

the Pavement

the free magazine for homeless people



Issue 153 : Solidarity
December 2024 – January 2025

Missing



Svetlozar Yotov

Svetlozar Yotov has been missing from Islington, London, since 8 October 2021. He was 30 at the time.

Svetlozar, use our free and confidential helpline; we can offer support and advice without judgement, and the opportunity to send a message to loved ones. Call or text 116 000. Or, email us on 116000@missingpeople.org.uk.



Edward Dallas

Edward Dallas went missing from Paisley, Renfrewshire, on 2 March 2010. He was 38 at the time of his disappearance.

Edward, we're here for you whenever you need us; we can talk through your options, send a message for you and help you be safe. Call or text 116 000. It's free and confidential.

If you think you may know something about Svetlozar or Edward, 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. It's free and confidential.

**missing
people**

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

A lifeline when someone disappears

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



Our cover artwork this issue is by an unnamed artist featured in the 2024 Koestler Awards. The awards are organised by Koestler Arts, a trust supporting and empowering artists in criminal justice settings. The pastel work is named *The Tea Towel*, made by an artist at HM Prison Magilligan. Read more about the Koestler Awards on page 7. © Koestler Trust

The Pavement magazine

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St Martin-in-the-Fields the day of the service. © *the Pavement*

Commemoration

The annual service of commemoration for people who have died experiencing homelessness was held at St Martin-in-the-Fields church on 7 November.

There were performances by the Gavin Bryars ensemble, The Choir with No Name and Streetwise Opera, as well as readings from the Reverend Richard Carter and names were read out by an assortment of figures involved in the homeless community.

Bonnie Williams, chief executive of Housing Justice, said: "The service of commemoration is a poignant reminder of the life-limiting nature of homelessness... Our thoughts and prayers are with those we remember with love and dignity today."

- **Read a report on the Southampton service for people who died homeless on page 26.**

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

We're a small charity, founded in London in 2005, producing a pocket-sized mag full of news, views and cartoons that helps people in moments of crisis as well as giving info which may be needed to move on. Right in the centre is a list of places to help you.

We believe that sleeping rough is physically and mentally harmful, but reject the view that a one-size-fits-all approach to getting people off the streets works. Each issue we print 8,500 FREE bimonthly magazines written for homeless and insecurely-housed readers in London and Scotland. You can find *the Pavement* at hostels, day centres, homeless surgeries, soup-runs and libraries.

Help needed

We are always looking for volunteer journalists and photographers to create exclusive content that's written with our readers in mind. We particularly welcome those who've experienced homelessness. Or can you fundraise or donate so we can keep providing *the Pavement* for free? We also need London volunteers to help with distribution.

A big thank you to our readers and writers.

- editor@thepavement.org.uk

Solidarity

Solidarity in the winter is essential, it shows itself in an increase in volunteering, winter shelters opening up for the season and a whole host of services designed to keep people safe from the cold.

But what does solidarity mean to people with experience of homelessness? Emdad shares his thoughts on the topic on page 20. Meanwhile, Darren muses on the solidarity found in friendship on page 18. Other pieces on the theme include stories on winter events, such as the service of commemoration in Southampton and the One Roof Festival in London. You can also find all of the regular news, views and cartoons elsewhere in the magazine.

the Pavement team

www.pavement.org.uk

The Anti Santa

By André Rostant

Low on his fetid cardboard throne the Anti Santa sits.
Face, beard, greatcoat, all charcoal grey, his hair festooned with nits.
Muttering imprecations in an alcoholic haze: foul, spit-flecked exhortations
From the sprite of the latter days.

'Fuck you! FUCK YOU!' His eyes ignite, glare;
Just as quick, fade back. 'WHORES! Every one...'
His voice trails off, and he slumps like a bloated sack.
Where Christmas lived, when Christmas died, are worlds he will not recall.
Pigeons shall pull his throne aloft. If he could, he would kill us all.

High over London, furious, a yellow vapour stream,
To taint turkey dinners, mistletoe, and darken the child's bright dream.
To take and take – till there's nothing left but a bitter empty hope
That the pigeons will set him down upon a chair, with a length of rope.

Like thistledown blown in the spring, the day will see him sail,
Freed from his jumpers, string and bags by an angel with sword and mail.
But the cold will wake him soon enough. The rain will caress his face
On this sacred night of the dawning bird, in this God-only-knows-where place.



© Rey Trombetta

Streetwise Opera, the opera company working with homeless people across the UK, is facing a fight to survive. The company needs £120,000 to guarantee its future and has launched an emergency appeal. As Rachael Williams, chief executive of Streetwise Opera, explained: “This emergency appeal is vital to ensure that Streetwise Opera can continue to support people experiencing homelessness as they rebuild their lives. Every contribution will help to sustain our work providing life-changing opportunities that empower individuals and challenge the way society views homelessness.”

- To learn more about Streetwise Opera and how to get involved, visit the website: streetwiseopera.org

130 unique names of homeless people who had died in the past year in London submitted to the St Martin-in-the Fields commemorative service, as of a week before the service.

87 unique names read out the previous year.



Free as a Bird in Prison, by an unnamed artist at HM Prison Wormwood Scrubs. This artwork was commended in the 2024 Koestler Awards TVMole Award for Sculpture. © Koestler Trust

Awards show: The Koestler Awards 2024 edition runs from 1 November to 15 December, held at Royal Festival Hall on the Southbank, **London**. This is the 17th annual awards show run by the trust, which features artworks created by people in the criminal justice system, such as prisons, secure hospitals, secure children's homes and immigration removal centres, as well as those on probation, community sentences and youth offending teams. The 2024 exhibition is titled 'No Comment' and is co-curated by Turner Prize winner Jeremy Deller and former prisoner-turned-artist John Costi.

- Visit the Koestler Arts website to learn more about the show and the trust: koestlerarts.org.uk

Refugee crisis

Research by Naccom, the umbrella organisation representing numerous charities and organisations working with migrants, refugees and asylum seekers, revealed in November that refugees experiencing homelessness in the UK has risen by 99% in the past year, up to 1,941. Meanwhile, the figure jumps to 4,146 when factoring in asylum seekers and other migrants, reports *The London Economic*. Bridget Young, the director of Naccom, said: “Our research shows that thousands of people each year are needlessly pushed into destitution as they go through the asylum and immigration system. Urgent change is needed to ensure that the system doesn’t keep driving up levels of homelessness.”

Far from home

According to the *Manchester Evening News*, homeless families are being relocated from London to **Manchester**, often with little say in the matter. MPs heard numerous such stories at the parliamentary inquiry into children living in temporary accommodation, held on 5 November. Dr Laura Neilson, CEO of the Shared Health Foundation, which supports homeless families in Greater Manchester, told the Housing, Communities and Local Government Committee: “I’ve seen

families arrive up North from all over the country. I know that, as an area, we’ve also sent families. We had one family who were homeless in Oldham and got sent to Hastings for some bizarre reason. The distances are huge. But we don’t have a national picture because we don’t collect the data.”

Man with a plan

London mayor Sadiq Khan is aiming to end rough sleeping in the capital by 2030. To help achieve this his office is running a Plan of Action, asking for feedback from people in the city on how to structure the framework of reaching the project’s desired goal. Although the feedback form is open to everyone, the mayor’s office is particularly keen to hear from people with lived experience of homelessness or rough sleeping and from people working with the homeless community. The feedback form and call for evidence closes on 3 December 2024.

- **You can fill out the form here:** www.london.gov.uk/programmes-strategies/housing-and-land/homelessness/rough-sleeping/mayors-rough-sleeping-plan-action/call-for-evidence

Law breakers

Homelessness charity Centrepoint has recorded 564 instances of English councils breaking the law by turning young people away when they ask for homeless support. The figure is for the year 2023-24 and includes cases of young people with children or were pregnant being turned away by their local authority. Under the Homelessness Reduction Act and Housing Act, it is incumbent on local authorities to provide homelessness assessments and temporary accommodation to vulnerable people. However, councils

complain of a lack of funding to carry out this duty. Paul Brocklehurst, Centrepoint's senior helpline manager, is in agreement: "The blame can't just lie with councils," he told *the Guardian*. "Decades of chronic underfunding from central government have forced many to make impossible decisions around who gets what support."

TURN TO PAGES A – P
FOR THE LIST OF SERVICES

£5m 'village' for homeless people to be built in **Manchester** by support charity Embassy, reports the BBC.

40 single-occupancy homes for men to be built as part of the project, which aims to open in late 2025.

4,780 people counted sleeping rough in **London** in July, August and September 2024, the most since quarterly counts were introduced in 2014.

681 people are now considered living permanently on the streets, according to the same count, compiled by CHAIN, up 42% on the previous year's figures.



Hotel headache

Edinburgh City Council is moving hundreds of people out of unlicensed temporary accommodation, following an emergency housing committee held on 13 November. The move comes after the council was heavily criticised for breaking a law it put in place to protect people experiencing homelessness. In 2024 it was revealed the council was using 700 rooms across 30 unlicensed homes of multiple occupancy to temporarily house homeless people. This went against a law requiring temporary accommodation to be licensed if it used for multiple occupancy. So, the council has moved to end its use of these homes by early December 2024, only, it hadn't found appropriate replacement accommodation at the time *the Pavement* went to print in late November. *STV News* reported charities' concern that the upheaval would cause stress to the people affected and that many will end up sleeping rough, due to a lack of suitable accommodation.

Footy corner

Celtic Football Club invited members of the public to sleep out overnight at Celtic Park, **Glasgow**, the team's home stadium in November, managing to raise an impressive £50,000 for the Celtic FC Foundation. The foundation supports people experiencing homelessness, as well as local families facing poverty, refugees and pensioners. *Glasgow Live* reports more than 125 people took part in the sleep out, which saw fans brave freezing temperatures in sleeping bags and tents. Meanwhile, the Rangers FC Charity Foundation, which similarly supports vulnerable people, held its 7th annual sleep out event at the club's Ibrox stadium. In those seven years, participants have raised a whopping £240,000 for the foundation. Rangers have gone a step further in their charitable endeavours this winter, gifting three points to whatever team is in desperate need over the festive period. The Christmas spirit is truly alive and well!

51 people died experiencing homelessness in **Glasgow** in the past year, according to the Museum of Homelessness's Dying Homeless project, released in October 2024.

41 homeless people died in Edinburgh during the same timeframe.

Scot free

Glasgow City Council service manager Lisa Ross has been offered an alternative to prosecution, having been arrested for hurling abuse at Homeless Project Scotland volunteers in August 2023. Founder of the charity Colin McInnes lodged an official complaint, telling the council Ross approached volunteers in an “extremely aggressive manner” and directed “derogatory slurs” and “offensive remarks” towards him and his team. Fast forward to October 2024 and Ross has avoided serious punishment. “I’ve seen people taken to court and hammered for less. I want an investigation into every inch of how that case was dealt with,” McInnes told the *Daily Record*.

New target

Wheatley Group, a housing, care and property-management group, is planning to build an additional 1,000 homes for council use to alleviate the homelessness crisis in Scotland. The group had already committed to providing 10,000 properties to homeless people by 2026. According to *The Scotsman*, more than 8,300 people experiencing homelessness have been provided accommodation by Wheatley Group since it started building the homes in 2021. About 60% of all new properties built by Wheatley Group in the country’s central belt are offered to homeless people, says a press release announcing the additional homes.

10,110

children living in temporary accommodation such as hotels and B&Bs in Scotland, as of March 2024.

5%

rise on figures from March 2023, according to *Inside Housing*.

90%

rise in homelessness across Scotland by 2040, if current trends continue, a study by law firm Shakespeare Martineau has suggested.

4,100

homeless applications predicted to be made per year by 2040.

Ian Kalman obituary

Colleagues of Ian's at the magazine remember and pay tribute to him

In October 2024 Ian Kalman, a veteran reporter at *the Pavement*, passed away, following a spell of health problems. For this obituary, the magazine has printed some words from people involved with *the Pavement* who knew him well.

“Ian Kalman was so welcoming when I became editor of *the Pavement* in 2017. Soon I met him and the magazine's other talented writers at the Groundswell offices in Brixton regularly. Ian had a real passion for theatre, particularly Cardboard Citizens. He also generously shared his tech wisdom with the mag, ranging from best apps, to ways of formulating a password and then went on to make his own podcast. For many issues, Ian shared ways to help people with homelessness experience cope with bureaucracy – especially older readers. His useful columns range from coping with the slow move to Universal Credit to how to cope with the boredom of lockdown (and all can still be read on *the Pavement* website).

“As editor I remember meeting him at a homelessness film festival at Elephant & Castle; encouraging me to go to Cardboard Citizen's



Ian hosted a weekly podcast, inviting a range of experts – including many involved with the homeless community – to speak about the projects they work on. You can listen back to every episode of *Stand Up Speak Out UK* on this website: www.buzzsprout.com/2273586/episodes © Ian Kalman

interactive version of Cathy Come Home and exchanging piles of *the Pavement* at Blackfriars Station during the 2020 lockdown. Listening to Ian's questions about homelessness – in person and in print – made it clear he was proud to be part of *the Pavement* writing team. He was also on the National Advisory Panel that reports to government about ways to end homelessness. It's very sad to lose Ian Kalman – such a wise, kind voice.”

- Nicola Baird, previous editor of *the Pavement*

“I met Ian on the first day I came into contact with *the Pavement*. We were both on a course to learn about storytelling. That was about eight years ago and since then I’ve bumped into Ian on countless occasions. He was incredibly proactive and caring, always finding ways to get involved and share his unique brand of humour that he honed as a stand-up comedian. He’s written pieces, poems and produced podcasts among a load of other stuff. He was a kind man and above all a unique individual who was motivated by a desire to change people’s lives for the better.”

- **Mat Amp, deputy editor**

“Ian was valued at *the Pavement* for his humour and kindness. He could hold his own on a huge range of issues, but his journalism for us was proper storytelling, revealing the real people behind cold facts.”

- **Val Stevenson, trustee**

“I had the great pleasure of working with Ian since 2017. He had the canny ability of putting his mind to something and getting it done. Ian loved to discuss ideas with people who are experts in their field, he was constantly on the phones, texts and emails, reaching out to prospective interviewees. So successful was he in this endeavour that he started a podcast involving long-form interviews.

“Persistent, persuasive and ultimately an extremely engaging conversationalist, Ian could no doubt have convinced a monk who’d undertaken a vow of silence to hop on his podcast and natter away for an hour or two. He was comfortable talking about any topic, but he was a genuine expert in the fields of theatre, Tottenham Hotspur and homelessness.

“One of Ian’s greatest passions was shining a light on the plight of homeless people. Having experienced homelessness himself, Ian approached the topic with empathy and righteous anger. Like the best writers, he wrote how he spoke: acerbic, uncompromising and witty. Ian was determined to help others who found themselves homeless. Reading back through some of the articles he wrote for the magazine, it struck me how many pieces were focused on sharing practical, vital support and advice.

“That’s the Ian I’ll remember: helpful, kind-hearted and a dear friend to everyone at *the Pavement*.”

- **Jake Cudsi, editor**

- Ian’s writing can be found on *the Pavement* website, where back issues can be downloaded for free www.thepavement.org.uk
- Thank you to Frank Pittal, a good friend of Ian’s, who organised a funeral service Jake and Nicola were honoured to attend. ■

How many people are you?

A message of hope as the new year arrives. Reflecting on who you are, how you can change and the impact you can have on others.

Words by *André Rostant*

Thou art surely but one person, yet no confusion ariseth from my addressing thee as you – the plural having centuries ago eclipsed the familiar nearly everywhere outside Yorkshire and Lancashire. When Queen Elizabeth referred to herself as ‘We’, nobody was perplexed. Say, if someone hits you, should you hit them back? Bloody pronouns! But are you just one person, though? You may put on a uniform to go to school, to work, changing into a train driver or nurse. Perhaps you come home and become Franklin, somebody’s wife, husband or parent, then metamorphose at the weekend into a rugby player, a ballet teacher. Which of those characters is the most you? Sometimes people new to the business called Scrooge Scrooge, and sometimes Marley, but he answered to both names. It was all the same to him.

Then there are outright impostors: that police officer who surprised you and the other nuns at your hen party, little witches and vampires knocking for Halloween, or shop Santa, who turns out to be some old drunk guy with padding and a fake beard. Not to mention all those theatres and screens crowded with

people parading around pretending to be somebody else. What are we to make of it all? Wait, it gets more complicated: whoever you were 10 years ago might not even recognise the person reading this now. Some of us have become, quite literally, different people. And, what if there’s reincarnation? She shook her head... “You are changed.”

Fred’s mum, Jenny’s sister, Scrooge’s clerk – have we a discernible identity beyond our connexion with other people, what we do, or where we are? Time was when folk were typically known and named accordingly. Baker, Forest, Smith, Johnson, Underhill, Weaver, Tanaka. We still do it, look on circumstance, on role, as identity. A homeless bloke, postie, orphan, sex worker, actor, magistrate, baseball player, dimensionless beyond the label. How wrong can those labels be? George Michael, much maligned alive, turned out to be a secret saintly philanthropist. Compare and contrast with Jimmy Savile.

It’s 1999. You are going out to dance your life away at a party. There are two shivering teenagers dosed down in a filthy stinking doorway, which tableau you simply

pass and don't notice 'cos you wanna go ♀. Whoever she was then, now one of them is Sabrina Cohen-Hatton, chief fire officer of West Sussex. "I told you these were shadows of the things that have been," said the Ghost.

Here's the thing: nearly 4,000 people are sleeping rough tonight in England ('Are there no prisons?'), students, teachers, scientists, priests, artists, dreamers, mothers... human beings ('And the union workhouses... are they still in operation?'). This same evening, thousands of former and future homeless people are cheerfully touring exotic countries, lounging comfortably in front of their TVs, out dining or tucking their children in for the night. One of them might be you.

This edition of *the Pavement* is distributed before Christmas, which superlative proclamation of identity challenges us – regardless of creed or conviction – to reflect upon who, what we are, whether we have purpose or what such purpose could be. You and I might make New Year's resolutions, anticipating next summer's beach body, imagining some new dynamism. We might reach out to perennially ignored relatives, friends. There is an outpouring of solidarity with others. Generosity abounds; Christmas spirit. Bells chime, the streets sparkle and echo with merriment. Much of this euphoria will dissipate in the face of

hangovers, the fog of January bills, our reversion to the daily grind, or into the shadow of the valley of debt, leaving many a terrified whimpering puppy to cower, discarded and exposed. Are those bells ringing or tolling?

The Christmas story is one of incipient transcendence, marking the first perceptibly longer days of the northern year, lauding the Sun's return. Light – or for Christians, God – has not, after all, abandoned us. Darkness is overcome. In the porches, and under railway arches, those nearly 4,000 people persist, now complemented by a cohort of abandoned pets. Around the world wars continue to rage, storms erase whole communities, children shamble about scavenging on rubbish tips. "Spirit!" he cried, tightly clutching at its robe, "hear me! I am not the man I was... Why show me this, if I am past all hope!"

Well, because there is hope: humanity repaired the hole in the ozone layer, for a start.

Christmas reveals that there is no more such a thing as one person than there is one ant... John Donne puts it beautifully: no man is an island. (You might encounter the odd peninsula!) Consequently it behoveth thee to reflect upon how thou relatest to others, what thou meanest to them, to thyself – and how that meaning doth condition who thou art.



"HAVE YOU EVER THOUGHT OF STARTING A UNION?"



“In this country there’s too much standing in dog poo and not enough standing in solidarity!”

Solid as a rock

Solidarity and friendship can be forged in unlikely places.

An interview by *Darren Harvey*

“He’s my bro”, “She’s my sis”, retort Lyndon and Jill in unison. They form the most unlikely of friendships, having met as residents at a supportive accommodation project for homeless people.

Six years ago, Lyndon arrived at the Solace Community in search of a place to stay. He was suffering from a mental breakdown. On top of that, he had been diagnosed with leukemia. Isolated, depressed and homeless, Lyndon ventured to the reception area of the hostel where he first met Jill.

She recalls the day. “When I first met Lyndon, he had a lot on his mind. He looked lonely, lost and confused. I started talking to him and he broke down into tears. I literally had to take him by the hand to staff members so that they could take care of him.

“Something clicked that day and it was Jill who gave me every reason not to give up,” explains Lyndon. “We weren’t related. We had nothing in common. We didn’t know each other until the day we met, but there was this instant inseparable bond we had almost immediately.”

Jill came from equally harrowing circumstances. A survivor of domestic and substance abuse,

she found solace in “the Solace Community”, an organisation that assisted her mental health recovery from the traumas she had endured in her life.

From that very moment, their friendship blossomed. For two years, they lived separately in the main hostel that provided them with round the clock support in their mental health recovery. Four years ago, they were deemed strong enough to begin life together as “bro and sis” in a semi-independent home away from the main hostel.

“We both share the cleaning and the cooking. But I must admit, nobody can beat Lyndon’s brown stewed chicken. The best in the world,” Jill smiles.

The support staff of the Solace Community saw how a drastic improvement in their mental health had derived from their bond of friendship.

Recently, Lyndon passed the 10-year anniversary of his leukemia diagnosis. It is a testament to Jill’s friendship that he has remained healthy and stable for so long.

“Whenever I visit the hospital for a blood test and check-up, Jill comes with me, supported by Solace staff. Whenever I am in bed feeling unwell,

Jill asks me if I want anything from the shop. Without a doubt, if Jill were poorly, I would be there for her too.”

Lyndon is also very protective of her. “If anybody says anything hurtful about Jill in the hostel, I get very defensive. I simply wouldn’t let anything or anyone harm her.”

Vice versa, if anyone says anything about Lyndon, Jill is quick to defend him. “Don’t worry about it,” is her motto when he is visibly affected by his past.

So, what would their lives be like without each other? Jill’s answer is honest and conveys the depth of their sibling-like bond. “My depression would deteriorate very quickly. Knowing that there is someone there who understands me when I am feeling down and depressed, helps me tremendously to get through life. When Lyndon comes out with something funny and sarcastic, he always puts a smile on my face. That’s why I call him Mr. Sarcastic.”

Jill further adds, “Bro is a good listener. Although he can’t solve my problems, having somebody there to talk to gives me the courage I need. When he gives his point of view and perspective on things, they don’t seem as bad as I thought they originally were.”

For Lyndon, Jill’s strengths lie unequivocally in her ability to be brutally honest. “Sis tells me exactly what I need to know, even though I



© Chris Bird

don’t like hearing it. Her perspective on things is always spot on and I have learnt the hard way to follow her advice rather than blindly following my own when it comes to decision making.”

Their friendship came out of nothing, a chance meeting. The only thing that they had in common was their differences. It is very rare in this world to find two lost souls who have found their respective soulmates, but Lyndon and Jill are testament to that possibility. They embody strength and endurance and their story is an inspiration to anyone who is lonely and losing the will to fight life’s battles on their own. In the face of adversity, Bro and Sis found each other. Whether it was fate that they met or by chance, their unbreakable alliance represents the true spirit of solidarity. ■

Solidarity on the streets

What does solidarity mean to the homeless community in the winter months, and how can we practice it? *By Emdad Rahman*

When we talk about homelessness, it's easy to think of it as someone else's problem. But the reality is that homelessness touches every part of society and could impact almost anyone. People can end up homeless for many reasons, such as losing a job, facing a medical crisis, leaving a dangerous relationship, or struggling with mental health issues. And while the most immediate needs like food, warmth and shelter are vital, there's something equally important that doesn't get talked about enough: solidarity. Real solidarity means seeing, supporting and standing up for people who are homeless, not just out of charity but as part of a shared responsibility.

Homelessness isn't just about individual missteps or 'bad choices', it's often about systemic issues like unaffordable housing, lack of mental health support, or social safety nets that leave people behind. When we practice solidarity, we acknowledge that homelessness is a problem rooted in a broader social context and we commit to working towards solutions that get at these deeper causes.

Empathy is a powerful first step toward solidarity. For many people, it's natural to think of homeless



Emdad (right) with volunteers at an east London-based night shelter.
© Emdad Rahman

individuals as somehow 'different' or even as people who made poor choices that led them to where they are. But when we think like this, we create distance between 'us' and 'them'. In reality, homelessness could happen to almost anyone, and for people experiencing it, it's not a lifelong identity, it's something they're trying hard to overcome.

Empathy lets us see that the causes of homelessness are

complicated and varied. Not everyone has a support system to lean on during tough times. Many homeless individuals are battling issues that make stability hard, like the challenge of getting a job without an address, or managing chronic illness without healthcare. When we step into their shoes, even briefly, we start to understand the resilience it takes just to survive on the streets, never mind build a better future. Empathy makes it easier to see homeless individuals as people with their own dreams and struggles, not just as homeless.

Solidarity can start with small acts, but it can grow into something much larger and more impactful. One simple but meaningful action is to acknowledge homeless people with basic human kindness. A smile, a hello, or even a short conversation can mean a lot to someone who often feels ignored or invisible.

Beyond that, volunteering with local shelters, food banks, or outreach programmes can make a big difference. These organisations are usually underfunded and rely heavily on volunteers to provide essentials. When we show up and lend a hand, it creates a supportive community environment that helps people feel less alone. And by supporting long-term solutions, we can push for change that prevents homelessness instead of just

addressing its symptoms.

Advocacy is another powerful form of solidarity. By local action, speaking up, signing petitions, or even just staying informed, we can help push for policies that make it easier for people to find affordable housing, access mental health resources, or avoid getting penalised for things that are often out of their control.

When communities choose solidarity over exclusion, it creates a ripple effect that strengthens everyone. Supporting those who are vulnerable or struggling makes communities more compassionate, connected and resilient. This isn't just about helping homeless people, it's about creating a society where everyone feels valued and safe. It's about choosing a path that doesn't look away from people in need but instead works to lift everyone up.

This kind of solidarity can also help break down the 'us versus them' mentality. Homelessness isn't just 'their' problem. It's a social issue that affects all of us.

Solidarity with homeless people is a powerful, meaningful way to respond to one of our society's biggest challenges. By looking at homelessness through a lens of empathy and action, we can move beyond simple charity and work towards solutions that respect every person's dignity and right to a stable life. ■

Listening, the key to visibility

Our deputy editor discusses the lessons he learned while working on Groundswell's Listen Up hub project. By *Mat Amp*

For the last seven or eight years my professional life has been focused on storytelling. As a researcher and interviewer I've listened to people tell their stories, while as a writer and public speaker I've shared experiences through a range of different mediums that include this column.

While any good story will have a foundation in people's experience, the type of storytelling referred to here is factual rather than fictionalised. They are stories told by people who have faced the myriad, complex challenges that homelessness offers including mental health issues, addiction, loneliness, financial setbacks and, of course, health complications.

There are two major positive gains from the telling of these stories: the impact on the storyteller and the person the story is told to. People sharing their stories benefit from being heard. It can bolster their self-esteem and help them to overcome the shame of having to keep experiences to themselves. The other major benefit is to the people hearing these stories, who are helped to understand that we are all individuals, not identical products of lazy, ill-informed stereotypes.

In the case of Listen Up, the stories came from two major sources. On the one hand there were up to 20 reporters at a time submitting reports that focused on either their first-hand experiences or what was happening around them in their day-to-day lives. On the other hand, we conducted hundreds of qualitative research interviews across the country, talking to people with experience of homelessness about various issues, from digital inclusion to their views on 'community'.

"In my opinion the problem is not that people experiencing homelessness are not seen, it's that we are not heard."

We shared the 'findings' of these reports and interviews through webinars and briefings with service providers – in order to improve front line service delivery – and with the public through our Listen Up hub. So often in this sector, people have been told what they need and provided with the solutions regardless of what they want. There has been a pervasive view held, even among

some of the most liberal people in our society, that homeless people are homeless because they don't know what is good for them. In other words, they need to be looked out for and looked after.

People who have experienced homelessness often talk about the problem of being invisible, which is a strange thought when you consider the rising number of people that we are seeing every day on the streets of every city in the country.

In my opinion, the problem is not that people experiencing homelessness are not seen, it's that we are not heard. And it's not enough that someone just listens and does fuck all squared to help either. That's the equivalent of the millions who walk past homeless people on the street every day, doing their best to pretend that they don't exist or that they choose to live this way. I mean what an insane thought that is, that anyone would chose to be out on the streets over a decent place to live. Sure, there are a few people out there who would rather stay on the streets than go into a homeless hostel but that doesn't mean they are choosing to be homeless because it's their desired lifestyle. It just means that they don't want to put themselves through the often dehumanising process of homeless warehousing that hostels can sometimes feel like.

And this is where projects like Listen Up come in. If we allow people experiencing homelessness to express themselves and provide a forum to share their stories we not only start to tackle some of the lazy and horrendous stereotypes out there, we also learn how to provide solutions. While people's first-hand accounts of their experience tackles stereotypes and provide the information necessary for case workers and health professionals to improve service provision, there is often a positive impact on the storyteller's wellbeing.

Shame breeds in the dark and shining light on the experiences that create that shame can help people to move past it. It can also help others who have had similar experiences by showing them that there is nothing to be ashamed of: 'If they are managing to talk about it so openly then there is nothing to be ashamed of' sort of thing.

For example, one of the Listen Up reporters wrote a piece about the severe abuse he suffered as a child. He described the feeling he got from doing that as tantamount to having a huge weight lifted from his soul. Somebody else who read that piece told me that reading it had the same impact on them.

Listen Up started as an NHS-funded project called 'the Covid Monitoring Project' that did what

it said on the tin. It was a response to the Covid-19 pandemic and an attempt to find out what had changed for people experiencing homelessness. What soon became evident was that people without a safe and secure home weren't facing a Covid crisis. They were facing a crisis full stop. In other words there had always been a reason to ask people about the issues they faced living without a safe and secure space to call home.

This realisation and the success of the Covid Monitoring Project inspired us to apply for Comic Relief funding for a three-year project based on the same model. Listen Up was born. If you work in the charity sector you will probably be aware that many three-year projects follow a similar curve. The first year is usually about learning what works, the second is about consolidation and, by the final year, the project fires on all cylinders. The difference with the Listen Up project is that it was built on the foundation of that first year as the Covid Monitoring Project. As a result we knew what we were doing from the outset.

This was one of many reasons why the project was so successful. Not only did we share the learning from the incredible stories submitted by reporters and the countless research interviews conducted with people experiencing homelessness

across the country, but we provided reporters with a platform to share their experiences. This has helped to shape and improve services as well as offer a springboard for recovery, both for reporters and for people reading their reports. Those reports remain accessible on Groundswell's Listen Up hub, by the way [just Google that and you'll find it]. The stories are tagged and if you're looking for a bit of inspiration, I seriously suggest you check it out.

If we are going to provide truly holistic care, fuelled by the experience of those who have lived it, we must learn to work with the people going through that experience and not for them. We need to actively listen to their stories and act upon them.

We all make generalisations and fall prey to stereotyping in some form or another, but try to remember that we are not homeless people. We are people who don't happen to have a safe and secure place to call home. We are people made up of thousands of unique experiences that makes us the incredible individuals that we know we are.

- **Read reports from Groundswell's Listen Up hub on its website: groundswell-listenup-hub.org** ■

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

Asking not begging

On the difficulties finding support with serious mental health issues. By *Greta Gillett*

I have an SMI: serious mental illness. The categories are schizophrenia, bipolar personality disorder and psychosis. I suffer with being both unstable and experiencing psychosis. And yet I am not seen by doctors, under a care plan, or on any medication (for my mental health; I take a lot for the physical).

Those who are or have been homeless have a high possibility of having SMI – significantly higher than the general population.

Mental health problems are often associated with being an addict, impoverished or just a bit weird. You win the prize if you tick all three! Despite that, there is evidenced and researched and agreed understanding that SMI is most often developed from childhood trauma and adversity.

Accessing mental health support is a lottery, not only a postcode one, but one dependent on how well you can articulate your health concerns, your needs and what is happening right now inside your grey matter.

If, like me, you become unwell and are ignored despite sitting up straight and speaking nicely – yet still nothing happens – you feel like you are being made to beg or demand,

Finding help

- You are entitled to sign up to a GP, you don't need an address
- Check out the List of services in the centre pages of the magazine for information on a variety of local services, including health settings.

worsening your mental health.

In your mind you are the little girl asking for attention, or love, or time, or food once again.

Homeless people can often stay away from soup kitchens and food banks because it can feel like begging and therefore be intrinsically traumatic and triggering.

There is a radical idea that you should be able to access much-needed mental health support, food, housing and benefits without either:

1. Playing a game of sitting up straight and speaking nicely (despite being unwell or distressed)
2. Begging like Oliver Twist with your wooden bowl.

“Utopia!” I hear you say, but is a fair and just society a fantasy, or is it simply one where prevention and support exists in abundance? ■

Remembrance

An on-the-ground report of Southampton's service to commemorate people who have died while experiencing homelessness, held Friday 8 November. Words by Pam Campbell

For the second successive year, the city of Southampton hosted its annual memorial service to remember those who have died while experiencing homeless. Powerful tributes were shared and collective grief was held at Saint Mary's Church, just a stone's throw away from the city centre.

An act of remembrance is a powerful and emotive thing. Multiplied by 32, and amplified by the knowledge that so many died so young and often so alone. The names of 32 people who have died in the past year having experienced homelessness in Southampton were read with deep reverence and affection. One amongst them, whose name is unknown, was remembered here despite no details of his life, and a comparison to the unknown soldier was made, in that he symbolises the loss of so many families who have never discovered the destiny of their loved one.

"It was emotional obviously. I was impressed with the setup and the way that the organisers went about it – it was good to connect with some of the groups working down here." These were words shared by Gary Birdsall, who made the trip



The service in Southampton.
© Matt Turtle

to Southampton to represent the Museum of Homelessness, whose own work to remember people who die homeless has seen them build relationships with service organisers across the UK.

The coming together today was more than an act of remembering, revering and celebrating, it was also a call to action. An opportunity to harness the energy of services and experts by experience to press for change, so that no more lives will be blighted by homelessness or cut short by lack of housing and support. A fervent wish that they may all come home. ■

Festive season

An update on this winter's One Roof Festival, the annual arts festival for people with lived experience of homelessness.

By *Claire Rivers*

Old Diorama Arts Centre (ODAC) has announced its next One Roof Festival, plus some additional programme news as well.

One Roof Festival is a two-week festival for artists of all levels, consisting of numerous workshops and sessions spanning a wide-range of different art forms, from visual arts to performance, writing to sculpting and more.

Some workshops will be back by popular demand, such as graffiti art and wire sculpture, plus some new avenues that the One Roof team can't wait to explore. Programme Manager Claire Rivers said: "We want to create a space for loads of different people to express themselves through the arts. One Roof is a festival that welcomes everyone, and allows you to experience the festival on your own terms: you can go along to every workshop and learn a dozen new skills, or if you'd rather stake out a quiet space to doodle into a notebook, we promise you won't be pestered to join in. One Roof champions creative and personal freedom: no sign-ups, no obligations. Anyone is welcome to drop by ODAC 13-24 January, and see what it's all



A display from the 2024 One Roof Festival. © *Claire Rivers*

about."

In other One Roof news, ODAC has received funding from Linbury Trust, Arts Council England and Tedworth Charitable Trust, to develop One Roof into a year-round programme. A range of workshops and courses will be offered, plus mentoring and project support – all free of charge and open to anyone with experience of homelessness. Details of the expanded One Roof programme will be announced in the new year.

- **One Roof Festival will run Monday – Friday, 10am – 4pm, 13th – 24th January 2025. You can find more info at odac.uk/onerof or by calling ODAC on 0207 383 0727 and asking for Claire.** ■

The Lip Service

A new story from *the Pavement's* resident satirist, starring a freelance accent named 'The Tone'. By *Chris Sampson*

"I shited and shited but couldn't be hard!"

"Well," I thought, "there's something you don't hear everyday..."

My name is The Tone. I had joined The Lip Service after escaping the lips of my previous owner, who was still rotting in a 19th Century gaol as far as I knew. The Lip Service would dispatch freelance accents like me to provide appropriate intonations to whosoever required them to be on their lips – or those of their unsuspecting underlings.

My first mission was one of the latter. I was then sent back to the 1980s, an era of high unemployment, where the only work available was to listen to blank C90 cassettes all the way through to make sure they really were blank, at the behest of a Thatcherite businessman who was paranoid that the manufacturer of the cheap tapes he imported into the UK had already been recorded on by what he termed "swarthy, swan-eating foreigners". This would have come as a surprise to the country they actually came from: Finland!

The accent on the lips of the man I was assigned to was a suitably dull monotone. For hour after

hour he sighed as he listened to nothingness. How many hours of mindless boredom? I lost count; no doubt he did, too. Then, one day, a voice appeared on one of the thousands of cassettes I'd been listening to. It was not a Finnish accent, so the Thatcherite's paranoia was unjustified. No, it was a British accent. And it said: "I shited and shited but couldn't be hard!"

I made a recording (not on crappy 1980s tapes but on a splendid 21st century digital device) and reported my findings to my Lip Service manager. He dispatched me on my next mission.

I soon found myself in the 1930s. The woman who had made the extraordinary statement was posh; she looked posh and dressed posh – 1935-style. The archetypal formidable 60-something battleaxe deployed by the upper crust between the wars. The shrill hectoring voice was part of her aristocratic armoury, frequently used to intimidate the lower orders into submission. Which was pretty much her job.

For Rupertitia Cavendish ran a refinement class named Overcoming Frightfulness, and was, I soon learned from Bert, a pupil who explained – as he slicked down his



© John Sheehy

Brylcreem'd hair – “Teaching us proles how to talk proper, like wot she duz.”

“Thereby overcoming the natural frightfulness of the working class, as the Toffs think of it?”

“Indubitably!” Bert replied, in as aristocratic a manner as he could manage.

“Hmm. Sounds a lot like plain old snobbery to me,” I said. This attracted the tutor’s attention.

“Chully?” Rupertitia emitted in her piercing tone. “Is that you? You’re late.”

I realised she meant me; I was on the lips of Bert’s fellow prole,

seemingly called ‘Chully’. Unless she meant... I deciphered her intonation: she’d meant to say Charlie.

“Erm, yes?” I ventured from Charlie’s lips.

“Ah! Good-oh!” she boomed. “Well, you’re here now. So, let’s hear you enunciate, shall we? The sentence on the blackboard?”

I followed her instruction: “Erm... I also shouted – or rather shited – but couldn’t be heard. I mean hard.”

“By Jove! I think he’s gort it!” Rupertitia boomed. “Now, Albert, you must follow Chully’s lead. Chop, chop!”

Bert did as he was bid; ‘shited’ but couldn’t be ‘hard’ to his teacher’s apparent satisfaction.

She went on to teach Bert how to politely explain that “that nice Mister Hitler”, as she called him, was merely “a little high-spirited”, and not the fascist lunatic that the post-WW2 world knows to be the case. But how had her voice been on a supposedly blank cassette tape 50 years in the future?

Such tapes had yet to be invented. So, someone with a digital device such as mine must surely have been here in 1935 and for some reason time-travelled to 1985 and played back Rupertitia’s remarks in front of a tape recorder.

Overcoming Frightfulness in pre-war London had been an eye-opening – indeed lip-smacking – experience, but I would have to report back in my own, 21st century, day.

I couldn’t resist a little dig before departing, however. “So, Rupertitia... Unusual name. Didn’t they shorten it to ‘Titty’ when you were younger?”

“Good Lord, no!” she snorted. “The very idea! No, my nickname was ‘Rupert Bare’.

“You mean Rupert the Bear? Like the comic book character?”

“No,” she insisted. “Rupert Bare... As in nude. I was an artist’s model, you see. He liked us to pose naked for him.”

“I bet he did! Dirty old... Hold on, ‘us’? There were other nude models?”

“Oh, yes. Four or five of us, I think. Over a year or so.”

“Hmm. So, what became of him, this so-called artist?”

“Oh, Pentonville, I think. Or was it Wormwood Scrubs? Parkhurst? Oh, one loses track after a while, doesn’t one? The man was a thorough nuisance, now I come to think of it. Possibly he was hanged.”

Hmm. Well, from what she said of him it seemed possible. I made my excuses, left Charlie’s lips to their own devices, bade Bert a fond farewell and was soon off to my time for a brief, erm, debrief, then to the future.

*

“Hi there! Fans of rasping flatulence and celebrities are in for a treat! Ever wished that your two favourite things could be brought together? Well, now they can, thanks to the New! Improved! Flatulence Visualizer™! Now, every time you or a loved one breaks wind, you’ll be treated to a holographic image of a fave celeb! Or maybe even the historical figure of your choice! Banish the embarrassment previous generations felt when letting rip, because you know that cutting the cheese can summon 3D visions of bewigged former US president Donald Trump, obnoxious actor James Corden, or

murderous Cambodian dictator Pol Pot! Let off a real sandwich-curler to see ex-boy band members! Or long-forgotten former shadow home secretaries! Or even personalise your Flatulence Visualizer™ to include vanity images of yourself! For just £399.99, the Flatulence Visualizer™ can be yours! Today...!”

“This slop is what they wanted me to read?!?”, I thought. “Welcome to the future!” Is this the only sort of voice work a time-travelling accent will be able to get in 2035? Advert voiceovers that even an AI would balk at? The Lip Service had other ideas, it seemed. The voice-overing for tacky commercials was merely a cover story. I’d been sent to the future to report on ‘Bunter Hunters’, or BH’s.

A previous government had, over a decade previously in the 2020s, initiated a seemingly ludicrous scheme to inject obese unemployed people with a corpulence ‘cure’, the better to get them back to work, take the burden of their implied gluttony off of the NHS and send UK taxpayers’ cash to the private company which manufactured the Flab Jab. But by 2035, it seemed that roaming gangs of Bunter Hunters had gone rogue, tracking down anyone who looked a bit chubby, injecting them randomly with the ‘remedy’ – regardless of the consequences – and bagging them

with converted windsocks.

“But what about Fat Cats?” I had wondered on arrival in 2035, on the lips of Billabong Smythe, a borderline chubby researcher at BHHQ.

“Oh, they’re fine,” I was assured by Chimpo Stockley, a BH section leader. “The rich are exempt from the Flab Jab. Their obesity indicates success.”

“Whereas prole flab equates with failure?”

“Exactly! Now you’re getting it...!”

But what, if anything, had this to do with a bizarre statement from a woman a hundred years previously? And why had her voice stopped off halfway between the two eras, to be captured on now-archaic recording equipment? Could Chimpo hold the key to the mystery? Or would it be dragged out until the next episode, so as not to ruin the Christmas and New Year festivities by disappointing anyone who hasn’t nodded off yet with an unsatisfactory ending?

Spoiler alert: could Nostril-Damus be significant to the resolution of the story? Or is he – or she – merely a red herring? Tune in next ish to find out (possibly).

*

Here’s wishing our readers a merry Christmas and a happy New Year. I hope Santa brings them a new home at last.

To be continued...

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

Updates: web@thepavement.org.uk
Compiled: December 2024

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

Are your details incorrect?

Please send changes to:
web@thepavement.org.uk

NIGHT SHELTERS

EDINBURGH: RAPID RE-ACCOMMODATION CENTRE [BETHANY]

Haymarket Hub Hotel, 7 Clifton Terrace,
Edinburgh, HQ12 5DR

07919 557 673

bethanychristiantrust.com/service/rapid-re-accommodation-welcome-centre

Open 24/7: October 2024 – April 2025

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

AH, F, FF, OL, OW

GLASGOW: HOMELESS PROJECT SCOTLAND OVERNIGHT WELCOME CENTRE

67 Glassford Street, Glasgow, G1 1UL

0800 999 2477

homelessprojectscotland.org/contact-us

Provides beds to people sleeping rough, a soup kitchen and foodbank. Beds are provided first-come-first-serve.

Emergency Phone Line Open 24/7 on
0800 999 2477.

AH, F, FF, OL, OW

DAY CENTRES

LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT
0141 552 0285; lhm-glasgow.org.uk
 Mon – Fri: 9:30 – 11:30am & 1:30 – 3pm
 Free Breakfast: 8 – 10am
 Free Lunch: 12noon – 1:30pm
 Narcotics Anonymous: Tue: 7pm;
 Thu: 6pm; Fri: 9:30pm; Sun: 6:30pm
 Offering classes in our Learning Centre,
 workshops, emotional support, benefits
 checks, filling out forms and signposting
 to relevant organisations. Check website
 or call in for info on other services.

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

GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW
0141 221 2630
glasgowcitymission.com
 Mon – Fri: 10am – 8pm (drop in);
 1 – 2pm (lunch); 6:30 – 8pm (dinner);
 10am – 4pm (various project workers)
 Numerous activities, services and
 classes for homeless people and those
 struggling with money.

AC, AH, FF, IT, SF

MARIE TRUST

29 Albion Street, Glasgow, G1 1LH
0141 286 0065; themarietrust.org
 Mon – Fri: 10am – 5pm
 Drop-in, no appointment necessary.
 We offer crisis intervention, IT access,
 training kitchen, creative workshops and
 food provision among other services.

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

NIDDRY ST WELLBEING CENTRE

25 Niddry St, Edinburgh, EH1 1LG
0131 523 1060
www.salvationarmy.org.uk/niddry-street-wellbeing-centre
 Mon – Fri: 9:45am – 1pm (drop-in)
 Mon: 10am (20min mindfulness group)
 Mon: 1pm (Women of Worth Group)
 Tue: 10am & Thu: 1pm (Here and Now)
 Thu: 2pm (Move, Breathe, Relax)
 Fri: 1:30pm (Movie Club)

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

C, LF, MH

STREETWORK CRISIS CENTRE (EDINBURGH SUPPORT HUB)

22 Holyrood Road, Edinburgh EH8 8AF
0808 178 2323;
www.simonscotland.org
 Mon – Fri: 8:45am – 8pm
 except Wednesdays: 10am – 8pm
 Sat – Sun: 9am – 5pm
 Supporting anyone in Edinburgh who
 does not have a safe place to sleep.

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

SIMON COMMUNITY ACCESS HUB

74-80 Brown Street, Glasgow, G2 8PD
0141 552 4164; simonscotland.org
0800 027 7466 (Glasgow helpline)
 Mon – Sun 9am – 5pm
 except Wednesdays: 10am – 5pm
 Drop in to get help with benefits, health,
 finances, legal advice, access to the
 digital world and more.

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

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

ACCOMMODATION

BLUE TRIANGLE

Various locations

0141 221 8365

www.bluetriangle.org.uk

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

AH, AD

CASTLECLIFF (CITY OF EDINBURGH COUNCIL)

25 Johnston Terrace, EH1 2NH

0131 225 1643

Monday – Sunday: 24 hours

Emergency direct-access hostel for single people or couples, who are homeless and over 16. Referral only via City of Edinburgh Council: 0131 529 7125 or 0800 032 5968 (emergency out of hours).

AH, BS, BE, CL, TS

CROSSREACH (CUNNINGHAM HOUSE)

205 Cowgate, Edinburgh EH1 1JH

0131 225 4795 (open 24/7)

crossreach.org.uk/our-locations/cunningham-house

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

TS

DUNEDIN HARBOUR

4 Parliament St, Edinburgh, EH6 6EB

0131 624 5800

tinyurl.com/vvx5fxtp

Accommodation and support for vulnerable individuals who are sleeping rough or at risk of sleeping rough. Couples and pets accepted.

Referral via Edinburgh City Council:

0131 529 7125 or 0800 032 5968

(emergency out of hours).

AH, AD, A, BA, CA, DW

ROCK TRUST YOUTH HOUSING

55 Albany Street, Edinburgh, EH1 3QY

rocktrust.org/youth-housing-hub

0345 222 1425

Mon – Thu: 9am – 5pm; Fri: 9am – 4pm

Wed: 9:30am – 12:30pm &

Fri: 9:30 – 11am (drop-in for advice)

Our aim is to end youth homelessness in Scotland by ensuring that every young person has access to expert youth specific services to assist them to avoid, survive and move on from homelessness.

AH, ET

SAFE IN SCOTLAND

Formerly the Destitution Night Shelter

www.safeinScotland.com/referrals

24/7 accommodation for destitute

asylum seekers. Please do not come directly to venue without referral.

Use website above to refer, or phone:

Govan Community Proj: 0800 310 0054

Scottish Refugee Council: 0808 1967 274

British Red Cross: 0344 871 11 11

AH, BS

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

www.simonscotland.org

Glasgow: **0800 027 7466** (open 24/7)
Edinburgh: **0808 178 2323** (open 24/7)
Accommodation and support services.
See STREETWORK and ACCESS HUB for
information about those services.

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

THE MUNGO FOUNDATION (DE PAUL HOUSE)

27 Cruden St, Govan, G51 3RP
0141 445 2800

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

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

AH, AD

FOOD

BALVICAR STREET

Balvicar St, Glasgow, G42 8QU
Thurs: 7pm – 9pm
Soup run every week.

FF

CARRUBBERS CHRISTIAN CENTRE

65 High St, Edinburgh EH1 1SR
0131 556 2626; www.carrubbers.org
Sundays: 9 – 10am
More Than A Meal: Free breakfast from
the café door.

FF

CADOGAN STREET

39 Cadogan House, Glasgow G2 7AB
(Directly opposite No.28, on corner)
07966 062 495

Thu: 8pm
Soup, sandwich and hot drinks.
Can direct to other services.

FF, OL

GLASGOW CITY MISSION

20 Crimea Street, Glasgow G2 8PW
0141 221 2630

glasgowcitymission.com

Mon – Fri: 10am – 8pm (drop in);
1 – 2pm (lunch); 6:30 – 8pm (dinner);
10am – 4pm (various project workers)
Numerous activities, services and
classes for homeless people and those
struggling with money.

AC, AH, FF, IT, SF

H4TH (HELP FOR THE HOMELESS)

07999 072 104

h4th.org.uk

Cadogan Street, Glasgow
Thursdays: 8 – 10pm
H4TH is a weekly outdoor soup kitchen
for free food and clothing.

FF, CL

HOMELESS PROJECT SCOTLAND

67 Glassford Street, Glasgow, G1 1UL
0800 999 2477 (emergency helpline)
homelessprojectscotland.org
Food distribution, hygiene packs,
advice all available. Based in Glasgow.
Emergency line: **0800 999 2477**

FF, OL

KEY

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D Drugs workers
DA Debt advice
DT Dentist

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

MISSIONARIES OF CHARITY (HOPETOUN CRESCENT)

18 Hopetoun Cres, Edinburgh EH7 4AY
0131 556 5444

Mon, Tue, Wed & Fri: 3:45 – 4:45pm
Sundays: 1:30 – 4:15pm

FF

QUEEN'S PARK GOVANHILL PARISH CHURCH

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

All year round:

Sun: 5pm (Club 170 – free takeout meal,
toiletries, clothing – all year round)

Thurs: 10:30am – 12noon (Food Bank)

And between September – June:

Tues: 12noon (Lunch Stop)

Thurs: 10am (Coffee Club)

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

SOCIAL BITE – ABERDEEN

516 Union St, Aberdeen, AB10 1TT
0131 353 0250; social-bite.co.uk

Mon – Fri: 8 – 9:30am (breakfast)

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

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

FF

SOCIAL BITE – EDINBURGH

131 Rose St, Edinburgh, EH2 3DT
0131 353 0250; social-bite.co.uk

Mon – Fri: 8 – 9:30am (breakfast rolls)

Mon – Fri: 4 – 4:45pm (evening scan)

Thu: 4 – 5pm (Mixed Social Supper)

FF

SOCIAL BITE – GLASGOW

10 Sauchiehall St, Glasgow, G2 3GF
0131 353 0250; social-bite.co.uk

Mon – Fri: 8 – 9:30am (breakfast)

Mon, Tue, Thu, Fri: 5 – 6pm (Afternoon
scan)

Wed: 4:45 – 5:45pm (Social Supper)

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

FF

STEPS TO HOPE

St Cuthberts, 5 Lothian Rd, EH1 2EP
07949 838 666 (Open 24/7)

www.stepstohope.co.uk

Monday Munchies: 6 – 8pm

Sunday Suppers: 4 – 7pm

Soup kitchen and other support.

FF

HEALTH

THE ACCESS PLACE

6 South Gray's Close, Edinburgh, EH1 1NA
edinburghaccesspractice.scot.nhs.uk

0131 529 5015

Mon – Fri: 9am – 1pm; 2pm – 5pm

Tuesday: opens at 10am

GP surgery specialising in the

complex needs of those experiencing

homelessness. Phone or visit website for
information on how to register.

MS

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

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

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



HUNTER STREET COMPLEX NEEDS

55 Hunter Street, Glasgow, G4 0UP
0141 553 2801 (call before visiting)
Mon – Fri: 9 – 5pm
Phone reception before visitng.
Specialist, highly personalised services for Homelessness, Alcohol and Drug Recovery, Mental Health and Justice Services in the Gallowgate area.
MH, A, DW, FC, MS, SH, SF

NHS INFORM - SCOTLAND

www.nhsinform.scot
Online health information service.
MS, MH

THE SANDYFORD INITIATIVE

2-6 Sandyford Place, Sauchiehall Street, Glasgow, G3 7NB
0141 211 8130;
www.sandyford.scot
Mon – Fri: 8:45am – 12:30pm & 1 – 4pm
Specialist sexual health services: counselling for male survivors of childhood sexual abuse.
Emergency contraception and rape/assault services.
Testing and counselling for men who have sex with men and for women involved in prostitution.
MH, AD, C, DW, FC, MS, NE, OL

MENTAL HEALTH

CAMPAIGN AGAINST LIVING MISERABLY (CALM)

0800 58 58 58; thecalzone.net
Open 5pm – midnight, 365 days a year
Calm is leading a movement against suicide. Call, email or chat on website.
MH

GAMH

Glasgow
0141 552 5592; www.gamh.org.uk
Mon – Thu: 9am – 5pm; Fri: 9am – 4:30pm
Emotional and practical support, information and advice for homeless people with mental health problems.
MH, AH, AD, C

HEALTH IN MIND

0131 225 8508; health-in-mind.org.uk
Monday – Friday: 9am – 5pm
A range of mental health and wellbeing services for people with housing and mental health support needs. You can self-refer or ask your GP for help.
MH, AH, AD, C, TS, AC, ET

HELP FOR DEPRESSION

tinyurl.com/2s4jfvu5
An online comprehensive explanation of the various approaches and treatments for depression.
MH

KEY

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

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

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

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

HEARING VOICES NETWORK

www.hearing-voices.org

A network for people who hear voices and see visions. For groups info email info@hearing-voices.org

MH, C

MIND (NATIONAL)

0300 123 3393 (Infoline)

www.mind.org.uk; info@mind.org.uk

Mon – Fri: 9am – 6pm

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

Support line: 0300 102 1234

Legal support: 0300 466 6463

Welfare benefits: 0300 222 5782

MH, AD, LA

PENUMBRA

57 Albion Rd, Edinburgh EH7 5QY

www.penumbra.org.uk

Mon – Fri: 9am – 5pm

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

MH, A, C, D, TS

SAMARITANS

116 123 (Helpline open 24hr, 365days)

www.samaritans.org/scotland

Whatever you're going through, free and confidential mental health support. You can take things at your own pace, they will listen carefully and talk things through on a confidential basis.

C, MH

SANE (NATIONAL)

www.sane.org.uk

support@sane.org.uk

SANEline: 0300 304 7000

Callback service: 0300 124 7900

Mon – Sun: 4 – 10pm (365 days a year)

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

C

SURVIVORS OF BEREAVEMENT BY SUICIDE (NATIONAL)

0300 111 5065

uksobs.org

Open every day: 9am – 7pm

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

AD

YOUNG MINDS (NATIONAL)

020 7089 5050

Text SHOUT to 85258 (24/7 support)

www.youngminds.org.uk

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

AD, MH, MS

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

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

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

FULL LIST
AVAILABLE ON
OUR WEBSITE



RECOVERY

THE ACCESS PLACE

6 South Gray's Close, Edinburgh, EH1 1NA
edinburghaccesspractice.scot.nhs.uk
0131 529 5015

Mon – Fri: 9am – 1pm; 2pm – 5pm

Tuesday: opens at 10am

GP surgery specialising in the complex needs of those experiencing homelessness. Phone or visit website for information on how to register.

MS

BETHANY CHRISTIAN TRUST

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

www.bethanychristiantrust.com

Supports individuals and families to help them tackle long-term homelessness problems including addictions, debt, lack of furniture, unemployment and social isolation. Welcome Centre and multiple other services across Scotland – call for information.

AH, A, CA, C, DW, FF, OW

COCAINE ANONYMOUS (SCOT)

0141 959 6363 (24/7);

www.cascotland.org.uk

Fellowship of people who help each other to stay off cocaine, crack and other drugs. Contact them to find your nearest meeting. It is patterned very closely after Alcoholics Anonymous.

C

CROSSREACH (RANKEILLOR INITIATIVE - EDINBURGH)

10 Palmerston Pl, Edinburgh, EH12 5AA
0131 225 4901

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

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

For those in the early stages of recovering from substance use, we can provide temporary accommodation in shared flats while you get back on your feet again.

AH, A, C, DW, BA, BS, CL, CA, ET

CROSSREACH MOVE ON (WHITEINCH - GLASGOW)

0/5, 13 Victoria Park Drive South, Whiteinch, Glasgow G14 9RN

0141 959 5069;

<https://bit.ly/2MKuxzU>

Mon – Fri: 8am – 10pm;

Sat & Sun: 9am – 5pm;

Phone first for referral/to arrange a visit.

Temporary furnished accommodation and support to adults in recovery from substance misuse, who have achieved a period of stability through residential or community rehabilitation.

MH, AH, A, C, DW, TS, SF

DRINKAWARE

0800 7 314 314 (Drinkline Scotland)

drinkaware.co.uk

Mon – Fri: 9am – 9pm;

Sat & Sun: 10am – 4pm

Free, confidential helpline for people worried about their alcohol intake or anyone concerned about them.

A, C, OL

Calling all... Authors!

An independent publisher, The Endless Bookcase, has a grant from the Arts Council to publish a series of up to five new authors who are homeless or have an experience of homelessness, under the new imprint, Unheard Voices.

Fiction, poetry or creative non-fiction is welcomed. No writing experience is necessary at this stage. Full support given with share of sales proceeds.

Interested?

Contact Jason Electricity (Series Advisor) on jasonelectricity@gmail.com OR
Neil Deuchar (Series Editor) at neildeuchar@theendlessbookcase.com



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Get
your
writing
published...

FRANK

0300 123 6600, www.talktofrank.com
82111 (text line)

24 hrs, 7 days a week (phone lines open)

Live online chat available daily 2 – 6pm

Honest drug advice for young people.

Find local drug treatment centres.

DW, OL

GLASGOW COUNCIL ON ALCOHOL

14 North Claremont St, Glasgow G3 7LE

0141 353 1800

www.glasgowcouncilonalcohol.org

0808 802 9000 (freephone helpline)

Mon – Thu: 9am – 9pm;

Fri & Sat: 9am – 5pm

GCA is an accredited counselling service and provides individual, free and confidential counselling for people experiencing alcohol-related difficulties and those affected by someone else's alcohol use. Group and 1-to-1 support.

A, C, OL, SF

HEALTH IN MIND

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

Monday – Friday: 9am – 5pm

A range of mental health and wellbeing services for people with housing and mental health support needs. You can self-refer or ask your GP for help.

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

NARCOTICS ANONYMOUS (NA)

0300 999 1212; ukna.org

Helpline open 10am – midnight.

Online meetings available.

D

NORTH EAST RECOVERY COMMUNITY – GLASGOW

20 Broad Street, Glasgow, G40 2QL

0141 554 5235

www.northeastrecoverycommunity-glasgow.co.uk

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

AC, MD, MH

SECOND CHANCE PROJECT

402 Sauchiehall St, Glasgow G2 3JD

0141 336 7272

secondchanceproject.co.uk

Mon – Fri: 9am – 5pm

Three-stage day treatment programme for people with drug and/or alcohol problems. Self-referral.

ET, DW, A, C

SMART RECOVERY

smartrecovery.org.uk/online-meetings

Zoom meetings listed on the website.

Use their call-back service between

9am – 5pm: request by email:

support@smartrecovery.org.uk

C, D

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

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

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

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

TURNING POINT SCOTLAND (ALCOHOL & DRUG CRISIS)

80 Tradeston Street, Glasgow, G5 8BG
0141 420 6969;
tinyurl.com/4y6e8yxe

Mon – Sun: 24 hours

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

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

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

TURNING POINT SCOTLAND (ALCOHOL & DRUG RECOVERY)

112 Commerce Street, Tradeston,
Glasgow G5 8DW
0141 948 0092

tinyurl.com/wzzuwmbz

Mon – Sun: 24 hours

Needle exchange & temp accommodation. 24 hour service for homeless people in crisis because of mental health, drugs or alcohol.

A 12-bed residential unit provides a safe environment to withdraw from a chaotic lifestyle. Average stay is 28–36 days.

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

TURNING POINT SCOTLAND (NORTH EAST RECOVERY HUB EDINBURGH)

5 Links Place, Leith, Edinburgh EH6 7EZ
0131 554 7516

tinyurl.com/jxykwdhb

Mon & Fri: 9:15am – 4:45pm

Tue & Tue: 9:15am – 7:45pm

Wed: 11am – 4:45pm

Drop-in open, but with limited service.

Drop-in to arrange further 1-to-1

support.

Needle Exchange Mon – Fri at the times stated above.

Range of addiction and recovery services open to men and women aged 16 and over who are aware they have a substance misuse problem and would like to start their recovery journey. Other services across Edinburgh available: call freephone number for information.

A, AC, C, D, LF, MS, NE, SH, SF

WE ARE WITH YOU (NE GLASGOW RECOVERY HUB)

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

0808 164 4261; bit.ly/3v1Cupl

Mon – Fri: 9am – 7pm

Sat & Sun: 10:30am – 2:30pm

(out-of-hours, call 0808 178 5901)

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

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

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



WE ARE WITH YOU (NW GLASGOW RECOVERY HUB)

The Quadrangle, 59 Ruchill Street,
Glasgow G20 9PX

0808 178 5901

tinyurl.com/mvrwwyk4

Mon – Fri: 8am – 8pm

Sat – Sun: 9:30am – 3:30pm

For your recovery from alcohol and drug use. Individual support and tailored interventions, incl outreach workers.

Call the helpline or email.

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

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

MH, AD, A, DW, OL, OW

HELP & ADVICE

APEX SCOTLAND

15 Calton Road, Edinburgh, EH8 8DL
0131 220 0130; apexscotland.org.uk

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

AH, BA, CA, ET, IT

CHANGE

0808 8010 515; changemh.org

Mon – Fri: 10am – 4pm

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

MH

GLASGOW WOMEN'S AID

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

glasgowwomensaid.org.uk

Mon – Fri: 9:30am – 4:30pm

Advice and support for women experiencing domestic violence and their children.

Domestic Abuse Helpline:

0800 027 1234 (24/7).

07401 288 595 (text or WhatsApp)

C

WELLBEING FOR YOUNG PEOPLE

171 Wilton Street, Glasgow G20 6DF

0141 945 3871

qcha.org.uk/qc-wellbeing/young-people

Mon – Sun: Open 24 hours

Support for homeless 16–25 year olds.

Referral via City Council: 0141 287

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

AH, AD, BA, C, ET

EX-FORCES

COMBAT STRESS (NATIONAL)

combatstress.org.uk

0800 138 1619

07537 173 683 (textline)

helpline@combatstress.org.uk

24 hr, 365 days helpline

Confidential advice and support to veterans and their families.

MH, AD, C, OL

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

ROYAL BRITISH LEGION

0808 802 8080

www.britishlegion.org.uk

Mon – Sun: 8am – 8pm

Delivers information, advice and support to members of the British armed forces, reservists, veterans and their families across the UK. Visit one of their centres, phone or use their online resources to find out more.

AH, AD, BA, CA, DA, ET, IT, OW, TS**SCOTTISH VETERANS RESIDENCES**

53 Canongate, Edinburgh EH8 8BS

0300 131 6755 (open 24hrs)

www.svronline.org

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

Online enquiry form on website.

AH**SSAFA FORCESLINE**0800 260 6780; www.ssafa.org.uk

Monday – Friday: 9am – 5pm

SSAFA helps combat homelessness among ex-Service personnel.

AH, C**VETERANS UK**

0808 1914 2 18

www.gov.uk/government/organisations/veterans-uk

Mon – Fri: 8am – 4pm

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

Email: veterans-uk@mod.gov.uk

AH, DA, BA**LGBTIQ+****EACH**

0808 1000 143 (helpline)

each.education/homophobic-transphobic-helpline

Helpline open Mon – Fri: 9am – 4:30pm

Helpline and support for young people affected by homophobic bullying.

If you have been a target of this bullying you can call our helpline, or email: info@each.education

AD, C, LA**EQUALITY NETWORK**www.equality-network.org

0131 467 6039

A leading national charity working for lesbian, gay, bisexual, transgender and intersex (LGBTI) equality and human rights in Scotland. Run events, 1-to-1 support and produce guidance.

C, OL**GALOP**www.galop.org.uk

0800 999 5428 (Domestic Abuse Help)

Mon – Thu: 09:30am – 8pm

Fri: 9:30am – 4:30pm

The LGBT+ anti-violence charity.

Offers support for LGBTQ+ people experiencing hate crime, sexual violence or transphobia. Online Galop chatbot available on website 24/7.

AH, AD, C, MS, LA

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



LGBT HELPLINE SCOTLAND

www.lgbthealth.org.uk
helpline@lgbthealth.org.uk
0800 464 7000 helpline open on:
Tue, Wed & Thu: 12noon – 9pm
Sun: 1 – 6pm
Working to improve the health, wellbeing and equality of lesbian, gay, bisexual, transgender (LGBT) people in Scotland.

C, MH, OL

STONEWALL SCOTLAND

www.stonewallscotland.org.uk
info@stonewall.org.uk
Help, information and support for LGBT communities and their allies.
At Stonewall, we stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. We imagine a world where all LGBTQ+ people are free to be ourselves and can live our lives to the full.

C, LA, OL

SWITCHBOARD LGBT+

0800 0119 100; switchboard.lgbt
Mon – Sun: 10am – 10pm (helpline)
For LGBT+ people who have experienced hate crime, sexual violence or domestic abuse. Supports people who have had problems with the police or have questions about the criminal justice system. Phone or email hello@switchboard.lgbt or message via the website. Bereavement help also.

LA, AD, MH

ASYLUM SEEKER & REFUGEE SUPPORT

CENTRAL & WEST INTEGRATION NETWORK

Garnethill Multicultural Centre
21 Rose Street, Glasgow, G3 6RE
www.cwin.org.uk
0141 573 0978
Based in the centre and west end of Glasgow that supports asylum seekers, refugees, migrant workers and black and minority ethnic people to access resources that improve their standard of living.

AD, FF, OL

GOVAN COMMUNITY PROJECT

31 Garmouth Street, Glasgow, G51 3PR
govancommunityproject.org.uk
0800 310 0054
Mon – Thu: 10am – 1pm
Advice, advocacy, food service and other support for refugees and people seeking asylum across Glasgow.

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

AD, FF, OL

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

POSITIVE ACTION IN HOUSING

98 West George St, Glasgow, G2 1PJ

0141 353 2220; www.paih.orghome@positiveactionh.org

Mon – Fri: 9:30am – 4pm

Housing advice drop-in

Mon & Tue: 10:30am – 1pm

Independent, multilingual homelessness and human rights charity dedicated to supporting people from asylum seeker, refugee and ethnic minority communities. Self-referral at: paih.knack.com/room-for-refugees#self-referral

*AH, FF***SAFE IN SCOTLAND**www.safeinscotland.com

24/7 accommodation for destitute asylum seekers.

For Referral, phone:

Scottish Refugee Council:

0808 1967 274;

Govan Community Project:

0800 310 0054;Or contact us using the website referral form: safeinscotland.com/referrals*AH, BS***SCOTTISH REFUGEE COUNCIL**www.scottishrefugeecouncil.org.uk**0808 1967 274**

Mon, Tue, Thu & Fri: 9am – 5pm

Wed: 2 – 5pm

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

*AD, BA, TS, OL***SHAKTI WOMEN'S AID**

57 Albion Road, Edinburgh, EH7 5QY

0131 475 2399; shaktiedinburgh.co.uk**0800 027 1234** (24h Domestic Abuse help)

Mon & Wed – Fri: 9:30am – 4pm

Tue: 1 – 4pm

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

*AD, OL, SF***THE WELCOMING**

20/1 Westfield Avenue, Edinburgh,

EG11 2TT

thewelcoming.org; **0131 346 8577**

Mon – Fri: 9am – 2pm (drop-in hours)

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

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

AD

FC Foot care
IT Internet access
L Laundry
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TS Tenancy support

FULL LIST
AVAILABLE ON
OUR WEBSITE



ART & CREATIVITY

GIVIN' IT LALDIE

1 Errol Gardens, Glasgow, G5 0RA

givinitlaldie.org.uk

givin.it.laldie@gmail.com

0141 280 0053

Phone open Tue – Thu: 9am – 5pm

Our music sessions are FREE & open to everyone – no auditions, no experience and no ability to read music required!

We use music to build and strengthen our community, to connect people and to lift lives and improve wellbeing – why not come along and have a go?

MD

GOVANHILL BATHS

126 Calder St, Glasgow, G42 7QP

govanhillbaths.com

0141 433 2999

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

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

MD

LODGING HOUSE MISSION

35 East Campbell St, Glasgow G1 5DT

0141 552 0285

lhm-glasgow.org.uk

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

AC, MD, MH

PLATFORM – EASTERHOUSE

The Bridge, 1000 Westerhouse Road

Easterhouse, Glasgow, G34 9JW

www.platform-online.co.uk/whats-on

Platform is the arts centre at the heart of The Bridge community space in Easterhouse, offering a year-round programme of Pay-What-You-Like arts, craft and music classes. Check website for details about this month's activities.

AC, MD

TURN THE TABLES – DJ SCHOOL

35 East Campbell St, Glasgow G1 5DT

www.turnthetables.co.uk

We support those who have experienced homelessness by delivering DJ workshops. Self referral form available on website:

www.turnthetables.co.uk/workshops-lessons

MD