected by homelessness and poverty

*AC, AD, AH, BA, BS, CA, CL, ET, F, FC, IT, L, OL*

### **SALVATION ARMY – THE LAURIESTON CENTRE**

39 South Portland Street, G5 9JL

**0141 429 6533**

*A, AH, BA, C, DA, ET, FF, F, IT, LF, MS, SH, TS*

### **THE WAYSIDE CLUB CENTRE**

32 Midland Street, G1 4PR

**0141 221 0169** (option 1)

Every evening (including weekends and public holidays): from 7.30 pm; Sat: 1–4pm

*AD, AH, BS, CL, 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/health services

*NE* Needle exchange  
*OL* Outreach worker links  
*OW* Outreach workers  
*SH* Sexual health  
*TS* Tenancy support



## DOMESTIC VIOLENCE

### DOMESTIC VIOLENCE HELPLINE

0808 2000 247

### EDINBURGH WOMEN'S AID

4 Cheyne Street, Edinburgh, EH4 1JB

0131 315 8110

Mon: 1-3pm; Tues, Wed & Fri: 10am-3pm;

Thur: 10am-7pm; Sat: 10am-1pm

Information, support and refuge for women, and accompanying children, fleeing domestic abuse

*AD, AH, C, OL*

## DRUGS / ALCOHOL

### DRINKLINE SCOTLAND

Freepost, PO Box 4000, G3 8XX

0800 7314 314

Advice and info for people with alcohol problems or anyone concerned about alcohol misuse

*A, C*

### ALCOHOL FOCUS SCOTLAND

166 Buchanan St, Glasgow 0141 572

6700

Call-in, phone or email: Mon - Thurs: 9am - 5pm; Fri: 9am - 4.30pm

*A, C, ET*

### BREAKTHROUGH

James Duncan House, 331 Bell Street, G4 0TJ

0141 552 9287

A joint health and social work project offering services to people with drug and

alcohol problems. It also incorporates methadone prescribing.

*A, C, D, MS, NE*

### CASTLE PROJECT

2 Craigmillar Castle Road, EH16 4BX

0131 661 5294

Mon - Thurs: 9am - 4.30pm; Fri: 9am - 4pm

*D, NE, OL, OW, SH*

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

### COCAINE ANONYMOUS SCOTLAND

0141 959 6363

Helpline offering help and support to those with or recovering from an addiction. Also offer meetings and literature on addictions

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

*A, AD, C, D*

### DRUG CRISIS CENTRE

The West Street Centre, 123 West Street, G5 8BA

0141 420 6969

24hr service offering information and advice to those who abuse drugs. Also residential drug rehab program. Family support unit operates on this site.

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

*D, NE*

### FRANK

Free 24-hr drug helpline

0800 776 600

### GLASGOW COUNCIL ON ALCOHOL

7th Floor, Newton House, 457 Sauchiehall Street, G2 3LG

0141 353 1800

#### 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

Mon - Fri: 9am - 9pm  
Offers help and support to anyone experiencing problems related to alcohol consumption.  
[www.thegca.org.uk](http://www.thegca.org.uk)  
A, AD, AH, BA, DA, ET, LA, OW, TS



## GLASGOW COUNCIL ON ALCOHOL (COMMUNITY ALCOHOL SUPPORT SERVICE)

26 Orr Street, G40 2AR  
**0141 554 5368**  
Mon - Fri: 8.45am - 4.45pm  
Supports people who are homeless or at risk of being homeless as a result of alcohol misuse.  
[www.thegca.org.uk](http://www.thegca.org.uk)  
A, AD, AH, BA, DA, ET, LA, OW, TS

## EASTERN EUROPEANS

**BARKA UK**  
Supporting Central and Eastern European migrants in the UK who are facing severe social and economic difficulties  
**0800 171 2926** (helpline)  
[www.barkauk.org](http://www.barkauk.org)

## ELDERLEY PEOPLE

If you can't find it here, it'll be on our website – [www.thepavement.org.uk](http://www.thepavement.org.uk)

## EX-FORCES

**AWOL?**  
Call the 'reclaim your life' scheme from

SSAFA **01380 738137 9** –10am  
Monday to Friday (answering machine for call back outside these times)

## ROYAL BRITISH LEGION 08457 725 725

Ring the Legionline to see how they can help ex-servicemen and women

## VETERANS UK 0800 169 2277

Free help and advice for veterans and access to dedicated one-to-one welfare service.  
[www.veterans-uk.info](http://www.veterans-uk.info)

**WHITEFOORD HOUSE**  
53 Canongate, Edinburgh, EH8 8BS  
**0131 556 6827**, Ring first  
Mon - Fri: 7am - 5pm

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

## EX-OFFENDERS

**APEX SCOTLAND (EDINBURGH)**  
Unit 1, Bonnington Business Centre, 106 Jane Street, Edinburgh, Scotland EH6 5HG, 0131 467 8300  
For offenders, ex-offenders and young people at risk of offending, many of whom may also be homeless.  
AH, BA, CA, ET, IT

**APEX SCOTLAND (GLASGOW)**  
Atlantic Chambers, 45 Hope Street, Glasgow, Scotland G2 6AE

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  
SH Sexual health  
TS Tenancy support



0141 248 4537

For offenders, ex-offenders and young people at risk of offending, many of whom may also be homeless.

*AD, CA, ET*

### SACRO SUPPORTED ACCOMMODATION SERVICE

25 Nicolson Square, Edinburgh,  
Scotland EH8 9BX, 0131 622 7500  
Accommodation for ex-offenders (16+) with support needs. Priority given to people with a connection to Edinburgh, Lothian & Borders. Phone or drop in for application form.  
AC, AD, A, C, D, MH

## FOOD / SOUP RUNS

### BALVICAR STREET

Glasgow, G42 8QU  
Thurs: 7 - 9pm

### BARONY CONTACT POINT

101 High Riggs, Edinburgh, EH3 9RP  
**0871 700 7777 / 0131 622 1867**  
Tue: 10.30am - 4pm; Thur: 10am - 1pm,

### CADOGAN STREET

Glasgow G2 7AB  
Runs at these times: Sun: 9 - 10pm; Mon:  
7.30 - 9pm; Tues: 8.45pm - 12.30am; Wed:  
9 - 10pm; Fri: 8 - 9pm

### BETHANY CHRISTIAN TRUST (CARE VAN)

Bethany Christian Trust's soup run in  
Edinburgh city centre. 364 evenings a year

### CARRUBBER'S CHRISTIAN CENTRE

65 High Street, Edinburgh, EH1 1SR  
**0131 556 2626**  
Sun: 8.30- 9.30am

### GRASSMARKET MISSION

79/3 Grassmarket, Edinburgh, EH1 2HJ  
**0131 225 3626**  
Mon: 7 - 9pm; Tues: 6 - 7pm; Wed: 1 - 4pm;  
Fri: 1 - 4pm, Sat 9 - 10.30pm  
*AC, FF*

### JERICHO HOUSE

53 Lothian Street, Edinburgh, EH1 1HB  
**0131 225 8230**  
Sun: 10am - 2pm; Weds and Thurs: 6  
- 7.30pm  
*CL, FF*

### KAGYU SAMYE DZONG

The Tibetan Buddhist Centre  
7 Ashley Street, Glasgow, G3 6DR  
**0141 332 9950**

### LITTLE SISTERS OF THE POOR

43 Gilmore Place, Edinburgh, EH3 9NG  
**0131 229 5672**

Every day 1 - 2pm and 6 - 7pm

### MISSIONARIES OF CHARITY

18 Hopetoun Crescent, Edinburgh, EH7  
4AY  
**0131 557 8219**  
Every day except Thur: 3.45 - 4.30pm

### QUEEN'S PARK PARISH CHURCH

170 Queen's Drive, Glasgow, G42 8QZ  
Tue: 12noon-2pm (low cost meal); Thu:  
10am-12pm (low cost tea/coffee); Sun:

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

5-6pm (free meal and clothing)

**F, CL, FF**

## SOUP VAN

Every night: 9 - 9.45pm

Runs from Waverley Bridge to Grassmarket and North Bridge, Edinburgh. (Tue - Fri they have woodwork, art, gardening and textiles 10am - 4pm)

**ET, FF**

## ST. COLUMBA'S CHURCH

St. Vincent Street, Glasgow, G2

Sun: 7.30 - 9pm

## ST. PATRICK'S CHURCH

North Street, Glasgow, G3 7DA

Thur & Sun: 8pm - 9pm

## ST. SIMON'S CHURCH

Dunaskin Street, Glasgow, G11 6PG

Sun: 1.30 - 2.30pm

## HEALTH / MEDICAL

### EDINBURGH ACCESS PRACTICE (COWGATE CLINIC)

20 Cowgate, Edinburgh, EH1 1JX

**0131 240 2810**

Mon, Wed - Fri (closed on the morning of the third Wednesday of the month): 9am - 12.45pm, 1.45 - 5pm; Tues 9am - 12.45pm Health service for homeless people, including a general nursing and treatment room, mental health care, 10 GP sessions a week, as well as dental services two mornings a week. Also provides a chiropody service, occupational therapist,

clinical psychologist and psychiatrist. A clothes exchange is available too

**A, DT, D, FC, MS, MH, SH**

### GAMH HOMELESS SUPPORT PROJECT

123 West Street, Glasgow, G40 1DN

**0141 554 6200**

Mon - Fri: 9am - 5pm (4.30pm on Friday)

Practical support and advice for homeless people in Glasgow with mental health problems. Phone, write or just drop in

**C, MH**

### OPTICIANS SERVICES AND SPECTACLES

20 Cowgate, Edinburgh, EH1 1JX

**0131 240 2810**

Every Fri: 9-11am

Free eye examinations and spectacles for all. NHS benefits not required for free spectacles - drop in or make an appointment (TAP Clinic)

**MS**

### HUNTER STREET HOMELESS HEALTH SERVICE

55 Hunter Street, Glasgow, G4 0UP

Mon - Fri 9am - 5pm

Hunter Street Homeless Services operates a one stop shop to meet the health and addiction needs of service users who are homeless and are the most vulnerable such as rough sleepers, those living in emergency accommodation and temporary accommodation.

**A, D, FC, MH, MS, SH**

**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  
**SH** Sexual health  
**TS** Tenancy support



## SUPPORT IN MIND SCOTLAND

(formerly the National Schizophrenic Fellowship)

6 Newington Business Centre, Dalkeith Road Mews, Edinburgh, EH16 5DU

**0131 662 4359**

Mon-Fri: 9am-4pm

Support and action for people affected by mental illness (including friends and carers)

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

MH

## HOMELESS PERSONS UNIT

If you can't find it here, it'll be on our website – [www.thepavement.org.uk](http://www.thepavement.org.uk)

## LGBT

### LGBT YOUTH

Advice for LGBT youth in Scotland

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

### STONEWALL HOUSING

Housing advice for LGBT people of all ages

**020 7359 5767** (advice line)

(Mon, Thu, Fri 10am–1pm; Tue & Wed 2–5pm) [www.stonewallhousing.org](http://www.stonewallhousing.org)

## MISCELLANEOUS

### COMMUNITY LEGAL ADVICE

**0845 345 4 345**, Nationwide

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

Mon–Fri: 9am–8pm; Sat: 9am–12:30pm

Free, confidential service, offering

specialist advice on housing, benefits, tax credits, debt etc.

*AD, BA, DA, H*

### EAVES

Helps victims of trafficking for prostitution

**020 7735 2062**

### EDINBURGH CITY MISSION

Counselling and crossline helpline

**0845 658 0045**

Providing a listening service for anyone in emotional crisis. Also offers face-to-face counselling by appointment

### GLASGOW RENT DEPOSIT AND SUPPORT SCHEME

3rd Floor, CrownGate Business Centre, 117 Brook Street, Glasgow, G40 3AP

**0141 550 7140**

Mon-Thu: 9am-4pm; Fri: 9am-3pm

*AH, BA, C, IT, TS*

### GLASGOW STREET SERVICE

**0800 027 7466**

Mon–Thu: 8am–11pm; Fri: 8am–5pm; Sat: 8am–3pm; Sun: 4–11pm

Street outreach team partnership between Simon Community Glasgow and Barnados Scotland

### GLASGOW WOMEN'S SUPPORT PROJECT

31 Stockwell Street, Glasgow, G1 4RZ

**0141 552 2221**

Mon, Tues, Thurs, Fri: 10am - 4.30pm; Wed:

2 - 4.30pm Information, advice and initial support for women who have experienced sexual abuse

#### 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

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*DT* Dentist

*EF* Ex-forces

*EO* Ex-offenders

*ET* Education/training

*F* Food

*FF* Free food

## HELP FOR DEPRESSION

A comprehensive explanation of the various approaches and treatments for depression [www.helpfordepression.com](http://www.helpfordepression.com)  
*MH*

## HOMELESS EDINBURGH

A comprehensive website containing information about services in Edinburgh including hostels, advice and support centres. Also has information on over 8,000 services outside Edinburgh  
[www.homelessedinburgh.org](http://www.homelessedinburgh.org)

## HOMELESS INFORMATION PAGES GLASGOW

Lots of useful information and advice on homeless services in and around Glasgow  
[www.hipinglasgow.com](http://www.hipinglasgow.com)

## MESSAGE HOME HELPLINE

0800 700 740, 24 hrs daily

## NATIONAL DEBTLINE

0808 808 4000

## NATIONAL HOMELESSNESS ADVICE SERVICE

Readers can click on the section 'need advice' [www.nhas.org.uk](http://www.nhas.org.uk)

## OPEN FILM CLUB

[www.opencinema.net](http://www.opencinema.net)

*FF, LA*

## POPPY

020 7840 7141

Helps women who have been trafficked for sexual exploitation

## RUNAWAY HELPLINE

0808 800 7070

For under-18s who have left home

## THE SAMARITANS

08457 90 9090

## SANELINE

(6 – 11pm)

0845 767 8000

Out-of-hours helpline for those affected by mental health

## SAY WOMEN ACCOMMODATION PROJECT

3rd Floor, 30 Bell St, Glasgow, G1 1LG

0141 552 5803

Provides support and counseling to young women aged 16 – 25 who are homeless or threatened with homelessness and are survivors of rape or sexual abuse

*AH, C, SH*

## SHELTER

0808 800 4444

Housing advice, 8am–8pm daily

## SOUP RUN FORUM

For those using or running soup runs, or just concerned with their work.

[www.housingjustice.org.uk/pages/soup-runs.html](http://www.housingjustice.org.uk/pages/soup-runs.html)

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*TS* Tenancy support



## SURVIVORS UK

Mon, Tue & Thur: 7-10pm

020 7404 6234

Helpline for men who have been sexually assaulted at any time in their lives

## UK HUMAN TRAFFICKING CENTRE

0114 252 3891

## NIGHT SHELTERS

### BETHANY HOUSE

12 Couper St, Leith, Edinburgh, EH6 6HH

Emergency accommodation for single homeless people

0131 467 1010

A, AD, AH, BE, BS, D, F, L, LA

### BETHANY SUPPORTED HOUSING

65 Bonnington Road, Edinburgh, EH6 5JQ

0131 553 1119

Ring First

### CASTLECLIFF HOSTEL

25 Johnston Terrace, Edinburgh, EH1 2NH

For homeless people aged 16 and over; accepts couples and people with pets

0131 225 1643

AH, BE, BS, L, TS

### COUNCIL FOR HOMELESS YOUNG PEOPLE (CHYP)

171 Wilton Street, Glasgow, G20 6DF

0141 945 3003

Details at

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

Residential support for youngsters and young, single homeless people

### CRANSTON STREET HOSTEL

2 Cranston Street, Edinburgh, EH8 8BE

0131 556 8939

Temporary registered accommodation for single homeless women. Although the maximum stay is six months this can be extended under certain conditions

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

### CUNNINGHAM HOUSE

205 Cowgate, Edinburgh, EH1 1JH

For homeless people with additional support needs around alcohol, drugs, mental health and learning difficulties.

0131 225 4795

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

AH, BA

### DUNEDIN HOUSE

4 Parliament St, Leith, Edinburgh, EH6 6EB

0131 624 5800

[www.dunedin-harbour.org.uk](http://www.dunedin-harbour.org.uk)

### GOVANHILL WOMEN'S PROJECT

14 Polmadie Street, Glasgow, G42 0PQ

0141 423 5599

Works with single homeless women aged over 25 from the Glasgow area. The project is not suitable for women under 25 or those wanting to be accommodated with a partner or with children in their care. Ring first

### GOWRIE CARE – CALEDONIA HOUSE

Gilmore's Close, Grassmarket, Edinburgh, EH1 2HD

#### KEY

A Alcohol workers

AC Art classes

AD Advocacy

AH Accommodation/

housing advice

B Barber

BA Benefits advice

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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

0131 220 5078

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

## GOWRIE CARE – ST JOHN'S HILL

1 St John's Hill, Edinburgh, EH8 9TS

0131 557 5502

Ring or drop in: Mon - Fri 9am - 2pm

## LAURIESTON CENTRE

39 South Portland Street, Glasgow, G1 9JL

0141 429 6533

Open office hours only

*A, AH, BS, F*

## THE MUNGO FOUNDATION – LONDON ROAD PROJECT

1920 London Road, G32 8XG

0141 778 1184

Works with 16-25 year olds who cannot access mainstream accommodation. (Open 24 hrs)

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

## NUMBER TWENTY

20 Broughton Place, Edinburgh, EH1 3RX

0131 557 1739

Young single homeless women aged 16-21 with support needs. Ring first (8am - 11.30pm every day)

## OPEN DOOR ACCOMMODATION PROJECT

7-12 Adelaide Street, Livingston, Edinburgh, EH54 5HG

01506 430221

Young single homeless people aged 16-21 with a local connection to West Lothian



**NIGHT SHELTERS**  
continues  
this way

Ring first (8am - 8pm daily)

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

## QUARRIERS STOPOVER

189 Pollockshaws Road, Glasgow, G41 1PS

0141 420 3121

For young people 16-25.

Accommodation is on the upper levels of a four-storey building so not suitable for people with physical disabilities

*A, AH, C, D, ET*

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

## RACHEL HOUSE

503 Baltic Street, Glasgow, G40 4SG

0141 556 5465

Provides supported accommodation for single/pregnant mothers aged 16 to 25 and children up to ten years old

## RANDOLPH CRESCENT HOSTEL

2 Randolph Crescent, Edinburgh, EH3 7TH

Supported accommodation for single men and women from Lothian and Edinburgh Abstinence Programme (LEAP)

0131 220 1607

Referral from LEAP on:

0131 456 0221

## ROCK TRUST

55 Albany St, Edinburgh, EH1 3QY

0131 557 4059

Various activities and services for 16-25 year olds, including drop-ins, one-to-one sessions and

Night Stop on referral.

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

*FC* Foot care  
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**WORK / TRAINING**

## SALVATION ARMY – ASHBROOK

492 Ferry Road, Edinburgh, EH5 2DL

0131 552 5705

Single homeless people who are eligible for housing benefit

## SALVATION ARMY – HOPE HOUSE

14 Clyde Street, Glasgow, G1 5JW

0141 552 0537

Referral by Glasgow City Council only

A, AH, BS, F

## SIMON COMMUNITY – CASTLEMILK MEN'S ACCOMMODATION PROJECT

86-88 Arnprior Road, Castlemilk, Glasgow, G45 9HE

Offers a group-living model of supported accommodation to men who have experience of long term homelessness and are committed to addressing addiction issues. Possibility of continuing support after moving into own home. Referral from social work or similar agency is required, accepts men from all over Glasgow

0141 631 1798

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

## STOPOVER (EDINBURGH)

40 Grove Street, EH3 8AT

0131 229 6907

Young single homeless people aged 16-21 with a range of support needs

Ring first

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

## TALBOT ASSOCIATION – KINGSTON HALLS DIRECT ACCESS HOSTEL

344 Paisley Road, G5 8RE

0141 418 0955

Referral by Glasgow City Council only

AH, BS, C, DT, ET, F, L, MS, MH, SH

## TURNING POINT SCOTLAND – LINK UP

112 Commerce Street, G5 9NT

0141 420 1929

A direct access service for homeless people in crisis as a result of mental health, drug, or alcohol problems

A, AD, AH, C, D, FC, MS

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

## HOMELESS ORGANISATIONS

### GLASGOW HOMELESS NETWORK

An organisation working with and for people affected by homelessness, offering all our partners consistency, quality, equality and integrity.

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

0141 420 7272

## WINTER SHELTERS

Please see our website for updated details.

### 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

## WORK / TRAINING

### BETHANY CHRISTIAN TRUST

65 Bonnington Road, Edinburgh, EH6 5JQ  
0131 625 5411

Community Education programme with a range of courses aimed at giving skills to get back into work or volunteering

FF

### BETHANY CHRISTIAN CENTRE (MEN ONLY)

6 Casselbank St, Edinburgh, EH6 5HA  
0131 554 4071

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

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

CA, ET

### THE BIG ISSUE SCOTLAND

31 Queensferry St, Edinburgh, Midlothian EH2 4QS

0131 225 6714

Employment and training

CA, ET

### GLASGOW SIMON COMMUNITY – RESETTLEMENT TRAINING SERVICE

12 Commercial Road, Glasgow, G5 0PQ

0141 420 6105

Mon - Fri: 9am - 4pm

Runs short courses that help people look at their choices, rights and opportunities in settling down. Open to anyone over 16. Courses are organised on a rolling

programme and run between 10am and 4pm

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

C, ET

### EMMAUS GLASGOW

101 Ellesmere Street, Glasgow, G22 5QT  
0141 353 3912

Provides accommodation and work for homeless people

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

AD, CL, ET, TS

## YOUNG PEOPLE

### GET CONNECTED

0808 808 4994

Free, confidential advice for young people (under 25): 1–7pm daily

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  
SH Sexual health  
TS Tenancy support



# What a waste

We don't keep our fresh, natural food overnight to sell the following day. We never have and we never will.

For years we've worked with registered charities helping the homeless by offering our unsold sandwiches to them at the end of each day.

Unfortunately, some still get chucked away.

(And that really upsets us.)

**If you know of a charity in need of good food,  
please tell them to call Giovanna Pasini  
on 020 7932 5425.**

★ PRET A MANGER ★