

Women & Asylum Seeker Housing Project Advice

Sign Posting Folder

Contents

1. **ADVICE**

Asylum Help (Migrant Help)
British Red Cross, Refugee Support, Glasgow
Citizen Advice Bureaux
Destitute Asylum Seeker Services (DASS)
Ethnic Minorities Law Centre (EMLC)
Home Start
Just Right Scotland
Positive Action In Housing (PAIH)
Scottish Refugee Council (SRC)
The Unity Centre

2. **HEALTH**

Breathing Space
Citizen Advice Bureaux
ENABLE Direct Scotland
Freedom From Torture, Glasgow
Glasgow Association for Mental Health – GAMH
Life Link
MINOR INJURIES VICTORIA HOSPITAL
NHS (National Health Service)
Reach Community Health Centre
SRC - See Advice

3. **INTEGRATION NETWORKS**

Citizen Advice Bureaux
Scottish Refugee Council
 Asylum Help (Migrant help)
 Positive Action in Housing
 British Red Cross Glasgow, Refugee Support
 The Unity Centre
 The Ethnic Minorities Law Centre (EMLC)

TARA - See Women Services
Amina - See Women Services
Hate Crime (3rd Party Reporting) - See Safety

4. LEARNING AND EDUCATION

Amina MWRC
Cycling Extravaganza
Wheel Being – Women’s Cycling Group
Bike for Good
Glasgow Learning
Destitution Grants
Sewing – Saheliya, The Den,
Saheliya – See Women Services
Women’s Library – See Women Services
ESOL – Colleges, Libraries, Community Centres

5. OTHER SERVICES/INFORMATION

Maslow's Community Shop
Govan Community Project
Men’s Group
Frederick Ozanan Centre
Jericho Project
Prison Visits
Youth Development
Castle Milk Community Church Furniture Project Referral
Information
YWCA Glasgow Centre

6. PRACTICAL SUPPORT

Food Bank
Hot Free Food In Glasgow
Maps

7. SAFETY

Strathclyde Police
Social Work Department
Hate Crime (3rd Party Reporting)

8. WOMEN SERVICES

Tara Project

Saheliya

Govan Community Project Women

Unity Sister

Amina MWRC

Glasgow Women's Library

Ruby Project

Maryhill Integration Network

Interfaith Scotland

YWCA Scotland

Mental Health Network Greater Glasgow

Glasgow East Women's Aid

Kingsway Wellbeing Centre

Women's Aid Glasgow

Hermat Gryfee Women's Project

Glasgow Social Work Department Locations

Women Waverly Care

Home Start Glasgow

1. Advice

Contents:

1. Asylum Help (Migrant Help)
2. British Red Cross, Refugee Support, Glasgow
3. Citizen Advice Bureaux
4. Destitute Asylum Seeker Services (DASS)
5. Ethnic Minorities Law Centre (EMLC)
6. Home Start
7. Just Right Scotland
8. Positive Action In Housing (PAIH)
9. Scottish Refugee Council (SRC)
10. The Unity Centre

1. Asylum Help (Migrant Help)

Type of Work

(MIGRANT HELP SUPPORTS ALL IMMIGRANTS IN THE UK)

ASYLUM HELP

Migrant Help has recently been awarded the AIRE (Advice, Issue Reporting and Eligibility) contract to support asylum seekers in the UK. This contract will enable us to expand our existing work in assisting people seeking asylum in the country to navigate the asylum process.

Asylum Help provides confidential and impartial advice and guidance to adult Asylum Seekers and their dependants throughout the UK in a language they understand. Our Asylum Advice UK service offers information and advice about the asylum process in the UK. Our Asylum Advice UK teams, located across the UK, are here to help you.

They can advise on issues such as:

- How to claim asylum
- Financial support
- Finding legal representation
- The asylum process
- Accessing health care
- Accommodation support
- Any other asylum issues

Contact

Website: <http://asylumhelpuk.org>

Opening times:

Monday – Friday: 08:30 - 19:00

Phone numbers:

- | | |
|------------------------------------|---------------|
| • English (and any other language) | 0808 8000 630 |
| • Shqip Albanian | 0808 8000 620 |
| • አማርኛ Amharic | 0808 8000 622 |
| • العربية Arabic | 0808 8000 624 |
| • বাংলা Bengali | 0808 8000 626 |
| • 中文普通话 Chinese Mandarin | 0808 8000 628 |
| • فارسی Farsi | 0808 8000 632 |
| • Français French | 0808 8000 634 |
| • پنجابی Punjabi | 0808 8000 636 |
| • پښتو Pushto | 0808 8000 638 |
| • Soomaali Somali | 0808 8000 640 |
| • தமிழ் Tamil | 0808 8000 642 |

• ትግርኛ Tigrinya	0808 8000 644
• اردو Urdu	0808 8000 646
• Tiếng Việt Vietnamese	0808 8000 648

The new service has been rolled out since September.

Issue Reporting is a new aspect of the new service, which will be implemented from 1 May and cover the following areas.

- Maintenance issues – to report problems with asylum accommodation. Migrant Help will liaise with the accommodation provider to address these.
- Request for assistance – if there is a risk to the service user or their family's health and wellbeing. This can be to report suspected child neglect, domestic violence, sexual harassment or exploitation, anti-social behaviour, destitution or homelessness, or suspected extremism or radicalisation (not an inclusive list).
- Asylum payment issues – in case payment card is lost or stolen, forgotten PIN number, incorrect payment received, or non-payment. Migrant Help will liaise with the payment provider on the client's behalf.
- Complaints – for complaints regarding services provided by Migrant Help, the accommodation providers, the asylum support payments provider or the Home Office.
- Feedback – to continuously improve the support available throughout the asylum claim journey. To tell us about the client's experience of services delivered by Migrant Help, the accommodation providers, the asylum support payments provider or the Home Office. We will pass the comments onto the appropriate organisation.

2. British Red Cross, Refugee Support, Glasgow

Type of work

The Red Cross has a long tradition of providing practical and emotional support to vulnerable refugees and asylum seekers in the UK. As a leading humanitarian organisation, we often need to respond quickly and effectively to crises. For example, we can support large-scale arrivals or give emergency provisions to those facing severe hardship.

Telephone: 0141 331 4170

Website: <http://www.redcross.org.uk/Where-we-work/In-the-UK/Scotland/West-Scotland/LocalServices/Refugee-support?dpid=6fcb9c0c-644d-4baa-b801-24071062c95e>

The Address:

Cambridge House
8 Cambridge Street
3rd Floor
Glasgow
G2 3DZ

Opening time:

Monday
9:30 AM - 1:00 PM
2:00 PM - 4:30 PM

Tuesday
9:30 AM - 1:00 PM
2:00 PM - 4:30 PM

Wednesday
OPEN BUT closed to clients

Thursday
9:30 AM - 1:00 PM
2:00 PM - 4:30 PM

Friday
9:30 AM - 1:00 PM
2:00 PM - 4:30 PM

Saturday and Sunday
Closed

Services

Orientation

We provide short-term support to help vulnerable and newly arrived refugees adapt to life in a new country. Since many of our trained volunteers are refugees themselves, they speak a wide range of languages and can offer valuable support and advice. Wherever possible, all our information materials are translated into the main refugee languages.

Destitution

In recent years, there has been a rapid increase in the number of asylum seekers facing destitution. From new arrivals to refused asylum seekers, thousands each year find themselves cut off from welfare benefits and entirely dependent on the Red Cross. In such cases, we can provide short-term emergency support and expert advice on accessing whatever limited resources are available to them.

Support for young people and refugee women

We work with young asylum seekers and refugees, aged 15 up to 25 years.

Female refugees overwhelmingly come from countries where their rights have been severely restricted, and often lack the language skills and self-confidence to cope independently in an unfamiliar new environment. The Red Cross' Women in Crisis Projects provide one-to-one social and emotional support, helping clients to access their basic rights and rebuild their lives.

Family reunion and resettlement

Sometimes refugees flee persecution in their own country only to find that the country in which they seek asylum cannot offer protection or basic human rights. In such cases, resettlement to a third country is often the only safe option. The Red Cross plays a specific role in bringing around the reunion of families who have been separated around the world, and who have been allowed by the Home Office to join their families in the UK.

Travel assistance

In some cases, we can help pay travel costs for refugees whose families live overseas and have been granted a visa to come to the UK. To find out if you are eligible for our family reunion travel assistance scheme, please contact your local refugee support co-ordinator.

3. Citizen Advice Bureaux (CAB)

Type of Work

Citizens Advice Bureaux are local, independent charities that provide free and confidential advice and information whoever you are and whatever your problem.

Contact

Website

General Website: <http://www.citizensadvice.org.uk/>

Advice/self-help Website: <http://www.adviceguide.org.uk/scotland.htm>

Phone number: Citizens Advice Direct on **0808 800 9060**.

Opening times:

Depending on local Bureaux

Find your local Bureaux: <http://www.cas.org.uk/bureaux>

Citizens Advice

Brunswick House 51 Wilson Street, Glasgow · 0808 800 9060

Open 9:00 AM - 8:00 PM

Glasgow Central Citizens' Advice Bureau

1 Yelp review

201 North Street, Glasgow · 0141 552 5556

Open 9:00 AM - 5:00 PM

Glasgow - Parkhead Citizens Advice Bureau

1361-1363 Gallowgate, Glasgow · 0141 554 0004

Maryhill and Possilpark Citizens Advice Bureau

1 Yelp Review

25 Avenuepark Street, Glasgow

0141 948 0204

4. Destitute Asylum Seeker Services (DASS)

Type of Work

DASS assists Asylum Seekers who are known as ARE (Appeal Rights Exhausted) to find a route out of destitution and resolve their situation.

Contact:

Scottish Refugee Council
Telephone Advice Service-: 0141 223 7979

What support can I get from this service?

- A holistic assessment of your needs including legal, health, education, social connections and volunteering
- Information and advice about rights and entitlements
- Information on the support options available to you
- Support with collecting destitution evidence for Section 4 applications
- Support with applying for Section 4 support and responding to Home Office correspondence
- Access to Refugee Survival Trust destitution and travel grants

Our face-to-face **services** are provided by **appointment only**. Details of our opening hours are below.

- Monday 9am - 5pm
- Tuesday 9am - 5pm
- Wednesday 1pm – 5pm (closed morning)
- Thursday 9am - 5pm
- Friday 9am - 5pm

5. Ethnic Minorities Law Centre (EMLC)

Type of work

Provides **free legal advice and representation** to individuals from Scotland's Black and Minority Ethnic (BME) communities, as well as **training and second-tier advice** to Citizens Advice Bureau and other advice agencies across the country, and focuses on providing **lingual and culturally sensitive service**.

Contacts:

Telephone - 0141 204 2888

Email - admin@emlc.org.uk

Fax - 0141 204 2006

Address

The Ethnic Minorities Law Centre

2nd Floor

41 St Vincent Place

Glasgow.

Advice Line Details

Monday-: 3:30pm - 4:30pm

Wednesday-: 10:00am - 11:00am

Friday-: 10:00am - 11:00am

Opening times:

Monday to Friday-: 9am - 5pm

Saturday-: CLOSED

Services

Legal advice and representation is provided by a team of experienced practitioners based in our offices in central Glasgow and the Haymarket area of Edinburgh. Advice and information is available through this website, by email enquiries and through our dedicated telephone advice line.



6. Home Start

Type of Work

An introduction to Home-Start Glasgow South

Home-Start Glasgow South is a leading family support charity striving to give young children the best possible start in life. We work with families to help them overcome issues including isolation, mental health difficulties, bereavement, family breakdown, addiction, physical ill-health and many others.

We've been supporting local families across the south of Glasgow for 17 years and have grown to become the largest Home-Start in Scotland and one of the largest in the UK.

We exist to improve the lives of parents and their children

Our goal is to help families, it's as simple as that, and we employ a wide array of support mechanisms to enable us to address individual needs. At the heart of our service is a dedicated network of Home-Start Glasgow South volunteers. They are the lifeblood of our organisation, providing vital practical and emotional weekly support to families in their own homes; while for families in more acute need we can also provide intensive family support through our dedicated Family Support Worker.

Alongside our amazing volunteers we also run support groups and courses, provide English tuition and throughout the year facilitate family outings which enable families to share experiences that may otherwise not be possible. We are continually reviewing and adapting our service to meet changing needs, and everything we do is designed to help parents to overcome hardship and enjoy happier, healthier families.

Our core activities include:

- Family Support Groups
- Home-Visiting Volunteers
- Intensive Family Support

- English Tuition
- STEPS and Triple P Courses
- Family Trips and Events

Address:***Home-Start Glasgow North***

Janitor's House
35 Avenue park Street
Maryhill
Glasgow
Lanarkshire
G20 8TS

Telephone:

0141 948 0441

Email:

info@homestartglasgownorth.org.uk

Website:

www.homestartglasgownorth.org.uk

Address:***Home-Start Glasgow South***

Pollokshaws Burgh Hall
2025 Pollokshaws Road
Glasgow
Lanarkshire
G42 1NE

Fax:

01415706595

Telephone:

0141 5708735

Email:

theteam@homestartglasgowsouth.org.uk

Website:

<http://www.homestartglasgowsouth.org.uk>



7. Just Right Scotland

Type of Work

Just Right Scotland operates three centres for legal excellence: the [Scottish Refugee & Migrant Centre](#), the [Scottish Women's Rights Centre](#) and the [Scottish Anti-Trafficking & Exploitation Centre](#). We also host a think tank hub called Just Right for All.

Our commitment to working with survivors of [trafficking and exploitation](#) is a common theme running through all of our work at Just Right Scotland. Each member of our team is experienced in working with adults and children who have been trafficked and/or exploited. Our Director, [Kirsty Thomson](#), leads on this work and she harnesses her expertise to provide legal and policy input both nationally and internationally. Read more about our collaborations and work in this area [here](#).

Contact

Suite145
Central Chambers
11 Bothwell Street
Glasgow
G2 6LY
[Tel: 0141 406 5350](tel:01414065350)

Our Values

Our key strategic values are:

Collaboration

- Collaborative working to ensure best outcomes for individuals and maximum impact for civil society.

Social Justice

- A fairer Scotland with reduced inequality.

Inclusion

Equality in Access to Justice.

- Realisation of human rights.
- Inclusion of all in the delivery of services in a manner that is just and respectful.

Empowerment

- Legal service provision is at its most effective when complemented by other tools such as targeted policy, research and public legal education.
- The effectiveness of legal service provision is maximised when those affected input to its delivery at all levels.
- How we provide our services is just as important as our outcomes.

8. Positive Action in Housing (PAIH)

Corona Virus Update – 4 April 2020

Help & Resources During Covid 19 for BME, Refugee, Asylum Seeking & Migrant Communities

Self Referral form Online

<https://www.paih.org/get-help/>

Fill in this form if you are facing hardship due to Covid-19. Or tell us about someone else who is vulnerable and needs help. All the information you provide will be kept strictly confidential.

We can help with food or hygiene packs, phone top ups, pre-paid fuel cards, casework assistance for those affected by homelessness, job cuts/benefit delays, domestic violence or racial harassment, and more. We can also provide a supportive, listening ear for those who need emotional support or are feeling isolated.

Just answer a few short questions and we'll get in touch with you as soon as possible.

Type of work

At Positive Action in Housing, we offer free, independent and multilingual advice, information and casework to members of the public.

We offer advice, information and support to people from new migrant, refugee and minority ethnic communities. We run a free, confidential and impartial casework service for those facing poverty, homelessness, racism or poor housing. We run a Hardship Fund and provide emergency shelter and practical resources for destitute asylum seekers and their families.

Contact

Services

- **General Casework** service deals with anything from homelessness to housing problems.
- The **Lifeline project** accepts referrals of destitute asylum seekers who require food, shelter, practical support and access to legal and housing options.
- The **New Migrants Action Project** provides advice and support on housing, employment and general money issues to recent migrants from EU countries.
- The **Money Skills Project** provides free advice and practical tools to help service users maximise their disposable income and lift themselves out of poverty and debt.
- **Target Group:** General public, especially those whose first language is not English, and who may have problems accessing mainstream services.
- **Languages:** In 2011, we dealt with over 70 different languages. We have bilingual workers who speak Arabic, Bengali, Cantonese, Farsi, French, Hakka, Hindi, Kurdish, Lingala, Polish, Punjabi, Romanian, Russian, Swahili, Turkish and Urdu. For other languages, we offer interpreters by appointments.

- **Drop Ins and Outreach:**

9. Scottish Refugee Council (SRC)

Type of work

Scottish Refugee Council works with refugees and asylum seekers across Scotland from our [Central Glasgow headquarters](#)

Contact

Telephone: 0141 248 9799

Fax: 0141 243 2499

Email: info@scottishrefugeecouncil.org.uk

Website: <http://www.scottishrefugeecouncil.org.uk>

Address: Scottish Refugee Council
Portland House
17 Renfield Street, Glasgow
G2 5AH

Opening times:

Appointments: During office hours (10-5pm weekdays) call on **0141 248 9799** to make an appointment.

Services:

Refugee Integration Service

Our team of caseworkers in the [Refugee Integration Service](#) works with new refugees and family members of refugees reunited in Scotland to assist them in integrating into the country. Advice and advocacy is offered for a one-year period enabling people granted Leave to Remain to learn about and access their rights and entitlements.

Our advisers provide expertise in [housing](#), [welfare rights](#), [employability](#) and encourage people to [actively participate in their communities](#) and wider society.

Family Key Work Service

Our pilot [Family Key Work Service](#) offers specialised advice and support to asylum seeking families with children from 0-8 years to help them navigate the asylum system. Our Key Workers offer support and advice for the families

going through the asylum process as well as information on housing and medical care. The service does not offer legal advice.

Scottish Guardianship Service

The [**Scottish Guardianship Service**](#), delivered in partnership between Aberlour Child Care Trust and Scottish Refugee Council, helps unaccompanied young people going through the asylum system. The guardians act as independent advocates and assist young people throughout the complex and often confusing asylum process. They ensure children have access to the help they need to make informed decisions about their future.

Third Country National Family Integration Service

The [**Third Country National Family Integration Service**](#) will support the families of refugees through the challenges of rebuilding their lives after the complex process of family reunion. It will help support and orientate people when they first arrive in the UK to join their families, as well as providing practical help, such as ensuring they have access to English, IT and Life Skills classes. This pilot project will aim to address social isolation, and help provide people with opportunities to become active members of their communities and meet other families. Funding has been granted by the European Integration Fund (EIF) until 30 June 2015.

Community Engagement

We work with refugees wishing to set up their [**own representative organisations**](#) or receive communities providing services to support asylum seekers and refugees or promoting integration locally.

We work alongside local development workers and other capacity building agencies to achieve this. We also work to influence [**policy and strategy**](#) in this area alongside other partners such as the Scottish Refugee Policy Forum and [**Refugee Women's Strategy Group**](#).

10. The Unity Centre

Type of work

Need to know more about the asylum process you're in? Having trouble with your NASS support? No matter what stage you're at, The Unity Centre has information, support, friendly volunteers that are on your side.

Contact

Telephone: 0141 427 7992 **Fax:** 0141 427 1959

Email Address: info@unitycentreglasgow.org

Website: <http://unitycentreglasgow.org/>

The address: 22 Ibrox Street
Glasgow
G51 1AQ

Opening times: 10.00am – 5:00pm Monday – Friday

Services

Unity Centre office

Provide case support to the people at all stages of their asylum claim.

Signing book

Drop in to sign the Unity register before you go to report at the Home Office on Brand Street. Sign back out when you're done reporting, so we know you're safe and haven't been detained.

Unity Sisters and Glasgow Men's Solidarity Group

- Peer support groups have been set up in the last year. Sessions are run by the participants, so you are encouraged to bring your own ideas and energy. We work on peer support: supporting each other and talking with people who have been or are experiencing the same things, as well as thinking of practical action to take, advice on dealing with the system, and ways we can support each other. Unity Sisters welcomes all women affected by the asylum

system. The group meets on Wednesdays, 10- 12.30 at 136 Nelson Street, G5. The Men's Group meets on Monday evenings 6.00-8.00pm at Garnethill Multicultural Centre in the City Centre, **28 Rose Street, Glasgow G3 6RE**
Phone: 0141 333 0730.

2. Health Services

Contents

1. Breathing Space
2. Citizen Advice Bureaux
3. ENABLE Direct Scotland
4. Freedom From Torture, Glasgow
5. Glasgow Association for Mental Health – GAMH
6. NHS (National Health Service)
7. Life Link
8. Reach Community Health Centre
9. MINOR INJURIES VICTORIA HOSPITAL
10. SRC - See Advice Section

1. Breathing Space

Type of Work

Breathing Space is a helpline run by experienced advisors who will listen and offer information and advice around mental health issues.

Breathing Space aims to provide:

- An alternative and easily accessible 'first stop' service
- Assistance at an early stage in order to stop problems escalating
- Empathy, understanding and advice through active listening
- Hope when none exists
- Direction for those who do not know where to seek help

So don't let problems get out of hand, phone Breathing Space, where experienced advisors will listen and offer information and advice.

Contact

Helpline number: 0800 838587

Opening hours:

Weekdays: Monday-Thursday 6pm-2am

Weekend: Friday 6pm - Monday 6am

2. Citizen Advice Bureaux

Type of Work

Citizens Advice Bureaux are local, independent charities that provide free and confidential advice and information whoever you are and whatever your problem.

Contact

Website

General Website: <http://www.citizensadvice.org.uk/>

Advice/self-help Website:

<http://www.adviceguide.org.uk/scotland.htm>

Phone number: [Citizens Advice Direct](tel:08088009060) on 0808 800 9060.

Opening times:

Depending on local Bureaux

Find your local Bureaux: <http://www.cas.org.uk/bureaux>



Patient Advice & Support Service

Free, confidential, & independent advice & support for patients of the NHS in Scotland

We are here to ensure you feel listened to, supported, and respected when raising concerns about difficult experiences. We work with the NHS to use your feedback to improve the services the NHS provide.

The Patient Advice and Support Service (PASS) is delivered by the Citizens Advice Bureaux (CAB) service. It is an independent service here to help you. Anyone who uses the NHS in Scotland can be provided with free and confidential information, advice and support.

Know your rights and responsibilities

Let us help you familiarise yourself with your rights and responsibilities as a patient.

- Access
- Communication and participation
- Confidentiality
- Respect
- Safety
- Feedback and complaints

How we can help you

Do you want to raise concerns about your NHS treatment? Do you have comments or feedback that could benefit others with their NHS treatment? We can help you do exactly that.

-The Patient Advice and Support Service can

-What are you looking for from the NHS?

3. ENABLE Direct Scotland

We are a Scottish charity, working for an equal society for every person who has a learning disability.

We were [founded in 1954](#) by five sets of parents of children who had a learning disability. They believed that their children had the same rights as everyone else. This is still what we believe and fight for today.

As the largest [member-led](#) learning disability charity in Scotland, our members are the voice of our organisation. We listen to them and act on the issues they think are most important.

Every day we:

- [Campaign](#) to end discrimination and break down the barriers that prevent people who have a learning disability from living as equal members of society.
- [Raise funds](#) to support families who have nowhere else to turn, and create more opportunities for people who have a learning disability to make connections and be active in their communities.
- Provide [personalised support](#) that enables people who have a learning disability to [find work](#), develop their skills and live the life they choose.

Whether you, a family member or someone you care for has a learning disability, we're here for you.

We're here to listen. We're here to support. We're here to help you speak up and be heard – wherever you are in Scotland.

Central Office

INSPIRE House,

3 Renshaw Place

EuroCentral, North Lanarkshire

ML1 4UF

Fax: 0844 854 9748

- enabledirect@enable.org.uk

- [01698 737 000](tel:01698737000)

Monday - Friday: 9:00 - 17:00

4. Freedom From Torture, Glasgow

Type of Work:

Freedom from Torture provides support to adult, young people and children who have survived torture and organised violence. The organization refers to the survivors it helps as its clients. The vast majority of Freedom from Torture clients are asylum seekers or refugees who have secured their status in the UK.

Contact Information

Websites: www.freedomfromtorture.org

Email: Scotland@freedomfromtorture.org

Tel: 01414203161

Fax: 01414296578

Address:

Room 27

Adelphi Centre

12 Commercial Road

Glasgow, G5 0PQS

Services:

- Holistic assessments, initially over 3 to 5 appointments to help survivor's identify their needs and access appropriate support
 - A counselling and psychotherapy services for individual survivors age 18 and over
 - A systematic family therapy service, offering ongoing psychotherapy to children, young people and adult who identify themselves as a family
 - A programme of group therapy for survivors of torture
-
- A medical-legal Report (MLR) writing service. This service offers forensic report, psychiatric reports and psychological reports

Referrals Information:

Who can be referred to Freedom from Torture Scotland?

We accept referrals to our counselling and psychotherapy services on behalf of survivors of torture and organized violence living in Scotland who are aged 18 and over. We also accept referrals of children and families. We consider referrals from people who are affected by their experience of torture and as a result, are psychologically and physically vulnerable.

Due to the high volume to referrals and our limited capacity we are unable to offer appointments to every person referred. We prioritise working with survivors who have additional unmet complex needs and would have difficulty accessing other appropriate services, and are not successfully engaged elsewhere. We accept referrals to our MLR services for both adult and young people under the age of 18.

How do I refer to Freedom from Torture Scotland?

Referrals for any of our counselling and psychotherapy services can be using our referral form. To refer for an MLR, lawyers must write direct to the MLR Team at Freedom from Torture in London.

5. Glasgow Association for Mental Health – GAMH

Type of work:

Glasgow Association for Mental Health- GAMH pursues aims which are primary concerned with the health, social, welfare, and the attainment of social justice , for people with mental health problems and their careers , who live in the Glasgow area .

Main Activities:

Support
Advice
Counselling
Home support
Housing related services
Befriending

Contact

Phone: 01415525592

Fax: 01415526625

Email: info@gamh.org.uk

Website: www.gamh.org.uk

Address: St Andrew's by the Green 33 Turnbull Street Glasgow G1 5PR

Services

Service centres:

Service Centres are located in the North West, North East and South of the city and offer an integrated and locally networked social care service to people experiencing, or recovering from, mental ill health and related issues and their carers.

These include:

- home support
- day activities
- carers support groups
- building skills groups
- volunteer befriending scheme
- housing support service which offers support to individuals to sustain their tenancies
- specialist homeless support workers offer an intensive service to those experiencing homeless or the threatening of homeless

Support can be provided on an individual or group basis. We offer a range of opportunities which involve people actively taking part in a range of collective activities across the city which help people build skills and capabilities such as: Walking with Friends, Branching Out, Building Skills, Woman's Recovery Program, History Project, Food for Recovery.

Collective Opportunities:

Food for Recovery

GAMH community Garden – Roots to Recovery

Walking with Friends

GAMH Financial Inclusion Development Project

The GAMH financial inclusion development project which has been funded since 2007 has tested approaches and developed good practice to improve access to money advice services and raise awareness of the experiences of financial exclusion faced by mental health service users.

Other service information available on their website

Referral Information

For Further information on how to refer to GAMH services, please see our leaflet which outlines our referral procedure.

6. NHS (National Health Service)

Find your local surgery on NHS 24 Scotland

You can find local Pharmacies, Dentist, and GP Surgeries, hospitals, travel clinics and sexual health clinics.

Go to <http://www.nhs24.com/findlocal/>

If searching for your nearest GP Practice, telephone or call in person to make an enquiry to find out whether the GP Practice can accept you as a patient.

NHS 24 helpline

111 is the new freeway to phone the NHS 24 helpline from landlines and mobiles. The helpline is open 24 hours a day, 7 days a week.

When to phone

You should only phone the NHS 24 helpline:

- If you or someone you know is unwell
- When your doctor's surgery is closed and you feel it can't wait until it re-opens.
- If you 're well, but have a question about your health or local NHS services, please contact NHS inform (external website)

General health information: if you are looking for general health information rather than advice on symptoms, the please visit

<http://www.nhs24.com/selfhelpguide/> or NHS inform (e external website)

7. Life Link

Types of work: Life link offers a range of stress services for adults and young people in communities and schools across Glasgow City and with our partners and networks.

Lifelink is a charity registered in Scotland.

Registered office:

Suite 4, Melisa House, 3 Brand Place, Glasgow, Scotland, G51 1DR

Website: <https://lifelink.org.uk/>

[Email :info@lifelink.org.uk](mailto:info@lifelink.org.uk)

Phone: 0141 552 4434

Referral Information:

To make a referral to a Lifelink service, please complete the referral form. Alternatively download the referral form on the Web site or make a referral online yourself or by somebody else.

Lifelink works in collaboration with the following:

<https://www.bacp.co.uk/>

<http://www.counselling-direct`ory.org.uk/>

<http://www.glasgowcpp.org.uk/>

<https://www.oscr.org.uk/>

<https://lifelink.org.uk/>

<http://www.gov.scot/>

<http://www.glasgow.gov.uk/>

<http://www.cosca.org.uk/>

<http://onescotland.org/equality-themes/5050-by-2020/>

<https://www.glasgowlivingwage.co.uk/>

<http://www.nhsggc.org.uk/>

<http://scottishlivingwage.org/>

Where Lifelink Works

Gorbals Health Centre

45 Pine Place
G5 0BQ

Possilpark Health and Care Centre

Address:
99 Saracen Street
G22 5AP

Springburn Health Centre

200 Springburn Way
G21 1TR

Garrioch Office

Maryhill Housing Association
45 Garrioch Road
GLASGOW, G20 8RG

Glenavon Office

Maryhill Housing Association
29 Glenavon Road
GLASGOW
G20 0HN

The Pearce Institute

840-860 Govan Road
Glasgow G51 3UU
Tel: 0141 445 6007

Email:
mail@pearceinstitute.org.uk

Crownpoint Sports Park

183 Crownpoint Rd
G40 2AL Glasgow

The Sandy Road Centre

12 Sandy Road
Glasgow G11 6HE
Partick, West End
0141 211 1400

Whiteinch Centre

1 Northinch Court
Glasgow
G14 0UG
0141 954 2006

Cassiltoun Housing Association

59 Machrie Drive
Castlemilk Stables
G45 0AZ
0141 634 2673

**Plean Street Community Centre
for Health**

18 Plean Street
G14 0YJ
Glasgow

Lifelink Centre Pollok

Civic Realm
27 Cowglen Road Pollok
G53 6EW

0141 553 0974

Barlanark Community Centre

33 Burnmouth Road, Glasgow
G33 4RZ

0141 773 1812

Easterhouse Health Centre

Westerhouse Road,
9 Auchinlea Road, Glasgow
G34 9HQ

0141 531 8100

Drumchapel Health Centre

80/90 Kinfauns Drive
Glasgow
G15 7TS

Tel: 0141 211 6070

**Maryhill Community and
Education Centre**

35 Avenuepark Street, Glasgow
G20 8TS

0141 945 1888

8. Reach Community Health Centre



REACH

COMMUNITY HEALTH PROJECT

Employability & Ethnicity

REACH is delivering an innovative programme to assist Black & Minority Ethnic Communities, including Refugee groups, to access suitable training, volunteering and employment opportunities through the "Employability & Health: Black & Minority Ethnic Skills Development Path Training Programmed. This programme is delivered in the heart.

We ensure that our projects and services are delivered in a culturally competent and linguistically appropriate manner, making certain that they are sensitive to the needs of our primary service users who are from Ethnic Minority (EM) communities in Scotland. Our services are also accessed by the Scottish indigenous communities and everyone residing in Scotland is welcome to use our services.

Mental Health and Wellbeing

Me Myself and I: Towards Self-Management is a four year project funded by the Big Lottery. The project aims to improve the mental health and wellbeing of communities, with an emphasis on Ethnic Minority (EM) communities across Greater Glasgow & Clyde Health Board and Lanarkshire Health Boards.

Individuals above the age of 16 can benefit from our Innovative, Preventative, User Friendly and Holistic Mental Health and Wellbeing Services. We specialise in a culturally competent and linguistically appropriate service and therefore, able to provide specialist mental health and wellbeing services including counselling to ethnic minority communities.

- One-to-one Counselling
- Self-Management Programmer
- Positive Minds Groups
- Link Worker (LW) Support
- Peer Mentoring Support

Employability & Ethnicity

REACH is delivering an innovative programme to assist Black & Minority Ethnic Communities, including Refugee groups, to access suitable training, volunteering and employment opportunities through the "Employability & Health: Black & Minority Ethnic Skills Development Path Training Programme. This programme is delivered in the heart of the community and has been described as inspiring, motivational and encouraging by participants.

Ethnicity & Social Media

The project is aimed at increasing the understanding, knowledge and experience about electronic participation and engagement for accessing REACH's services and providing feedback on the services. Furthermore, the project will enhance their basic electronic communication skills and improve their social network skills.

The project will be delivered in the form of workshops, complemented with hands on experience on using social media tools and using the REACH interactive website eHealth and booking systems.

The proposed project is innovative in a sense that it has specific and predetermined areas to improve and digitise a specific group of EM individuals including service users. More so, it will bring in external partners and make use of existing resources thereby providing better value for money.

Ethnic Minority Dementia Project (EM DP)

There is a lack of research evidence around issues & challenging in delivering dementia services to the EM community in Scotland, understanding

and knowledge of managing dementia among EM's, including among those with dementia and their carers. Furthermore, there is very little or no Dementia services in Scotland that are specific to, and or with reasonable provisions for EMs.

In view of the above, the Life Changes Trust has developed a "Black, Asian and Minority Ethnic Communities & Dementia Funding Awards" & REACH, under this funding category successfully secured a grant to deliver this important project, which we believe is a first of its kind in Scotland

Address:

Govanhill Neighborhood Centre
6 - 8 Daisy Street Glasgow G42 8JL
Scottish Charity No: 047200

Tel: 0141 423 7095

Phone No:-0141 423 7095

Email: admin@reachhealth.org.uk

9. MINOR INJURIES VICTORIA HOSPITAL

Services Offered

X-ray

Walk-in

Eye Injuries

Paediatrics (Child)

Bone Injuries

Opening times

Normal opening times

Sunday-Saturday

09:00 - 21:00

Contact details

Main Reception

0141 347 8475

Website

[Visit website](#)

Address

Grange Road

Glasgow

G42 9LF

3. Integration Networks

Contents

1. Citizen Advice Bureaux
2. Scottish Refugee Council
3. Asylum Help (Migrant help)
4. Positive Action In Housing
5. British Red Cross Glasgow, Refugee Support
6. The Unity Centre
7. The Ethnic Minorities Law Centre (EMLC)
8. TARA - See Women Services
9. Amina - See Women Services
10. Hate Crime (3rd Party Reporting) - See Safety

1. Citizen Advice Bureaux

Type of Work

Citizens Advice Bureau are local, independent charities that provide free and confidential advice and information whoever you are and whatever your problem.

Contact

Website

General Website: <http://www.citizensadvice.org.uk/>

Advice/self helps Website: <http://www.adviceguide.org.uk/scotland.htm>

Phone number: [Citizens Advice Direct](#) on **0808 800 9060**.

Opening times:

Depending on local Bureaux

Find your local Bureaux: <http://www.cas.org.uk/bureaux>

2. Scottish Refugee Council

Type of work

Scottish Refugee Council works with refugees and asylum seekers across Scotland from our

[Central Glasgow headquarters](#)

Contact

Telephone: 0141 248 9799

Fax: 0141 243 2499

Email: info@scottishrefugeecouncil.org.uk

Website: <http://www.scottishrefugeecouncil.org.uk>

Address: Scottish Refugee Council
Portland House
17 Renfield Street, Glasgow
G2 5AH

Opening times:

Appointments: During office hours (10-5pm weekdays) call on **0141 248 9799** to make an appointment.

Serco evictions helpline number;0141 223 7979

Services:

Refugee Integration Service

Our team of caseworkers in the [Refugee Integration Service](#) works with new refugees and family members of refugees reunited in Scotland to assist them in integrating into the country. Advice and advocacy is offered for a one-year period enabling people granted Leave to Remain to learn about and access their rights and entitlements.

Our advisers provide expertise in [housing](#), [welfare rights](#), [employability](#) and encourage people to [actively participate in their communities](#) and wider society.

Family Key Work Service

Our pilot [Family Key Work Service](#) offers specialised advice and support to asylum seeking families with children from 0-8 yrs. to help them navigate the asylum system. Our Key Workers offer support and advice for the families going through the asylum process as well as information on housing and medical care. The service does not offer legal advice.

Scottish Guardianship Service

The [Scottish Guardianship Service](#), delivered in partnership between Aberlour Child Care Trust and Scottish Refugee Council, helps unaccompanied young people going through the asylum system. The guardians act as independent advocates and assist young people throughout the complex and often confusing asylum process. They ensure children have access to the help they need to make informed decisions about their future.

Third Country National Family Integration Service

The [Third Country National Family Integration Service](#) will support the families of refugees through the challenges of rebuilding their lives after the complex process of family reunion. It will help support and orientate people when they first arrive in the UK to join their families, as well as providing practical help, such as ensuring they have access to English, IT and Lifeskills classes. This pilot project will aim to address social isolation, and help provide people with opportunities to become active members of their communities and meet other families. Funding has been granted by the European Integration Fund (EIF) until 30 June 2015.

Community Engagement

We work with refugees wishing to set up their [own representative organisations](#) or receive communities providing services to support asylum seekers and refugees or promoting integration locally.

We work alongside local development workers and other capacity building agencies to achieve this. We also work to influence [policy and strategy](#) in this area alongside other partners such as the Scottish Refugee Policy Forum and [Refugee Women's Strategy Group](#).

3. Asylum Help (Migrant help)

Type of Work

Asylum Help provides confidential and impartial advice and guidance to adult asylum seekers and their dependants throughout the UK in a language they understand. Our Asylum Advice UK service offers information and advice about the asylum process in the UK. Our Asylum Advice UK teams, located across the UK, are here to help you.

They can advise on issues such as:

- How to claim asylum
- Financial support
- Finding legal representation
- The asylum process
- Accessing health care
- Accommodation support
- Any other asylum issues
- Reporting housing repairs and issues

Contact

Opening times:

Monday – Friday: 08:30 - 19:00

Website: <http://asylumhelpuk.org>

Phone numbers:

• English (and any other language)	0808 8000 630
• Shqip Albanian	0808 8000 620
• አማርኛ Amharic	0808 8000 622
• العربية Arabic	0808 8000 624
• বাংলা Bengali	0808 8000 626
• 中文普通话 Chinese Mandarin	0808 8000 628
• فارسی Farsi	0808 8000 632
• Français French	0808 8000 634
• پنجابی Punjabi	0808 8000 636
• پښتو Pushto	0808 8000 638
• Somali Somali	0808 8000 640
• தமிழ் Tamil	0808 8000 642
• ትግርኛ Tigrinya	0808 8000 644
• اردو Urdu	0808 8000 646
• Tiếng Viet Vietnamese	0808 8000 648

Services:

- If you want to find out more about the UK asylum process or support entitlements access our multi-lingual Asylum Advice information pages [here](#)
- We provide face-to-face advice to newly arrived asylum seekers in initial accommodation sites
- We provide telephone advice in your language from anywhere in the UK through our Asylum Advice Helpline (Advice). Contact numbers are listed below.
- We can signpost you to helpful services in your area by telephone or in person. We can provide an outreach service when required (For vulnerable clients, group briefings or following specific requests)

4. Positive Action in Housing

Type of work

At Positive Action in Housing, we offer free, independent and multilingual advice, information and casework to members of the public.

We offer advice, information and support to people from new migrant, refugee and minority ethnic communities. We run a free, confidential and impartial casework service for those facing poverty, homelessness, racism or poor housing. We run a Hardship Fund and provide emergency shelter and practical resources for destitute asylum seekers and their families.

Contact

Telephone: 0808010503

24 hours a day

7 days a week

A free number

(easiest at quiet times)

Or by live Web-Chat:

www.migranthehelpuk.org/su-portal

Website: <http://www.paih.org/About/>

The Address:

35 Avenuepark street,
Glasgow
G20 8TS

- **General Casework** service deals with anything from homelessness to housing problems.
- The **Lifeline project** accepts referrals of destitute asylum seekers who require food, shelter, practical support and access to legal and housing options.
- The **New Migrants Action Project** provides advice and support on housing, employment and general money issues to recent migrants from EU countries.
- The **Money Skills Project** provides free advice and practical tools to help service users maximise their disposable income and lift themselves out of poverty and debt.
- **Target Group:** General public, especially those whose first language is not English, and who may have problems accessing mainstream services

- **Languages:** In 2011, we dealt with over 70 different languages. We have bilingual workers who speak Arabic, Bengali, Cantonese, Farsi, French, Hakka, Hindi, Kurdish, Lingala, Polish, Punjabi, Romanian, Russian, Swahili, Turkish and Urdu. For other languages, we offer interpreters by appointments.
- **Drop ins and outreach:** see details on the next page

5. British Red Cross Glasgow, Refugee Support

Type of work

The Red Cross has a long tradition of providing practical and emotional support to vulnerable refugees and asylum seekers in the UK. As a leading humanitarian organisation, we often need to respond quickly and effectively to crises. For example, we can support large-scale arrivals or give emergency provisions to those facing severe hardship.

Telephone: 0141 331 4170

Website: <http://www.redcross.org.uk/Where-we-work/In-the-UK/Scotland/West-Scotland/LocalServices/Refugee-support?dpid=6fcb9c0c-644d-4baa-b801-24071062c95e>

The Address:

2nd Floor
402 Sauchiehall Street
Glasgow
G2 3JD

Opening times:

Monday, Tuesday, Thursday & Friday: 9:30am-1pm & 2pm-4:30pm

Wednesday: 2pm-4:30pm

Services

Orientation

We provide short-term support to help vulnerable and newly arrived refugees adapt to life in a new country. Since many of our trained volunteers are refugees themselves, they speak a wide range of languages and can offer valuable support and advice. Wherever possible, all our information materials are translated into the main refugee languages.

Destitution

In recent years, there has been a rapid increase in the number of asylum seekers facing destitution. From new arrivals to failed asylum seekers, thousands each year find themselves cut off from welfare benefits and entirely dependent on the Red Cross. In such cases, we can provide short-

term emergency support and expert advice on accessing whatever limited resources are available to them.

Support for young people and refugee women

We work with young asylum seekers and refugees, aged 15 up to 25 years.

Female refugees overwhelmingly come from countries where their rights have been severely restricted, and often lack the language skills and self-confidence to cope independently in an unfamiliar new environment. The Red Cross' women in crisis projects provide one-to-one social and emotional support, helping clients to access their basic rights and rebuild their lives.

Family reunion and resettlement

Sometimes refugees flee persecution in their own country only to find that the country in which they seek asylum cannot offer protection or basic human rights. In such cases, resettlement to a third country is often the only safe option. The Red Cross plays a specific role in bringing around the reunion of families who have been separated around the world, and who have been allowed by the Home Office to join their families in the UK.

Travel assistance

In some cases, we can help pay travel costs for refugees whose families live overseas and have been granted a visa to come to the UK. To find out if you're eligible for our family reunion travel assistance scheme, please contact your local refugee support co-ordinator.

6. The Unity Centre

Type of work

Need to know more about the asylum process you're in? Having trouble with your NASS support? No matter what stage you're at, The Unity Centre has information, support, friendly volunteers that are on your side.

Contact

Telephone: 0141 427 7992 **Fax:** 0141 427 1959

Email address : info@unitycentreglasgow.org

Website: <http://unitycentreglasgow.org/>

The address: 22 Ibrox Street
Glasgow
G51 1AQ

Opening times: 10.00am – 5:00pm Monday – Friday

Services

Unity Centre Office

Provide case support to the people at all stages of their asylum claim

Signing book

Drop in to sign the Unity register before you go to report at the Home Office on Brand Street. Sign back out when you're done reporting, so we know you're safe and haven't been detained

Unity Sisters and Glasgow Men's Solidarity Group

Peer support groups have been set up in the last year. Sessions are run by the participants, so you are encouraged to bring your own ideas and energy. We work on peer support: supporting each other and talking with people who have been or are experiencing the same things, as well as thinking of practical action to take, advice on dealing with the system, and ways we can support each other. Unity Sisters welcomes all women affected by the asylum system. The group meets on Wednesdays, 10- 12.30 at 136 Nelson Street, G5. The Men's Group meets on Monday evenings 6.00-8.00pm at Garnethill Multicultural Centre in the City Centre

7. Govan Community Project

Type Of Work

- Attending appointments with -GP, Hospital, Housing
- Accessing public services
- Understanding letters
- Filling in forms
- Reporting hate crime
- Registering with GP
- Opening a bank account

From Our Office-:


1STFloor, The Pearce Institute,
840 Govan Road, Glasgow, G51 3UU

- Asylum Support Applications
- General issues with Asylum Support
- Housing problems
- Emergency grants
- Food parcels
- 3rd party hate crime reporting

FROM OUR COMMUNITY FLAT-:


Flat 1, Block 40 Moss Heights Avenue, Glasgow, G52 3TX

- Free drop in ESOL classes
- Homework club
- Women's group




GOVAN COMMUNITY PROJECT WEEKLY ACTIVITIES TIMETABLE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
English Class All Levels 9:30am-11:30am Community Flat		Food Bank Pick up at 2pm (Call before 12 noon to sign up) Pearce Institute	English Class All Levels 9:30am-11:30am Community Flat	Women's Group 11:30am-2:30pm Community Flat
Advice and Advocacy Session 10-12pm Pearce Institute		Advice and Advocacy Session 10-12pm Pearce Institute		Advice and Advocacy Session 10-12pm Pearce Institute
Advice and Advocacy Appointments 2-4pm Pearce Institute		Advice and Advocacy Appointments 2-4pm Pearce Institute	Participatory Action Research Group 1-3pm Referral Only	Advice and Advocacy Appointments 2-4pm Pearce Institute
Homework Club 4pm-5:30pm Community Flat		Homework Club 4pm-5:30pm Community Flat		Men's Group 6-8pm Community Flat



ADDRESSES:

Pearce Institute 840 Govan Road Glasgow G51 3UU	Community Flat Flat 1, Block 48 Moss Heights Avenue Glasgow G52 2TX
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GOVAN COMMUNITY PROJECT
building hope

The Minister's Room
The Pearce Institute
840 Govan Road
Glasgow, G51 3UU

T: 0141 445 3718
E: home@govancommunityproject.org.uk
govancommunityproject.org.uk

- MENS GROUP

Find out more on 0141 445 3718

7. The Ethnic Minorities Law Centre (EMLC)

Type of work

Provides **free legal advice and representation** to individuals from Scotland's Black and Minority Ethnic (BME) communities, as well as **training and second-tier advice** to Citizens Advice Bureau and other advice agencies across the country, and focuses on providing **bilingual and culturally sensitive service**.

Contact

Telephone - 0141 204 2888

Email - admin@emlc.org.uk

Fax - 0141 204 2006

Advice Line Details

Monday 3:30pm - 4:30pm

Wednesday 10:00am - 11:00am

Friday 10:00am - 11:00am

Address

The Ethnic Minorities Law Centre

2nd Floor

41 St Vincent Place

Glasgow.

Opening times:

Monday Tuesday Wednesday Thursday Friday Saturday

9am - 5pm 9am - 5pm 9am - 5pm 9am - 5pm 9am - 5pm CLOSED

Services

Legal advice and representation is provided by a team of experienced practitioners based in our offices in central Glasgow and the Haymarket area of Edinburgh. Advice and information is available through this website, by email enquiries and through our dedicated telephone advice line.

8.TARA – SEE WOMEN SERVICES

9. AMINA – SEE WOMEN SERVICES

10. HATE CRIME (THIRD PARTY REPORTING) – SEE SAFETY

4. Learning and Education

Contents:

1. Amina MWRC
2. Glasgow Community Cycle Network
3. Glasgow Learning
4. Bike for Good
5. Glasgow Learning
6. Destitution Grants
7. ESOL -- Colleges, Libraries, Community Centres
8. Sewing – Saheliya, The Den,
9. Saheliya – see women's services
10. Women's Library – see women's services

1. Amina MWRC

Contact:

Head Office (Glasgow)

info@mwrc.org.uk

Ph. 0141 212 8420

Address: City wall House, 32 Eastwood Avenue, Glasgow, G41 3NS

Save Energy Saves Money Project –

- Workshops and community events
- Volunteer Training
- Home visits and drop in sessions
- Support in accessing government energy efficiency schemes

2. Cycling Extravaganza

 Cycling Classes for Children and Adults

Contact:

Warehouse off Govan Road

And Pacific Drive

G51 2SE

Telephone: 01483 238 301

www.cyclinguk.org/contact/website-support

3. Wheel Being – Women’s Cycling Group

Kinning Park Complex,
43 Cornwall Street, G41 1BA

Phone: 07541640693

4. Bike for Good

65 Haigh Road

Glasgow

G3 8TX

Scotland

0141 248 5409

glasgow@bikeforgood.org.uk

Bike for Good Community Hub

509 Victoria Road

Glasgow

G42 8BH

Scotland

0141 261 1609

vicroad@bikeforgood.org.uk

5. Glasgow Learning

Reading, Writing or number skills?

Glasgow's Learning

Glasgow Life,

220 High Street,

Floor 5,

G4 0QW

Freephone: 0800 027 6402

www.glasgowlearning.org.uk

6. Destitution Grants

RST Destitution Grants are designed to provide support to refugees and asylum seekers in Scotland when no other support is available and there is a real risk of destitution. These grants are given as short-term measure whilst efforts to tackle the cause of destitution are made, and they are not intended to replace or supplement government support. The grants are minimal and reflect the current rate of Home Office support.

Who is eligible?

Destitution grants are only available to asylum seekers and refugees as a last resort, when all attempts to access Home Office, Department for Work and Pensions or social work support have failed.

Destitution grants are only available to asylum seekers and refugees living in Scotland. If you are living in England, Wales or Northern Ireland please visit our [Further Support](#) page for details of advice, information and support organisations in your area.

To see examples of previous destitution grants awarded, please visit [People's Stories](#).

How do I apply?

RST works with partners who provide a range of support to refugees and asylum seekers. RST's current partners are:

Glasgow

- [Central and West Integration Network](#) (CWIN)
- [Govan Community Project](#)
- [Scottish Refugee Council](#) (SRC)

Edinburgh

- [The Welcoming Association](#)
- [Saheliya](#)

7. Glasgow ESOL Register

The Glasgow ESOL register is set up to help anyone living in the city who needs access to ESOL provision. The register tells colleges and community classes that you want to learn English.

This will let you register an interest in studying ESOL in Glasgow. The three Glasgow Colleges recruit students from the Register and you may also be offered ESOL classes from other providers in the city.

If you need to make an enquiry about your registration please contact

Access admin by email at ■

accessadmin@esolnetworkproject.org.

After you register

When you join the register, you will receive a text message within two weeks to confirm your registration. If you do not receive this text, contact the Register's team using the email address shown below: accessadmin@esolnetworkproject.org.

If you have a problem...?

If you have a problem with your ESOL registration or have any changes to your details please contact

accessadmin@esolnetworkproject.org

ESOL Colleges and Community Classes

Below is a list of community centres and colleges where you can study English for Speakers of Other Languages (ESOL) in Glasgow. Please note to show an interest to study at college you need to register on the Glasgow ESOL register please click [here](#)

Some colleges offer evening classes where you can

apply directly to the college please see below.

To Find bus routes to all campuses in Glasgow please [click here](#)

City of Glasgow College

60 North Hanover Street, Glasgow, G1 2BP

www.cityofglasgowcollege.ac.uk

Tel: 01415666222

For Evening ESOL classes please [click here](#)

Glasgow Clyde College - Anniesland Campus

19 Hatfield Drive, Glasgow, G12 0YE

www.glasgowclyde.ac.uk

Tel: 01413576063

Glasgow Clyde College - Cardonald Campus

Mosspark Drive, G52 3AY

www.glasgowclyde.ac.uk

Tel: 01412723333

Glasgow Clyde College - Langside Campus

50 Prospecthill Road, Glasgow, G42 9LB

www.glasgowclyde.ac.uk

Tel: 01412723748

Glasgow ESOL Forum

St George's studios, studio 13, 93-97 St George's Rd, G3 6JA

www.glasgowesol.org

Tel: 01413331194

Glasgow Kelvin College - East End Campus

2 Haghill Road, Glasgow, G31 3SR

www.glasgowkelvin.ac.uk

Tel: 01415881500

Glasgow Kelvin College - Springburn Campus

123 Flemington Street, Springburn, Glasgow, G21 4TD

www.glasgowkelvin.ac.uk

Tel: 01415589001

Workers Educational Association

www.weascotland.org.uk

- **Address:** *c/o 1st Floor, Robertson House 152 Bath Street Glasgow, G2 4TB*
Tel: 0141 221 000

Glasgow Life

Various community Centers and libraries in Glasgow.

www.glasgowlife.org.uk

West Glasgow: 0141 276 1525

South Glasgow: 0141 276 8770

East Glasgow: 0141 276 1785

Also check the **RED** esol map

Glasgow's Learning

Help with reading, writing and numbers.

www.glasgowlearning.org.uk

Tel: 0800 027 6402

ESOL Levels

All education courses in Scotland can be matched to the Scottish Credit and Qualification (SCQF) framework. Most English for Speakers of Other Languages (ESOL) courses are at SCQF Levels 2 - 6. The table below shows the different levels of ESOL courses according to SCQF levels.

When you go to an **assessment and advice session** the assessor will give you a small test and tell you what level you are. The assessor will give you a certificate with you to the ESOL class so that your teacher knows what level you are.

** SQA Access and Intermediate qualifications have now changed to Nationals.

Traditional ESOL Levels	Scottish Credit and Qualifications Framework Level	Scottish Qualifications Authority (SQA) ESOL Qualifications*	ESOL levels (England, Wales, N. Ireland)	CEF levels (Common European Framework)	Cambridge ESOL General ESOL Qualifications	Cambridge ESOL Academic ESOL IELTS Bands	Secure English Language Tests (SELT)
Literacy	Students may have varying levels of speaking and listening, but very little or no knowledge of Roman script, reading and writing.						
Starter	2	Nat.I 2 = Access 2 Literacies 1	Pre-Entry	A0			Grade 2
Beginner		Nat.I 2 = Access 2 Literacies 2	Entry 1	A1			
Elementary		National 2 = Access 2**	Entry 2	A2			
Pre-Intermediate	3	National 3 = Access 3**	Entry 3	B1	KET (Key English Test)	4	
Intermediate	4	National 4 = Intermediate 1**	Level 1	B2	PET (Preliminary English Test)	4- 5	Grade 5
Upper-Intermediate	5	National 5 = Intermediate 2**	Level 2	C1	FCE (First Certificate in English)	5 - 6	
Advanced	6	National 6 = Higher	Level 3	C2	CAE (Certificate in Advanced English)	6 - 7	
Proficiency	7				CPE (Certificate of Proficiency in English)	7 - 9	

ESOL NEWS 2018.



- Do you want to improve your **English** language skills?
- Glasgow ESOL Forum is running **FREE** English classes - **ESOL Elementary - My Life, My Future.**

Classes run at:

YWCA Scotland - The Young Women's movement - Glasgow Centre

120 Sydney Street

Wellpark Enterprise Centre

2nd Floor

Glasgow, G31 1JF



- Your initial assessment will be at **Elementary** level.
- You will **learn English** in a friendly group with our qualified teacher.
- Classes will be **Monday; 12.30-2.30pm** (2 hours a week) for 10 weeks, **starting 5 November 2018.**

If you are interested, please speak to: **Heidi at YWCA Glasgow Centre 120 Sydney Street, G31 1JF.**

Phone: 0141 465 4627 or Email: heidi@ywcascotland.org



LEARN ENGLISH

English for Speakers of Other Languages (ESOL)



Find out your English Language Level.

study English at college or in a Community class

Make an appointment for an English language assessment at any of the places below.

Pollokshields Library
30 Leslie Street, G41 2LF.
Tel. 0141 276 1685.
1st and 3rd Tuesday every month
Appointments at 1pm and 2pm

Govanhill Neighbourhood Centre
6 Daisy Street Glasgow, G42 8JL.
Tel. 0141 423 6492.
1st and 3rd Monday every month
DROP IN at 9.30am and 10.30am

Pollokshields Community Centre
15 Kenmure Street, G41 2NT.
Tel. 0141 429 4249.
2nd and 4th Monday every month
Appointments at 9.30am and 10.30am

Govanhill Library
170 Langside Road, G42 7JU.
Tel. 0141 276 1550.
2nd and 4th Tuesday every month
Appointments at 1pm and 2pm

For more information about English Language Levels, studying English or English Language Tests in the UK, then contact:

The EASE Project
Glasgow Clyde College, Langside Campus
50 Prospecthill Road,
Glasgow, G42 9LB
Tel. 0141 272 3873 or 07539441107



Scan here to visit our website.



Scan here to visit the Learn ESOL Glasgow Website.

WANT TO VOLUNTEER?

Come to our
VOLUNTEERING INFORMATION AFTERNOON
and talk to organisations in Glasgow who are
looking for volunteers

**This meeting is open to
all asylum seekers and refugees**

INTERESTED?

Please email us to register!

volunteering@scottishrefugeecouncil.org.uk

Date: May 31, Thursday

Time: 2 – 4pm

**Place: Scottish Refugee Council, 6th Floor,
17 Renfield Street, Glasgow G2 5AH**



Scottish Refugee Council, 6th Floor, Portland House, 17 Renfield Street, Glasgow, G2 5AH
www.scottishrefugeecouncil.org.uk



@scotrefcouncil



/scottishrefugeecouncil

Scottish Refugee Council is a charity registered in Scotland. Registered Charity: SC008839



**ESOL Courses
Summer 2018
at Glasgow Clyde College**

<p>Cardonald Campus 690 Mossbank Drive Glasgow G52 3AY</p> <p>ESOL Beginners Tuesdays 9.30am-12.30pm Start Date 19th June</p> <p>ESOL Elementary Tuesdays 1.00pm-4.00pm Start Date 19th June</p>	<p>Langside Campus 50 Prospecthill Road Glasgow G42 9LB</p> <p>ESOL Beginners Wednesdays 1.00pm-4.00pm Start Date 27th June</p> <p>ESOL Elementary Wednesdays 9.30am-12.30pm Start Date 27th June</p>
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To register for the courses above
contact Victoria on 0141 357 6115 or
vmchard@glasgowclyde.ac.uk

GLASGOW CLYDE COLLEGE

GLASGOW COMMUNITY
PLANNING PARTNERSHIP
Supported by
Integrated
Grant Fund

English Language and UK Citizenship

To get UK Citizenship you must:

1. Have a **Secure English Language Tests (SELT)** for citizenship. To book a SELT test in Glasgow visit the [Trinity College London page](#).

2. Pass the **Life in the UK test.** You can book the test **here.**

For more information about United Kingdom Citizenship please click this link below:

[UKBA Citizenship English Language Requirements](#)

City of Glasgow College are a listed UKVI Trinity SELT course provider the courses PREPARE you to pass the Trinity SELTs

A1 and/or

B1 English language tests

English Language Qualifications

There are lots of different English language qualifications. Below is a short summary of some of them.

Scottish Qualifications Authority (SQA)

The Scottish Qualifications Authority is the Scottish national organisation for awarding exams. If you study at school or college in Scotland you will do SQA assessments. Usually SQA ESOL assessments are completed in class. If you study at Intermediate 2 or Higher level you will also have to do an exam in June.

International English Language Testing System (IELTS)

IELTS is one of the most common English language tests. In Glasgow, you can take an IELTS test at the following centres.

[University of Glasgow language centre](#)

[INTO Glasgow Caledonian University](#)

Trinity English Language Qualifications

You can study Trinity qualifications at **[Glasgow Clyde College - Langside Campus](#)**.

Secure English Language Test

From 5th of November 2015 the **[Secure English Language Test](#)** will be the only test you need for UK Citizenship. The SELT tests speaking and listening. You need Grade 5 (approximately Intermediate level) for Citizenship. You need Grade 2 for spouse or dependant visas.

[Cambridge English](#)

Cambridge English Language Assessments have lots of different exams. Here are the most common ones:

KET = Key English Test

PET = Preliminary English Test

FCE = First Certificate in English

CAE = Certificate in Advanced English

CPE = Certificate of Proficiency in English

BULATS = Business Language Testing Service

Skills for Life

You can find more information about Cambridge English assessments **[here](#)**.

Cambridge English assessment centres in Glasgow:

[Glasgow Clyde College - Anniesland Campus](#)

[Glasgow Clyde College - Langside Campus](#)

[University of Glasgow](#)

[Glasgow School of English](#)

Finance for Education

There are a lot of free English for Speakers of Other Languages (ESOL) classes in Glasgow for asylum seekers, refugees and EU

nationals. Sometimes you will be asked for ILA money. To apply for ILA [click here](#).

If you want to study something else at college or university, you might be able to get financial help from the Student Awards Agency for Scotland (SAAS). [Click here for more information](#).

5. Other Services

CONTENTS

1. Maslow's Community Shop
2. Govan Community Project
3. Men's Group
4. Frederick Ozanan Centre
5. Jericho Project
6. Rendu Project
7. Prison Visits
8. Youth Development
9. Castle Milk Community Church Furniture Project Referral Information
10. YWCA Glasgow Centre

1. Maslow's Community Shop

What We Do

Maslow's Community Shop was set up in February 2016 as a not for profit Community Interest Company (CIC) and has since provided immediate relief to people in need with toiletries, clothing, and household goods. We are conveniently located in the Govan area of Glasgow, where many asylum seekers are first accommodated after arriving in Glasgow.

We have ties to local community initiatives, Migrant Help and the Red Cross, which refer persons in need to us.

1. We give everyone monthly vouchers they can spend on items in the store.
2. Give out free food.
3. We run English classes.
4. Help our volunteers find training that prepares them for the job market.
5. With an international team of volunteers covering many languages.
6. We can also help asylum seekers orientate themselves in the city and point them towards other groups that can help.

Maslow's Community Shop in Govan, Glasgow is a Community Interest Company, entirely volunteer run, which provides FREE clothing, household goods, toiletries, underwear, nappies, food and English Classes to asylum seekers and refugees throughout Glasgow and to those experiencing hardship within the local community.



From April to July, we welcomed about 60 single persons and 60 families from over 30 different countries, including the UK. Their reasons for needing our support ranges from destitution, hardships, not being allowed to work in the UK as asylum seekers, family reunions. Emergencies such as the flooding of a house. Maslow's is trying to help all by providing people with toiletry bags, socks and underwear when they first arrive, to give some immediate relief for basic needs.

Since Maslow's opened its doors in 2016 it has helped over 2,000 people and in the 1st quarter of 2018 we have welcomed 416 new men, women and children to our shop in desperate need of basic items to help them improve the quality of their daily lives.

Address: Maslow's community shop

70 Shaw Street, Govan, Glasgow

G51 3BL

Tel: 01413870978

Opening Times: Mon to Sat 10:00 am to 16:30

Sunday and Public Holidays: Closed

2. GOVAN COMMUNITY PROJECT

We help with

- Attending appointments with -GP, hospital, housing
- Accessing public services
- Understanding letters
- Filling in forms
- Reporting hate crime
- Registering with GP
- Opening a bank account

From our office-:


1st Floor. The Pearce Institute,
840 Govan Road, Glasgow G51 3UU
Tel: 0141 445 3718

- Asylum support applications
- General Issues with asylum support
- Housing problems
- Emergency grants
- Food parcels
- 3rd party hate crimes reporting

Other Services Information


Flat 1, Block 40 Moss Heights Avenue, Glasgow, G52-2TX

- Free drop in ESOL Classes
- Homework Club
- Women's Group



GOVAN COMMUNITY PROJECT WEEKLY ACTIVITIES TIMETABLE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
English Class All Levels 9:30am-11:30am Pearce Institute		Food Bank Pick up at 2pm (Call before 12 noon to sign up) Pearce Institute	English Class All Levels 9:30am-11:30am Community Flat	Women's Group 11:30am-2:30pm Community Flat
Advice and Advocacy Session 10-12pm Pearce Institute		Advice and Advocacy Session 10-12pm Pearce Institute		Advice and Advocacy Session 10-12pm Pearce Institute
Advice and Advocacy Appointments 2-4pm Pearce Institute		Advice and Advocacy Appointments 2-4pm Pearce Institute	Participatory Action Research Group 1-3pm Referral Only	Advice and Advocacy Appointments 2-4pm Pearce Institute
Homework Club 4pm-5:30pm Community Flat		Homework Club 4pm-5:30pm Community Flat		Men's Group 6-8pm Community Flat



ADDRESSES:

Pearce Institute 840 Govan Road Glasgow G51 3UU	Community Flat Flat 1, Block 40 Moss Heights Avenue Glasgow G52 2TX
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 <p>GOVAN COMMUNITY PROJECT Building Hope</p>	<p>The Minister's Room The Pearce Institute 840 Govan Road Glasgow, G51 3UU</p>	<p>T: 0141 445 3718 E: home@govancommunityproject.org.uk govancommunityproject.org.uk</p>
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DROP IN

Mon, Wed, and Fri: 10 am to 12 noon

Appointments can be booked from 2 pm to 4 pm

3. MENS GROUP

FIND OUT MORE 0141-445-3718



Address: 25A Albert Drive, Glasgow G41 2PE.

Tel: 0141 433 2722

Home/Special Works

Special Works

The SSVP is committed to helping the poor and those in need in any way we can. This help can take many forms, from helping individuals and families in our own community feeding and clothing the homeless in cities and assisting those who need our help in areas of great need around the world. SSVP members respond to the needs that they see in the best way that they can. Sometimes this takes the form of addressing a particular need, we would call this a 'special work'.

The group meets every Tuesday afternoon.

Opening Times:

Mon – Closed

Wed- 10 am – 4 pm

4. FREDERICK OZANAM CENTRE

Address-:

9/13 BRIGGAIT

GLASGOW

G1 5HX

Tel: 07940311340



Sandra and Linda, volunteers at the Viewpark Ozanam Club

Ozanam Centres

Briggait Glasgow

Opening Hours

Women's clothing on a Wednesday between 4 and 5pm,

Men's clothing Thursday 6pm and 7pm

Sunday 11:30am-1pm.

Holy Trinity & St Barnabus Church, Paisley- opens on a Wednesday and Friday evening for food.

Ozanam Clubs

Ozanam Clubs are social groups for people of all ages with disabilities and special needs. They are held in Viewpark, Carfin, Dundee, Paisley and Hamilton. Contact SSVP National Office for more information.

Furniture Projects

Some of our SSVP Dioceses run furniture projects; collecting furniture in good condition to forward on to those who have sought help from their local Conference.

- If you have furniture to donate please call our member in your area
 - **Lanark** 01555 661 305
 - **Coatbridge** Contact SSVP National Office 0141 226 8833
 - **Wishaw** Contact SSVP National Office 0141 226 8833
 - **Fife** 01383 412 088 or 07779 005 657
 - **Dundee** 01382 817 638
 - **Paisley** 07425 137 411
 - **Greenock** 07884 202 802
 - **Largs** 01475 743 129

5. JERICHO PROJECT

The SSVP Holy Spirit Special Works Conference is a major supporter and contributor to Jericho House Rehabilitation Centre, Greenock.

Address: 17 Wellmeadow Street,
Paisley, PA1 2EF
Tel: 0141 8879417

6. Rendu Project

SSVP members provide pastoral support to hearing impaired adults. The group also helps people to learn sign language so that they can help deaf people.

St Vincent's Hospice Project

St Vincent's Hospice Special Works Conference in Howwood, Renfrewshire, provides compassion and comfort to the terminally ill and their families at St Vincent's Hospice.

7. PRISON VISITS

Members of the Society regularly visit prisons, including Perth, Shotts and Barlinnie, liaising closely with the respective Prison Chaplaincies and Prison Visitors Centres.

In addition, 8 members from parishes in the Central Belt have volunteered for a Prison Ministry Programme provided by the **Conforti Institute**. The Programme works with prisoners and ex-offenders on their release from jail. Volunteers receive free training with ongoing support and supervision, which allows them to act as befrienders and/or mentors.

Volunteers attend six residential training weekends over a three year period from September 2015 to July 2018, and commit to volunteering one evening per week.

8. YOUTH DEVELOPMENT

Young people are an integral part of the SSVP, in Scotland and around the world. Younger members are given the opportunity to use their gifts and talents to serve others-developing themselves socially and spiritually, as well as learning about the world around them. Young people of all ages are involved in a wide variety of work- from organising appeals for clothes and food to visiting nursing homes and doing soup runs.

Although our main focus for youth development is on young people working together in groups, young people across the country and also joining SSVP Conferences in parishes where appropriate. If you would like to join a Parish Conference (over 16's), please get in touch with **SSVP National** Office.

113 West Regent Street, G2 2RU,
Phone 0141 226 8833

9. CASTLEMILK COMMUNITY CHURCH Furniture Project Referral Information

REFERRAL GUIDELINES

The furniture project aims to support people in particular need moving into a tenancy and, coming out of a homeless situation, or women fleeing violence.

We can also help asylum seekers newly granted refugee status.

We are volunteers and all our services are free.

Referrals must be made by a supporting agency such as a Housing Association, 'Welfare', health or homeless projects, and churches. The referral form helps you identify if we may be able to help.

Project phone number 0739 318 3334; Jean Claude Administrator: Tues to Friday 9 till 4

Useful notes

We give out whatever we have at the time. We prefer people to come to Castlemilk and choose what they need. You are welcome to come too. We are normally open Friday 9 till 1 but please let us know you are coming.

Church address is 150 Arden Craig Road, Castlemilk, G45 0JG.

Buses 5, 75, 46 stop outside.

White goods are not always available. Washing machines will always go to families with children.

Castlemilk Community Church Furniture Project, 150 Arden Craig Road
Castlemilk, G45 0JG

Scottish Registered Charity no SCO20096 Phone 0141 630 1938

10. YWCA GLASGOW CENTRE

THE YOUNG WOMEN'S MOVEMENT

YWCA Scotland's Glasgow Centre is a warm and lively space for women seeking conversation, friendship and new learning opportunities. The Glasgow Centre has built its reputation over many years as a learning centre responsive to the complex and changing needs of the diverse population of women in the city who are building and re-building their lives.

Our centre is based in the east of Glasgow, near the city centre and easy to reach by bus or train.

Our Glasgow centre runs a 12 month programme for women and girls, the same programmes as partnership in Glasgow organisations a Y Girls gender-stereotype-busting programme for primary 5 & 6 in Glasgow schools, several courses such as IT, ESOL and social groups such as our creative safe space Y Create. For a timetable ring the centre.

Second Floor

Wellpark / Kirkhaven Enterprise Centre

120 Sydney Street, Glasgow,
G31 1JF
Tel: 0141 465 4627

6. Practical Support

Content

1. Glasgow Food Banks
2. Hot Free Food In Glasgow
3. Maps
4. Housing

1. Glasgow Food Banks

Updated – 4 May 2020

Online Food Bank Map

<https://www.urbanroots.org.uk/freefood/>

A. Glasgow South West

Ibrox Parish Church, Clifford Street

Glasgow

G51 1QL

Tel: 07708504130

Monday: 12pm-2pm

Cardonald, Hillington Park Church

Berryknowes Road,

G52 2UD

Fri: 10 – 1

Mosspark Baptist Church

155 Corkerhill Road

G52 1PG

Wed: 12 – 2

Govan, The Preshal Trust

8 Aboukir Street

G51 4QX

Thurs: 12 – 2

B. Glasgow South East

Distribution Centre:

173 Butterbiggins Road,

G42 7AS

Contact no 01414232418.

Castlemilk

Maureen Cope Centre, Arden Craig Road.

Opening Time – Mon, Tues and Fri: 1pm-2:30pm.

C. Glasgow North East

Calton Parkhead Parish Church

142 Helenvale Street,
Parkhead, G31 4NA

Tel: 07745242738/01415543866.

Opening Times :Mon ,Wed and Fri 2 - 4pm.

Sandy Hills Parish Church

28 Bailleston Road, Sandy Hills G32 0QQ

Tel: 0774 331 1939

Opening Time: Tues 2 - 4pm.

St. Enoch's Hogganfield Parish Church

860 Cumbarnauld Road G33 2QW

Tel: 07521144968

Opening Time; Wednesday 1:30-3:30pm

Garthamlock Community Group

22 Barholm Square, Garthamlock
G33 5EE

Tel: 01417660096/07541849529

Opening Time: Wed 5pm-7pm and Sat 10am-12pm.

Shettleston Old Parish Church

85 Killin Street,

Shettleston, G32 9AH

Tel: 07910449948/01417782484

Opening Time: Friday 2pm-4pm.

St Francis In The East

26 Queen Mary Street

Bridgeton, G40 3BB

Tel: 0141 556 2830

Opening Time: Thurs 11- 1

D. Glasgow North West

Blawarthill Parish Church, Millbrix Avenue
Scotstoun, G14 0EP
Opening Time: Tues and Friday-12pm-2pm

Gairbraid Parish Church
1517 Maryhill Road
G20 9AB
Monday only 12pm-2pm

Ruchill Kelvinside Parish Church
15-17 Shakespeare Street
G20 8TH
Thursday only: 12pm - 2pm.

E. Glasgow East Dunbartonshire Food Bank

Kirkintilloch Baptist Church
52 Townhead Kirkintilloch
G66 1NL
Tel: 07425134131
Opening Time: Mon, Wed and Fri 2pm-4pm

St Joseph's 1 Buchanan Street
Milngavie, G62 8DZ
Sunday 12:45-1:30pm and Friday, 2pm-3:30pm

Colston Wellpark Church
1378 Springburn Road,
Glasgow, G21 1UX
Opening Time- Monday and Friday 2pm-4pm

Campsie Memorial Hall
Main Street, Lennoxton, G66 7HA
Wednesday 9.30 – 11am

F. Glasgow Renfrewshire

31 Broomlands Street Paisley
Renfrewshire, PA1 2UA
Tel 01418897999

Opening Time Monday, Wednesdays and Friday 2pm-4pm

Centre Baptist Church

14 Lady Lane, Paisley, PA1 2LJ

Monday 2pm-4pm (not bank holiday)

Wed and Friday 2pm-4pm

Johnstone High Parish Church Halls

Quarry Street, Johnstone

Wednesday 10 am - 12noon

Erskine Baptist Church

Park Hill, Park Main, Erskine

Monday 10 am - 12noon

Renfrew Baptist Church

77 Paisley Road, Renfrew

Thursday 10 am - 12noon

G. Glasgow City Centre Food Bank

Emmanuel Christian Ministries

348 Cathedral Street,

Glasgow, G1 2BQ

Every Wednesday: 5-7pm.

2. HOT FREE FOOD IN GLASGOW

A) CITY CENTRE -:

Glasgow City Mission
20 Crimea Street
G2 8PW
Every night until 10.00 pm

Charcoal Restaurant:

26a Renfield Street
G2 1LU
Mon & Tue from 3-4 pm

Social Bite Glasgow

103 St Vincent Street
G2 5EA
Open in the morning, afternoon after 2 pm and evening.
There is a women only service on Tuesday at 5 pm
Or

Brook Street Bureau Plc

5 Bothwell Street
G2 6NL
Open in the morning, afternoon after 2 pm and evening.

B) EAST END-:

Parkhead Nazarene Church

12 Burgher Street
Parkhead Cross
G31 4TB, Buses 8, 32, 90 and 395
Every Thursday at 12

Garnett Hall

75 Collin Street
G4 0NL

The Trussell Trust Food Bank

173 Butterbiggins Road
G42 7AS

Opened Mondays, Wednesdays and Fridays
From 12.30 – 2.30 pm

C) SOUTH WEST GLASGOW**KP Cafe**

Kinning Park Complex,
43 Cornwall Street,
Glasgow.
G41 1BA

Opening Hours

Tuesday: 12pm- 3pm
Thursday: 12pm- 8pm Dinner 6pm-8pm
Sunday: 11am- 3pm

Glasgow Gurdwara

37 Albert Drive
Glasgow,
G41 2PE

glasgowgurdwara@hotmail.co.uk

0141 4238288

Opening in the morning from 7am-8pm Everyday
(DRESS MODESTLY)

3. MAPS (See Attached Map)**4. Housing (See Positive Action In Housing) or refer to PASE**

7. Safety

CONTENTS

1. Strathclyde Police
2. Social Work Department
3. Hate Crime & Third Party Reporting
4. Health and safety Executive

1. Strathclyde Police

999 Emergency Number

In an emergency you should always dial 999 if:

- There is a risk of personal injury or loss of life
- A crime is in progress
- Someone suspected of a crime is nearby
- Deaf, deafened, hard of hearing or speech-impaired callers using a Text phone (Minicom) should dial 18000 in an emergency.

101 Non-Emergency Number

For all non-emergencies and general enquires, 101 is the number you call if you need to contact your local police. You can call 101 to report a crime that has already happened, seek crime prevention advice or make us aware of any policing issues in your local area.

Locations

For a list of stations go to: <http://www.scotland.police.uk/police-station/greater-Glasgow/>

2. Social Work Department

About:

Services for social work are accessed through local social work offices and most services are provided following an assessment of needs –

Read our Eligibility Criteria (39kb) on how we decide

- If you already have a social worker then you should continue to contact them in the usual way.
- If you have not contacted social work before then contact social care direct on 01412870555.

Contact:

Out of Hours standby service: 03003431505

Homelessness Health Services

If you are homeless or staying in temporary accommodation you can use the specialist Homelessness Health Services based at Hunter Street. These services will give support during your homelessness crisis and then help you move on to use community-based services when it is appropriate.

Our Homelessness Health & Resource Services run from a purpose built unit.

- With clinic and treatment rooms.
- It is a base for the Homeless GP Practice and many of the staff who support health services for homeless people.

Contact address:

Homelessness Health & Resource Services

55 Hunter Street

Glasgow G4 0UP

Phone 0141 553 2803

Between the hours of 4.45pm and 11pm

- Single males / females should attend Glasgow City Mission, 20 Crimea Street, Glasgow, G2 8PW
- Women and families with children should phone the number listed below

After 11pm and at weekends, then everyone should phone: 0800 838 502

Drug and Alcohol Problems

If you just need help with your addiction then within office hours, you can contact your local Drug & Alcohol Recovery Service where you will be given an urgent appointment.

Out with office hours if the service is open, we will try to accommodate you.

If we cannot and you have a drug problem, please phone Glasgow Drug Crisis Centre on: 0141 420 6969.

If you have an alcohol problem, please contact your own GP or out of hours service. You can also access information and advice from Drink line on: 0800 917 8282 or Glasgow and Partners Emergency Social Work Service on: 0300 343 1505.

You can also contact NHS 24 on: 08454 242424.

Complaints Services

You can complain in a number of ways:

- use our complaints form
- speak to a member of staff in your local Social Work office
- write to the manager of your local social work office
- Phone, email or write to the Social Work Rights and Enquiries section at:

Social Work Rights and Enquiries Section

Glasgow City Council

Commonwealth House

32 Albion Street

Glasgow

G1 1LH

Phone: 0141 287 0499

Email: SWComplaints@sw.glasgow.gov.uk

If emailing, please provide full details of your complaint together with your name and postal address as well as the name, postal address and date of birth of the social work service user.

Glasgow Social Work Department Locations

Below is a list of the localities covered by each local social work area. Click on the area to get information about the office nearest to you, if you are unsure which office to go to please phone first. Each area has a Reception Services point that will be able to help you with your enquiry. You can also find information on other care and support services within Glasgow at www.yoursupport Glasgow.org.

North East

Covers the following areas:

Auchinlea, Baillieston, Belmore, Balornock, Bar Lanark, Barmulloch, Bishop's Wood, Blackhill Braid auld, Bridgeton, Broom house, Colton, Caliche, Car down, Carlyle, Carnitine, Cathedral, Craig end, Cornhill, Crossbill, Dalmarnock, Dennison, Easter house, Fullarton, Garrowhill, Garthamlock, Gartloch, Germiston, Greenfield, Hag hill, Morganfield, Millerton, Mount Brennon, parked, Peters hill, Provanmill, Queenslie, Riddrie, Rob Royston, Royston, Roystonhill, Ruchazie, Sandyhills, Shettleston, Signthill, Springboig, Springburn Stobhill, Swinton, Tollcross, Towhead and Well house.

North West

Covers the following areas:

Anderston, Anniesland, Blairdardie, Dawsholm, Downhill, Drumchapel, Finnieston, Firhill, Garnet hill, Garscadden, Gilshouchill, Hamilton hill, Hillhead, Hedland, Jordanhill, Kelvindalte, Kelvingrove, Kelvinside, Keppoch, Mayhill Park, Milton, North Kelvinside, North Knightswood, Park, Parkhouse, Partick, Partickhill, Port Dundas, Possil, Possilpark, Ruchill, Scotstoun, Scotstounhill, St Enoch, Summerston, Temple, Whiteinch, Woodland, Woodside, Yoker and Yoker and Yorkhill.

South

Covers the following areas:

Arden, Battlefied, Bellahouston, Carmunnock, Carnwadric, Castlemilk, Cathcart, Corkerhill, Craigton, Croftfoot, Crookston, Crossmyloof, Danley, Deaconsbank, Drumoyne, Dumbreck, Gorbals, Govan, Govanhill, Hillington, Hillpark, Hutchestontown, Ibrox, King's Park, Kinning Park, Langside, Laurieston, Linthouse, Mansewood, Mossspark, Mount Florida, Muirend, Newlands, Nitshill, Oatlands, Penilee, Pollok, Pollok Park, Pollokshows, Pollokshields, Priesthill, Queen's Park, Shawbridge, Shawlands,

Shieldhall, Simshill, South Cardonald, Southpark Village, Strathbungo, Toryglen and Tradeston

3. Hate Crime & Third Party Reporting

About

Hate Crime is any criminal offence committed against an individual or property that is motivated by a person's hatred of someone because of his or her actual or perceived race religion, transgender identity, sexual orientation or disability.

Hate Crime is wrong, it is against the law, and everyone has the right to live safely and without fear. You can choose to report a crime and be anonymous. No two individuals are ever the same-embraced individuality and help put an end to hate crime by reporting it.

Police Scotland takes hate crime very seriously and will do everything we can to bring those responsible to justice.

If you have been targeted because of your disability, race, religion, sexual orientation or transgender identity, or you are aware of someone else being targeted, we want you to report it.

Reporting hate crime is important. If you report it we can deal with it, we can try to prevent the same thing happening to someone else and together we can work to rid Scotland of hate.

We are committed to dealing with hate crime and take all reports of hate crime seriously.

In some cases victims and witnesses of Hate Crime do not feel comfortable reporting the matter directly to the Police, and may be more comfortable reporting it to someone they are familiar with.

To ensure anyone is able to report Hate Crimes, Police Scotland works in partnership with a wide variety of partners who perform the role of 3rd Party Reporting Centres. These partners have been trained to assist people in submitting a report to the police, and can make such a report their behalf.

Examples of 3rd Party Reporting Centres participating in the scheme range from Housing Associations to Victim Support offices and Voluntary Groups.

Contact

You can report a Hate Crime as follows:

By telephone 999 (emergency) 101 (non-emergency)

In person at any Police office

Visit a [Third Party reporting centre](#)

Or by clicking the following link – Hate Crime Reporting Form

Website:

<http://www.scotland.police.uk/assets/pdf/205073/hate-crime-3rd-party-reporting-centres>

8. Health And Safety Executive Glasgow

The Health and Safety at Work Act 1974 provides the legal framework in Britain to promote, stimulate and encourage high standards of health and safety for people at work and protection for others, i.e. members of the public, against risks that arise from work activities. More information can be found at the Health and Safety Executive website.

<https://www.glasgow.gov.uk/article/17635/Health-and-Safety>

Closes in 4 h 14 min

Updated on 16 February 2020

Opening Hours

Tuesday

8:30 AM - 5:00 PM

Wednesday

8:30 AM - 5:00 PM

Thursday

8:30 AM - 5:00 PM

Friday

8:30 AM - 5:00 PM

Saturday

Closed

Sunday

Closed

Monday

8:30 AM - 5:00 PM

Contact Details

1St Floor Mercantile Chambers 53 Bothwell Street,
Cambuslang, Glasgow, Glasgow City, G2 6TS

+44 141 275 3000

<https://www.hse.gov.uk/>

Health & Safety Consultants Glasgow

Find more info on Cylex

Report incorrect information

8. Women's Services

CONTENTS

1.	TARA PROJECT.....	2
2.	SAHELIYA	3
3.	GOVAN COMMUNITY PROJECT WOMEN.....	3
4.	UNITY SISTERS.....	4
5.	AMINA MWRC	4, 5
6.	GLASGOW WOMEN'S LIBRARY.....	5
7.	RUBY PROJECT.....	5
8.	MARYHILL INTERGRATION NETWORK (MIN).....	6
9.	INTERFAITH NETWORK	7
10.	YWCA SCOTLAND	7
11.	MENTAL HEALTH NETWORK GREATER GLASGOW.....	8
12.	GLASGOW EAST WOMEN'S AID.....	8
13.	KINGSWAY WELLBEING CENTRE.....	9
14.	WOMEN'S AID GLASGOW.....	10
15.	HERMAT GRYFFE PROJECT.....	10
16.	GLASGOW SOCIAL WORK LOCATIONS.....	10, 11
17.	WOMAN WAVERLEY CARE.....	11, 12
18.	HOME-START GLASGOW.....	13,14
19.	WOMEN'S CENTRE.....	15
20.	ANYISO.....	16

Women's Services

WOMEN'S GROUPS IN GLASGOW

1. TARA PROJECT

The Women's Support Project aims to raise awareness of the extent and effects of violence against women and children, and works to improve services for those affected by violence. Key themes in our work have been highlighting links between different forms of male violence and promoting an interagency response to the abuse of women and children. Our work is informed by a feminist analysis of male violence and an understanding of the links and overlaps between different forms of violence, discrimination and oppression



Main Goals

- Raising awareness of the harm caused by commercial sexual exploitation and highlighting male demand as a root cause
- Multi-agency and in-house training service
- Public education
- Multi-agency and partnership working at local and national level
- Fundraising

Location

Office base

Women's Support Project

Adelphi Centre

12 Commercial Road

Glasgow

G5 0PQ

Telephone: 0141 418 0748

Fax: 0141 429 7496

Email to enquiries@womenssupportproject.org.uk

NOT ABLE TO PROVIDE DROP IN SERVICES.

Website <http://www.womenssupportproject.co.uk/content/home/1/>

2. SAHELIYA

Saheliya is a specialist mental health and well-being support organisation for Black Minority Ethnic, Asylum Seekers, Refugees and migrant women and girls (12+) in the Edinburgh and Glasgow areas.

Coronavirus update – 4 May 2020

Services available:

- 1) Emotional Support – listening over the phone and advice
- 2) Act on their behalf if needed/ contacting other organisations for further support or referral
- 3) Check on service users and follow up on any issues – including food deliveries
- 4) Help with applications for emergency funds

What We Offer

Our Services:

- Counselling
- Complementary Therapies
- Practical and Emotional Support
- Group Work
- Outreach Work
- Young Saheliya Group work and Counselling
- Learning Centre
- Gardening Project
- Childcare for under 7's to make sure our women can access our services

Location

St Rollox House
130 Springburn Road
G21 1YL

Telephone: 0141 552 6540

Website: <http://www.saheliya.co.uk/>



3. GOVAN COMMUNITY PROJECT WOMEN

Govan Community Project (Scottish Charity No: SC042012) is a community based organisation working in south west Glasgow.

Our purpose is: - To achieve social justice in the areas of Govan and Craigton



by building a strong community based on equality, mutual respect, support, and integration

DROP-IN

Our drop-in is open Monday, Wednesday, Friday from 12:00 to 15:00.

Location

The Pearce Institute
840 Govan Road
Glasgow, G51 3UU

Telephone: 0141 445 3718

Website: <http://www.govancommunityproject.org.uk/>

4. UNITY SISTERS

We support women both before and after they are granted refugee status by helping them to rebuild their lives. We do this by running a weekly drop-in service where female identifying asylum seekers / refugees can come along with their children to receive practical and emotional support which is otherwise not available to them. Having been involved in this field for over five years our knowledge of key agencies in Scotland (and beyond) is excellent so we are able to guide our service users through the maze of support that is available to them whilst providing independent advice.

Website: <https://unitywomen.wordpress.com/>

Location: 43 Cornwall St, 43 Cornwall St, Glasgow .G41 1BA

Telephone: 07521975143 / 07852439876

Email: unitywomensproject@gmail.com

Website: <https://unitywomen.wordpress.com/>

5. AMINA MWRC

Amina is an award-winning organisation, recognised by Muslim communities and key partners within Scotland for its pioneering and responsive approach to addressing key issues and needs of Muslim women. Having invested in this specialist area where there was previously a gap in



services in Scotland, Amina is recognised as the national hub for gaining access to, and consulting with Muslim women across Scotland. The organisation has been instrumental in initiating and tailoring services to meet the particular needs of Muslim women to ensure that they are able to fully participate in society without fear of discrimination or inequality.

Location: Citywall House,
32 Eastwood Avenue,
Glasgow,
G41 3NS

Telephone: 0141 212 8420 **Website:** <http://www.mwrc.org.uk/>

6. GLASGOW WOMEN'S LIBRARY

We have grown from a small grassroots project into the main hub for information by, for and about women in Scotland with 13 paid staff and more than 80 volunteers a year, offering specialized learning, collections and archives. GWL has always been a hotbed of ideas and is now growing into a pioneering women's social enterprise. As a well-used, welcoming and accessible service, we take pride in our genuinely integrated and continually growing communities of users, from professional researchers, to those who, for whatever reason, feel remote from culture and learning.



Location:
Glasgow Women's Library

23 Landressy Street
Glasgow
G40 1BP

Website: <https://womenslibrary.org.uk/>

Telephone: 0141 550 2267

7. RUBY PROJECT

We believe that a young woman's knowledge and understanding of her self-worth is so important to her physical and emotional well-being and to her general approach to life. Thus, our goal is to help teen girls realize their true worth, and be able to live like they know just how Ruby-rare they are!

At the Ruby Project we:

- * address important health issues unique to young women
- * work through the emotional impacts of trauma & other challenges
- * provide a sisterhood of support where girls realize they are not alone
- * promote healthy self-expression through the creative arts
- * promote positive self-esteem and body image
- * promote spiritual growth
- * encourage leadership in the community, and
- * challenge girls to pursue their dreams despite coming from negative circumstances

Website: <http://www.ruby-project.org/>

Telephone: East Coast: 301.401.2071

West Coast: 310.339.6120

Email:therubyproject@gmail.com

8. MARYHILL INTEGRATION NETWORK

Maryhill Integration Network (MIN) was established in 2001 and became a registered charity (SCO37300) in



March 2006. We are an independently constituted unincorporated voluntary organisation. We have an Executive Committee consisting of the Network office bearers and members of the network.

Location:

Maryhill Integration Network
35 Avenuepark Street,
Glasgow,
G20 8TS

Telephone: 0141 946 9106

Email: hello@maryhillintegration.org.uk

9. INTERFAITH SCOTLAND

Interfaith Scotland is the national Interfaith Organisation for Scotland.

We work to help ensure good relations between the diverse religions and

belief communities of Scotland and also to share good practice in interfaith dialogue, education, engagement and training nationally and internationally.

**Location:**

Interfaith Scotland
Flemington House (2nd floor)
110 Flemington Street
Glasgow
G21 4BF

Telephone: 0141 558 0778

E-mail: admin@interfaithscotland.org

Website: <http://www.interfaithscotland.org/>

10. YWCA SCOTLAND

YWCA Scotland is a feminist organisation and part of a worldwide movement of women leading change. Our

vision is a world where every woman can shape her own life journey and fulfil her potential and where the voices of women are heard, respected and celebrated.



Location: Second Floor,

Wellpark/Kirkhaven Enterprise Centre,
120 Sydney Street,
Glasgow G31 1JF
Telephone: 0141 465 4627

Website: <http://www.ywcascotland.org/>

Email: carol@ywcascotland.org

11. MENTAL HEALTH NETWORK GREATER GLASGOW



Gives support and help for women

Location:

Mental Health Network (Greater Glasgow) Suite 11,
Templeton Business Centre,
62 Templeton Street
Glasgow G40 1DA

Telephone: +44 (0) 141 550 8417

Website: <http://www.mhngg.org.uk/womensmens/4592650434>

12. GLASGOW EAST WOMEN'S AID



If someone close to you is hurting or threatening you, controlling what you do or who you meet, we can help. We provide support for women, children and young people who are affected by domestic abuse.

Our Address

Glasgow East Women's Aid
753 Westerhouse Road
Easterhouse
Glasgow, G34 9PB
Tel: 0141 781 0230
Crisis Line : 0141 773 3533
Fax: 0141 771 4711

Email: collective@gewa.org.uk

Opening Hours

Monday & Friday: 9:30am to 1:30pm
Tuesday, Wednesday, Thursday: 9:30am to 3:30pm
Phone lines are open till 5pm.

13. KINGSWAY WELLBEING CENTRE

“Over the years that I have been working in this capacity, I have seen a real range of community spirit. You have got really thriving communities such as Kingsway where they have really strong structures of support, the community is really respectful and it has got a history of support. And I have run projects on Kingsway Court working with women where I am aware of the ways in which the community is integrated and respectful and people have strong relationships to each other”



TEL: 0141 959 0129

EMAIL: info@kingswayhealth.co.uk

ADDRESS: Kingsway Court Health & Wellbeing Centre, Block 50, Kingsway Court, Scotstoun, Glasgow G14 9SR

14. WOMEN'S AID GLASGOW

Glasgow Women's Aid has been supporting women, children and young people who are experiencing Domestic Abuse for over 35 years.

The development of our service has been influenced by the experiences of the women, children and young people that we have supported. As an organisation we provide information, support and temporary refuge accommodation.



Location:

Glasgow Women's Aid
4th Floor
30 Bell Street
Glasgow G1 1LG


Telephone: 0141 553 2022


Fax: 0141 553 0592

15. HEMAT GRYFFE WOMEN'S PROJECT



About:

Services for social work are accessed through local social work offices and most services are provided following an assessment of needs – (Read our  Eligibility Criteria [39kb] on how we decide if you are eligible for a service.) If you already have a social worker then you should continue to contact them in the usual way. If you've not contacted social work before, you can contact Social Care Direct on 0141 287 0555.

There may be a charge for some services – (See our  Social Care Charging Policy [116kb] for more information.)

Contact:

Flat 0/1, 24 Willowbank Street, Glasgow, G3 6LZ

Telephone: 0141 353 0859 Facsimile: 0141 564 1316

Email: hemat.gryffe@ntlbusiness.com

Web: www.hematgryffe.org.uk

Services:

Adults

We offer assistance to adults / older people including Adult Support & Protection; Learning Disabilities; Mental Health; Physical Disabilities; Sensory Impairment & Support at Home.

Families & Children

Social Work Services offer assistance to children and their families facing difficulties in their lives. Services available include Adoption & Fostering; Child Protection; Family Based Respite and Leaving Care.

Carers

Are you looking after someone? Across Glasgow, regardless of where they live, carers can access a range of services.

Criminal Justice

The key objective of Criminal Justice services is to achieve a reduction in re-offending; increase social inclusion of former offenders and support for victims of crime.

Drug and Alcohol Problems

Glasgow Addiction Services provides services through Community Addiction Teams.

Homelessness / Housing Options

Homeless or about to be? Find out where to get help.

The Housing Options Guide provides information and advice about Housing in Glasgow.

16. GLASGOW SOCIAL WORK DEPARTMENT LOCATIONS

Below is a list of the localities covered by each local social work area. Click on the area to get information about the office nearest to you. If you are unsure of which office to go to please phone first. Each area has a Reception Services point that will be able to help you with your enquiry. You can also find information on other care and support services within Glasgow at www.yoursupportglasgow.org.

North East

Covers the following areas:

Auchinlea, Baillieston, Balmore, Balornock, Barlanark, Barmulloch, Bishop's Wood, Blackhill, Braidfauld, Bridgeton, Broomhouse, Calton, Camlachie,

Cardowan, Carmyle, Carntyne, Cathedral, Craigend, Cranhill, Crosshill, Dalmarnock, Dennistoun, Easterhouse, Fullarton, Garrowhill, Garthamlock, Gartloch, Germiston, Greenfield, Haghill, Hogganfield, Millerston, Mount Vernon, Parkhead, Petershill, Provanmill, Queenslie, Riddrie, Robroyston, Royston, Roystonhill, Ruchazie, Sandyhills, Shettleston, Sighthill, Springboig, Springburn, Stobhill, Swinton, Tollcross, Townhead and Wellhouse.

North West

Covers the following areas:

Anderston, Anniesland, Blairdardie, Blythswood, Broomhill, Broomielaw, Cadder, Charing Cross, City Centre, Colston, Cowcaddens, Dawsholm, Dowanhill, Drumchapel, Finnieston, Firhill, Garnethill, Garscadden, Gilshochill, Hamiltonhill, Hillhead, Hyndland, Jordanhill, Kelvindale, Kelvingrove, Kelvinside, Keppoch, Maryhill, Maryhill Park, Milton, North Kelvinside, North Knightswood, Park, Parkhouse, Partick, Partickhill, Port Dundas, Possil, Possilpark, Ruchill, Scotstoun, Scotstounhill, St Enoch, Summerston, Temple, Whiteinch, Woodlands, Woodside, Yoker and Yorkhill.

South

Covers the following areas:

Arden, Battlefield, Bellahouston, Carmunnock, Carnwadric, Castlemilk, Cathcart, Corkerhill, Craigton, Croftfoot, Crookston, Crossmyloof, Darnley, Deaconsbank, Drumoyne, Dumbreck, Gorbals, Govan, Govanhill, Hillington, Hillpark, Hutchestontown, Ibrox, King's Park, Kinning Park, Langside, Laurieston, Linthouse, Mansewood, Mossbank, Mount Florida, Muirend, Newlands, Nitshill, Oatlands, Penilee, Pollok, Pollok Park, Pollokshaws, Pollokshields, Priesthill, Queen's Park, Shawbridge, Shawlands, Shieldhall, Simshill, South Cardonald, Southpark Village, Strathbungo, Toryglen and Tradeston.

17. WOMAN WAVERLEY CARE

We offer a range of services specifically designed to support women living with or affected by HIV or Hepatitis C. These include dedicated support groups which offer a safe space where you can meet other women in the same situation, share experiences, find and offer encouragement, and talk about what is going on in your life to people who



really do understand what it's like. If a group is not for you, one-to-one support is available from specialist workers, or in the form of peer support from another woman who has been through some of the things you might be experiencing and come out the other side. We also offer information and advice around a wide range of reproductive and sexual health issues. These include how to get the most out of your sex life and relationships, having children, coping with pregnancy, advice and support around feeding your baby, and talking to children and partners about your HIV or Hepatitis C status. Whatever concern or topic you'd like support with – we have services that can meet your needs and be tailored to you.

Location: 12 Queen Crescent, G4 9AS

Telephone: 0141 332 2520



18. HOME-START GLASGOW

Home-Start Glasgow South is a leading family support charity striving to give young children the best possible start in life. We work *with* families to help them overcome issues including isolation, mental health difficulties, bereavement, family breakdown, addiction, physical ill-health and many others.

We have been supporting local families across the south of Glasgow for 17 years and have grown to become the largest Home-Start in Scotland and one of the largest in the UK.

We exist to improve the lives of parents and their children.

Our goal is to help families, it's as simple as that, and we employ a wide array of support mechanisms to enable us to address individual needs. At the heart of our service is a dedicated network of Home-Start Glasgow South volunteers. They are the lifeblood of our organisation, providing vital practical and emotional weekly support to families in their own homes; while for families in more acute need we can also provide intensive family support through our dedicated Family Support Workers.

Alongside our amazing volunteers we also run support groups and courses, provide English tuition and throughout the year facilitate family outings which

enable families to share experiences that may otherwise not be possible. We are continually reviewing and adapting our service to meet changing needs, and everything we do is designed to help parents to overcome hardship and enjoy happier, healthier families.

Our core activities include:

- Home-Visiting Volunteers
- Family Support Groups
- Intensive Family Support
- English Tuition
- STEPS and Triple P Courses
- Family Trips and Events

CONTACT-:

Home-Start Glasgow South
Pollokshaws Burgh Hall
2015 Pollokshaws Road
Glasgow
G43 1NE
Tel: 0141 570 8735
Email: theteam@homestartglasgowsouth.org.uk

19. THE WOMEN'S CENTRE GLASGOW

THE WOMEN'S CENTRE GLASGOW

Supporting Women, Families and Communities

Activities

1. Knitting Group
2. Breast Feeding
3. Art Class

4. Baby Massage
5. Computing Class
6. Baby Sensory
7. Walking Group
8. Mosaic Class
9. Keep fit
10. Crèche

Contact Details

Email: info@womenscentreglasgow.org.uk

Phone: 0141 576 1400

Address: The Women's Centre Glasgow

17-33 Shawpark Street, Maryhill,
Glasgow G20 9DA

20. ANYiSO



Projects

1. Climate Change Awareness and Sustainability
2. Drop in – one to one advice and support
3. Violence Against Women
4. Youth empowerment

5. Health and Wellbeing
6. Workshops, Trainings, Conferences and Seminars
7. Cultural Diversity and Community integration
8. Research Projects
9. Campaigns

Opening Hours

MON. 10:00 a.m. – 4:00 p.m.

TUE. 10:00 a.m. – 6:00 p.m.

WED. 10:00 a.m. – 4:00 p.m.

THU. 10:00 a.m. – 6:00 p.m.

FRI. 10:00 a.m. – 2:30 p.m.

SAT. CLOSED

SUN. CLOSED

Contact Details:

11 Keal Place

Glasgow

G15 6UZ

0141 944 2930

01413742573

info@anyiso.co.uk

