



University of Dundee

Smile4life Reflexive Mapping Exercise

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Smile4life


Reflexive mapping exercise

Better health and social care for homeless people



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The cover page of this publication is from the project ‘New Routes of Discovery: building confidence and awareness through photography’ that includes photos taken by people experiencing homelessness in Dundee.

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Preface

Joe FitzPatrick, Member of Scottish Parliament (MSP) (Dundee City West)

It is now well understood that for those experiencing homelessness, accessing dental health services and maintaining good oral health can be particularly challenging. The Smile4Life programme sets out to tackle this issue, helping to ensure that those without a home are aware of how to access dental services, as well as maintain basic self-care during these difficult circumstances.

The Smile4Life programme has pointed to the link between oral health and wider social and health needs, particularly in the case of homelessness. The oral health of the population has improved dramatically, though there is still a significant negative impact from poor oral health amongst those affected by homelessness as well as those living in our more disadvantaged communities.

The subsequent development of the Reflexive Mapping Exercise (RME) methodology, led by Dr Andrea Rodriguez from the University of Dundee in partnership with Dundee City Council, has actively engaged with service providers and organisations to encourage a holistic, integrated and co-operative approach to preventing and reducing homelessness. It also aims to tackle the adverse health and social impacts that can be associated with homelessness.

This research by the Dundee Health Services Research Unit (DHSRU), University of Dundee, will provide invaluable insight into the collective strategies and partnerships required to help support those experiencing homelessness in our cities.

The RME will provide a better understanding of the variety of service providers who typically engage with those experiencing homelessness or at risk of becoming homeless, and of how co-operation can be beneficial. I firmly believe this publication will prove to be a vital resource for all those involved in tackling homelessness and its negative health impacts.

Joe FitzPatrick MSP

Foreword

First, I would like to thank Dr Andrea Rodriguez, the lead contributor to this publication, for all the hard work she has put into this.

Andrea, who represents the Smile4Life programme, University of Dundee, is a valuable member of the Strategic Commissioning Group for Homelessness Services in Dundee. This piece of work will contribute greatly to the future planning and improvement of homeless services for each of the eight localities across Dundee.

The research has given great insight into what supports people who find themselves homeless and what we have in terms of services across the city. It has highlighted that most support groups and services are located around central Dundee.

In places where Health and Social Care Partnerships are expected to deliver more support groups in local communities, this report suggests that the distribution of services may need to be spread out more widely in the future. But it is not just the Scottish Government who are saying that services need to be accessible in localities. Homeless people have told us this themselves. Through many consultation exercises over the past few years they have told us time and time again that they find accessing services difficult, particularly at crucial times in life when they are experiencing trauma or crisis. They struggle to attend appointments for many reasons. For example, it may be impossible for them to make phone calls or to access the internet, or they may lack money for transport.

In my role as Senior Officer with the Strategy and Performance Service, I would say that this piece of work is very valuable. It is the first step of our journey to review the distribution of and access to services for homeless people across Dundee.

Hopefully the reflexive mapping exercise will be of use, not just to homeless people but to all the people across Dundee who need the same support.

**Ailsa McAllister, Senior Officer
(Homelessness, Older People, Outcomes and Self-Directed Support)
Dundee Health and Social Care Partnership**

Introduction

Smile4Life is the Scottish Oral Health Improvement Programme for people experiencing homelessness. It was established in 2007. The first action of the Smile4Life programme was an oral health and psychosocial needs survey, together with a qualitative exploration with people experiencing homelessness in Scotland. This was one of the world's largest surveys on the oral health and psychosocial needs of homeless people.¹ It produced data on the demographic profile, health and health behaviours, psychosocial health, and degree of patient management complexity of 853 participants. The survey and qualitative findings were used to co-design the Smile4Life Guide for Trainers² to support professionals working within the homelessness sector to promote oral health and enable changes to health behaviour.

A key part of the Smile4Life programme was its integration as an oral health promotion programme to be rolled out across all Scottish NHS Boards as well as community and non-governmental organisations (NGOs). The programme aims (i) to translate the Smile4Life research findings into practical changes across health and social services, and (ii) to positively change the experience for people using both health and social services.

One of the key challenges identified by the Smile4Life accompanying evaluation programme³ was the lack of effective integration between health practitioners and third-sector organisations, and between health and social services. A qualitative exploration suggested that this was often due to a perceived lack of knowledge of available health and social services that provide support to homeless people as well as pathways to referral. To address this issue, Smile4Life started a process of active engagement and dialogue with policy makers and key NGOs that were working to support homeless people and to prevent homelessness. One of the outcomes of these discussions was the development of a reflexive mapping exercise (RME) in four Scottish cities (Dundee, Aberdeen, Glasgow and Edinburgh) in conjunction with NHS Boards, local authorities, universities and Shelter Scotland.

The Public Bodies (Joint Working) (Scotland) Act 2014 requires NHS Boards, third sector organisations and local authorities to integrate the planning and delivery of health and social care services. As specified in this regulation, there will be a full operational plan of responsibilities from April 2016, focusing on improving outcomes and building services through collaboration and integrated approaches. The main aim is to use available resources to improve the wellbeing of people who require support from both the health and the social care sectors.

The current public policy on health and social care integration aims to promote more coordinated access to services which support vulnerable groups, but this is

still a challenge in Scotland. Joint work between local authorities, NHS boards and civil society organisations is required to better address communication between these sectors, to avoid restricted referrals and to avoid a limited guarantee of rights for those in need.

The RME provides a practical framework to tackle homelessness by providing an understanding of the current availability of services under eight areas of support, in the context of the design and implementation of health and social care integration. Using a collaborative and multi-agency approach, the RME contributes to increasing accessibility for, and the engagement of, vulnerable users by listing a wide range of services designed for them. This publication will increase awareness of existing services. Through a collective process, it will provide opportunities for both practitioners and service users to better communicate and integrate their services.

We present this publication of the mapping process of services in Dundee City as part of the Dundee City Council local strategic plan to tackle homelessness (2016–2021).

Overview and summary of contents

This document provides a catalogue of available services to support vulnerable groups in Dundee. It also provides evidence of the inequitable distribution of services by social deprivation and geographical distribution.

[1] Contents of the document

The reflexive mapping exercise for Dundee is divided into eight areas of support as seen in Figure 1. These services are:

- Health and psychosocial wellbeing (50 services)
- Education and training (26 services)
- Housing support (19 services)
- Food assistance (20 services)
- Information and advice (29 services)
- Employment and work placement (4 services)
- Furniture (3 services)
- Community development and networking (2 services)

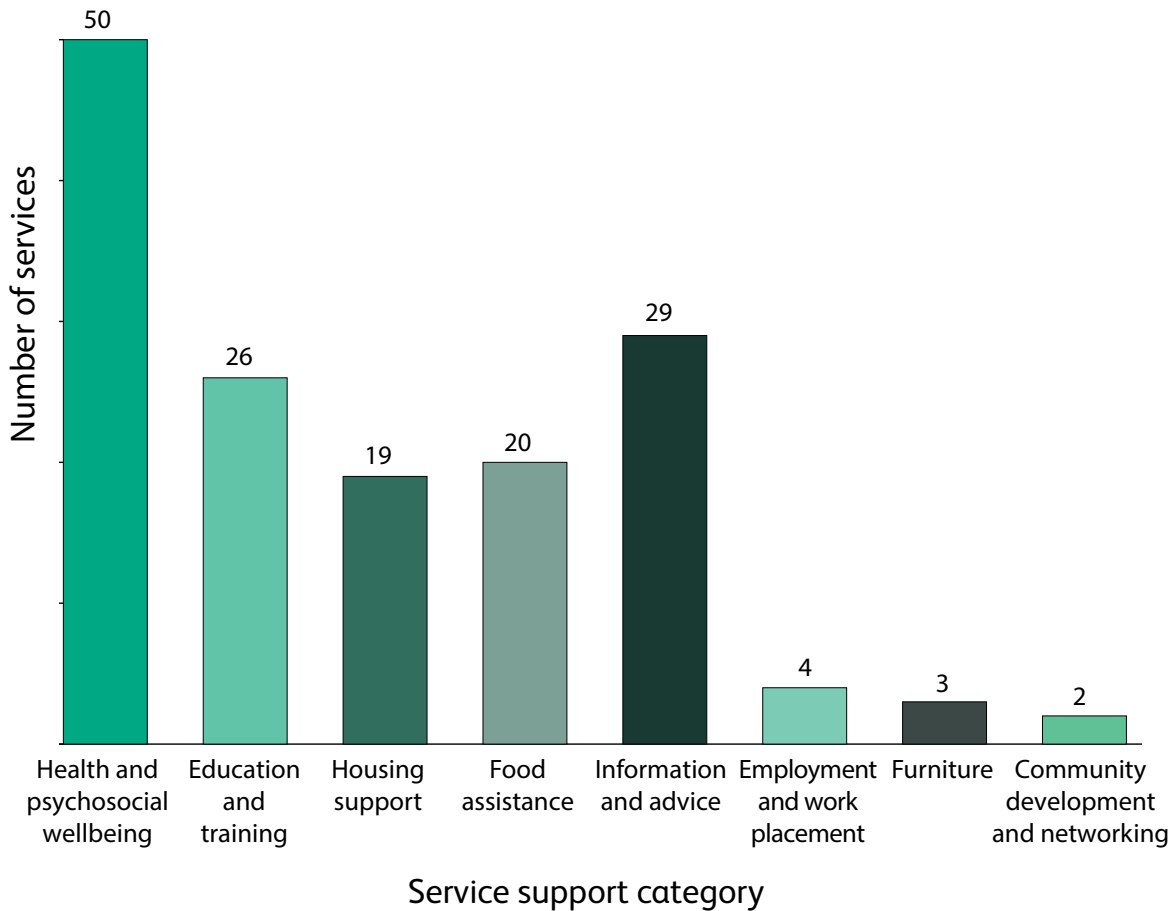


Figure 1: Chart showing homelessness support services in Dundee

The final number for each category of support reflects only the main services offered by the organisations included in this mapping and not additional services they may offer (such as a food bank service that also offers information and advice). Services operating in more than one location have been considered individually.

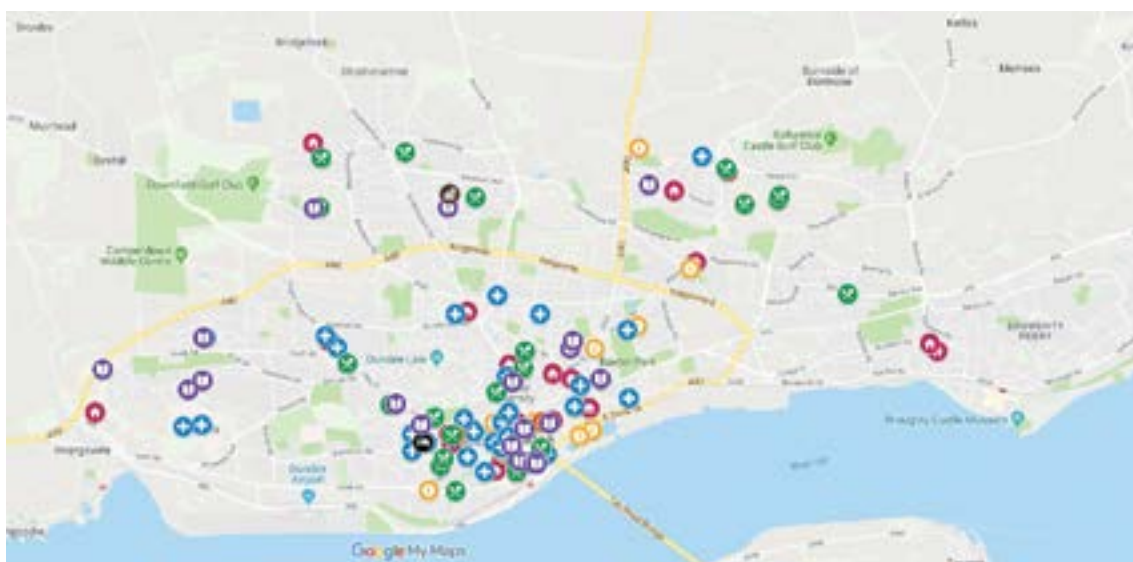
Each section of this document contains detailed information on each type of service, as mentioned above.

If available, the following information about the named services has been included:

- Name of the organisation
- Name of the service
- Contact information
- Aim or mission of the service or organisation
- Services provided
- Projects
- Target group(s)
- Area of intervention

[2] Inequitable distribution of services

Figure 2 shows the geographical distribution of health and social services across Dundee. The services are concentrated in the central area of the city, away from areas of high social deprivation. According to the Primary Health Care Approach,⁴ this inequitable distribution will reduce access and users' ability to attend health and social care appointments, since these services are outside a 5 km radius of their residences.



	Health and psychosocial wellbeing		Education and training
	Housing support		Food assistance
	Information and advice		Employment and work placement
	Furniture		Community development and networking

Figure 2: Geographical distribution of health and social services across Dundee

Looking at the Scottish Index of Multiple Deprivation (SIMD),* Dundee City has 188 data zones in total. Twenty-one of these are located in the top 5% of deprived areas in Scotland, where 11% of the Dundee City population lives.

Using this tool, we aimed to identify the services under our eight areas of support that were in the top 5% of deprived areas in Scotland to determine gaps in service availability. Figures 3 and 4 show the top 5% of deprived areas in Dundee, based on the SIMD 16 ranks, and distribution of services in these areas.

*The Scottish Index of Multiple Deprivation (SIMD) is the Scottish Government's official tool for identifying places in Scotland suffering from deprivation. The SIMD divides Scotland into 6,976 small areas called data zones with roughly an equal population in each data zone (500 and 1,000 household residents).

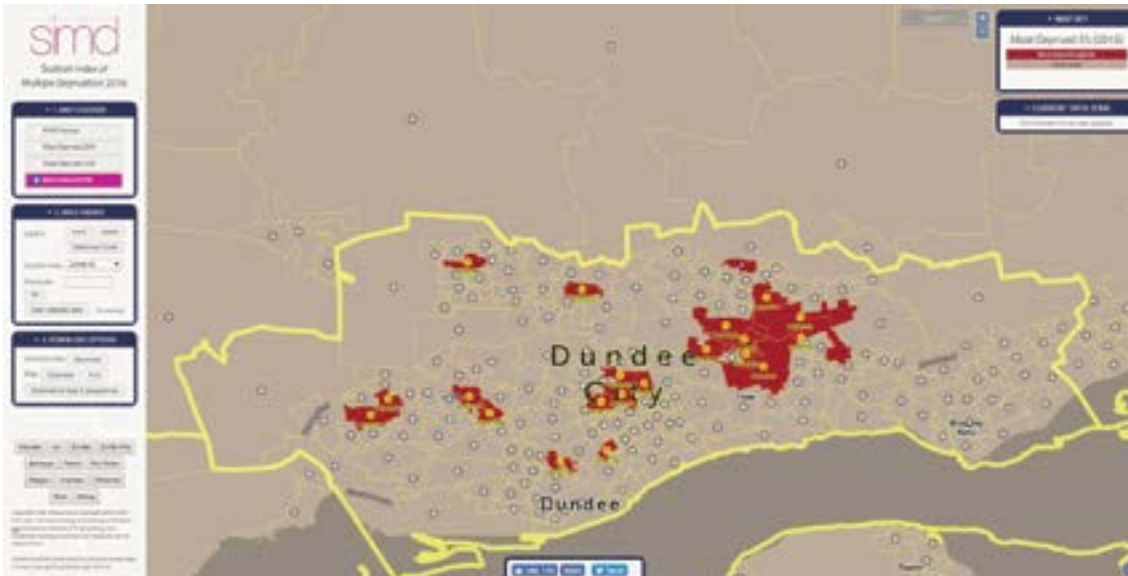
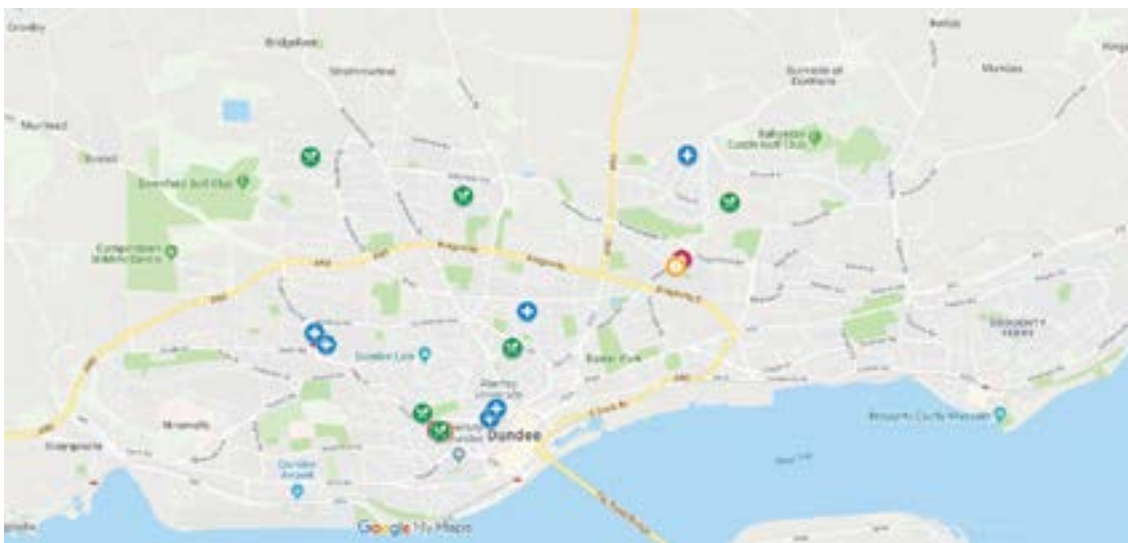


Figure 3: The top 5% of deprived areas in Dundee



See key for map on page 9.

Figure 4: Distribution of services in the top 5% of deprived areas in Dundee

In conclusion, there is an inequitable distribution of services for those residing in the top 5% of deprived areas in Dundee. Our results show there is a lack of services to support homeless people in these most deprived areas of Dundee. The people who live in these areas are the most likely to experience conditions which limit their opportunities in life and their capacity to access available health and social care services.

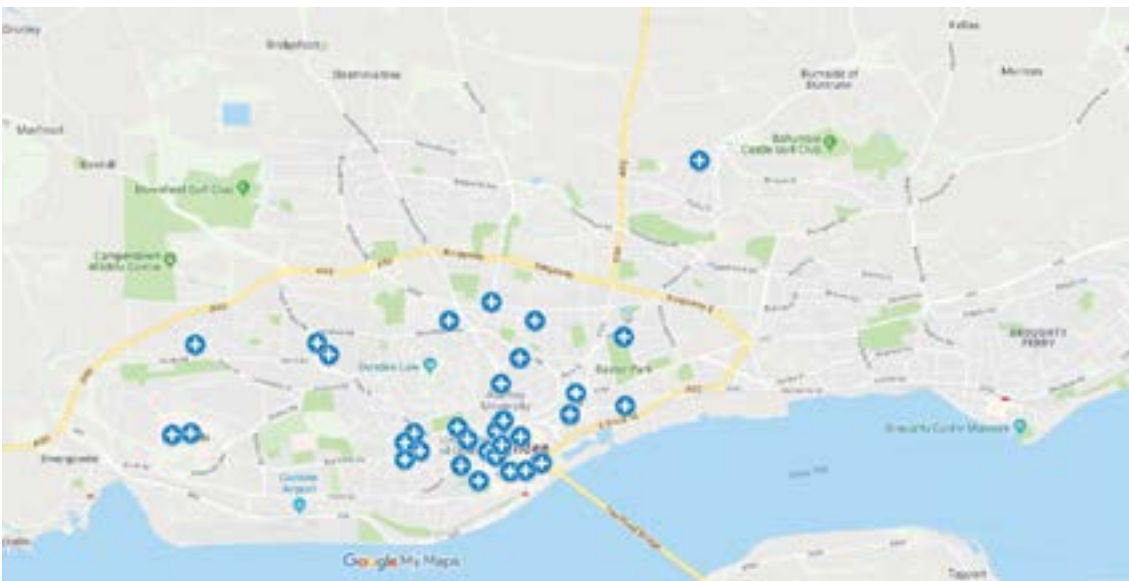
The RME is not yet finished but is always under construction, and always responsive to the needs of individuals and their communities. There was no intention to produce a complete catalogue covering all services in Dundee. The RME is guided by a principle of constant development as new demands from practitioners, service users, communities and the government arise. You will find blank spaces at the end of each category of support to allow practitioners to add new and further relevant information for specific services. The expectation is that the data collected will advise future work programmes, and inform new policies and interventions to improve quality of life and access to services for the population in Dundee. Following the publication of the RME Dundee, there are two other reflexive mapping exercises in progress in Aberdeen and Edinburgh.

The RME has enabled us to know who we are, what we do and what we want, as well as to initiate a process to achieve better linkage of professionals and service users with key available services. The data presented here provides relevant information for local authorities and government agencies to identify gaps in service provision and inequitable distribution of services. This can help them plan their interventions to mitigate and to prevent homelessness. We hope this RME will be used by all people and groups who believe in, and support the promotion of, social justice. Achieving this involves the public, diverse professionals and other stakeholders working together to shape future plans for the city.

**Dr Andrea Rodriguez, Garima Arora, Professor Ruth Freeman
DHSRU, School of Dentistry, University of Dundee**

Reflexive mapping exercise of services and organisations to support people experiencing homelessness or at risk of becoming homeless in Dundee

Health and psychosocial wellbeing



See key for map on page 9.

1. Health and Homeless Outreach Team

Aim/mission

The team aims to provide an accessible medical service to people experiencing homelessness in Dundee.

Contact information

Address: Wallacetown Health Centre, Lyon Street, Dundee DD4 6RB

Tel: 01382 443526

Services provided

- Outreach nurse-led and/or medical drop-in clinics providing nursing and medical care as well as treatment, advice and information. These take place at various community locations, such as hostels. Home visits are also offered.
- Assessment of health, social care and housing needs, as well as referral to mainstream and specialist services.
- Open access medical drop-in clinic every Wednesday.

Area of intervention

Dundee.

Target group

Anyone who is homeless or at risk of becoming homeless, as well as other vulnerable groups.

2. The Corner – Young People’s Health and Information Project

Aim/mission

The Corner aims to provide health, information and peer-led services for young people. Contact information

Address: 13 Shore Terrace, Dundee DD1 3NP

Tel: 01382 206060

Email: office.corner@nhs.net

Website: www.thecorner.co.uk

Services provided

- Health and information services for young people aged 11–25.
- Full range of contraception provided.
- Chlamydia and pregnancy testing offered.
- Information on a wide range of services including drugs, housing and training.
- One-to-one support, legal advice and employment services.

Area of intervention

Dundee.

Target group

11–25 year olds.

3. NHS Tayside’s Oral Health Improvement Team – Mobile Dental Unit

Contact information

Addresses:

Dundee Cairn Centre, 12 Rattray Street DD1 1NA (Mondays 1.30 pm–4 pm)

Steeple Church, Nethergate, Dundee DD1 4DG (Thursdays 1.30 pm–4 pm)

Websites:

www.nhstayside.scot.nhs.uk/OurServicesA-Z/PublicHealth/PROD_210076/index.htm

www.host.btck.co.uk/FoodKitchensinDundee

Services provided

- The van can do everything that a normal dental practice can do apart from taking X-rays and providing root canal treatment.

Area of intervention

Dundee.

Target group

The mobile dental van is for people who are homeless, people who struggle with drug and alcohol misuse, or anyone who is deemed to live a chaotic lifestyle and is accessing other services, so long as they are not registered with a dental practice elsewhere.

4. Dundee Dental Hospital – University of Dundee

Contact information

Address: Dundee Dental School/University of Dundee, Park Place, Dundee DD1 4HR

Tel: 01382 425791/01382 660111 (patient enquiries)

Email: dentaladmin@dundee.ac.uk

Website: www.nhstayside.scot.nhs.uk/GoingToHospital/OurPremisesA-Z/DundeeDentalHospital/index.htm

Services provided

- Dental emergency clinic and dental treatment free of charge.
- Open Monday to Friday 8.30 am–11 am/1.30 pm–3 pm. People who are not registered with a dentist are able to use the service. Otherwise, referrals can be made by GPs and dental practitioners.
- People in pain, with a facial swelling or bleeding from their mouth will be given priority. Patients attending the Dental Hospital Dental A&E Clinic are usually treated by students under the supervision of qualified dentists.

Area of intervention

Dundee.

5. CAIR Scotland

Contact information

Address: Dundee Cairn Centre, 12 Rattray Street DD1 1NA

Tel: 01382 200532

Email: enquiries@cairscotland.org.uk

Website: www.cairscotland.org.uk

Services provided

- Intensive support programmes related to drug and alcohol interventions.
- Harm reduction services.
- Sexual health and relationships programmes.
- Education programmes.

Projects

- Specialist Services for Vulnerable Young People (Key to Change Project, WEB Project).
- Adult Services.

Area of intervention

Dundee, Aberdeenshire, Angus, Edinburgh, Perth and Kinross.

Target group

Those who do not access mainstream services, including adults whose lives are affected by substance misuse problems, and young people who are:

- at risk through their own or a family member's substance misuse
- looked after in the community or in residential care/secure accommodation
- young offenders
- at risk through their sexual activity
- excluded from school
- homeless.

6. The WEB Project

Aim/mission

The WEB Project aims to provide access to community-based health services to young people aged 10–18. The project provides information and support to young people affected by their own drug and alcohol use, sexual ill health (including human immunodeficiency virus [HIV] and blood-borne viruses [BBVs]), offending behaviours and related risk behaviours. All from the community base in Stobswell.

Contact information

Address: South East Pavilion, Baxter Park, Dundee DD4 7HD

Tel: 01382 458128

Email: kirstie.howell@cairscotland.org.uk

Website: www.cairscotland.org.uk/index.php?option=com_directory&task=directoryview&directory_id=1&itemid=121

Services provided

- Screening of sexual health needs.
- Substance use screening.
- One-to-one support.
- Sexual health and relationships group work (thematic and peer groups).
- Drug and alcohol group work (thematic and peer groups).
- 'C' card registration and distribution.
- Counselling support, pre- and post-pregnancy testing and support to access clinical services.
- Volunteer opportunities for young people and adults, including community placements.

Area of intervention

Dundee.

Target group

Children and young people aged 10–18, with a particular focus on looked after young people (at home and in the community, including those in kinship care), young offenders and those excluded from school.

7. Parish Nursing Ministries Scotland

Aim/mission

Parish Nursing Ministries UK is a Christian charity which helps local churches appoint nurses, who in turn support people and communities towards whole person health care. This is care for the person's overall wellbeing, incorporating body, mind and spirit.

Contact information

Address: Steeple Church, Nethergate, Dundee DD1 4DG

Tel: 07999 542043

Email: parishnurse@thesteepchurch.org.uk

Website: <http://thesteepchurch.org/parish-nursing>

Services provided

- Drop-in clinic with quick referral to practice nurse and GP services.
- Wholesome food.
- Clothing.
- Regular visits from a welfare benefits adviser.
- Weekly visit from a mobile dental surgery.

Area of intervention

Dundee city centre.

Target group

People in Dundee city centre who are living unhappily with the effects of poverty, and often issues such as addictions, which are deeply damaging to whole person health.

8. Kings Cross Health and Community Care Centre

Contact information

Address: Kings Cross Hospital, 31 Hospital Street, Dundee DD3 8DJ

Tel: 01382 596990 (dental)/01382 424494 (audiology). See website for alternative phone numbers.

Website: www.nhstayside.scot.nhs.uk/GoingToHospital/OurPremisesA-Z/HealthandCommunityCareCentre/index.htm

Services provided

- The Community Dental Nurse can provide health services to homeless people and information about NHS dentists, pharmacists and opticians.
- An out-of-hours GP service is available.

9. Body Positive Tayside

Aim/mission

Body Positive Tayside exists to empower HIV and hepatitis C (HCV) positive people and those personally affected to eliminate the stigma and isolation they experience.

Contact information

Address: 1st Floor, 31 Hawkhill, Dundee DD1 5DH

Tel: 01382 226860

Email: admin@bodypositivetayside.org

Services provided

- One-to-one support and a drop-in service.
- Opening hours: Monday–Friday 9 am–5 pm. Drop-in: Tuesday, Wednesday and Thursday 12 noon–3.30 pm.

Area of intervention

Tayside.

Target group

People who are HIV or HCV positive and those directly affected by HIV or HCV.

10. Sexual and Reproductive Health Clinic

Contact information

Address: Level 7, South Block, Ninewells Hospital, Dundee DD1 9SY

Tel: 01382 425542

Website: [www.cool2talk.org/health-info-zone/linc-clinics-\(sexual-health-clinics-for-young-people\)/](http://www.cool2talk.org/health-info-zone/linc-clinics-(sexual-health-clinics-for-young-people)/)

Services provided

- The clinic in Ninewells operates a walk-in system which means you do not need to make an appointment to be seen. Walk-in sessions are on Thursdays 11.30 am–3 pm, and Mondays, Tuesdays, Wednesdays and Fridays 9 am–4 pm.
- Young Person's LINC walk-in clinic for ages 18 and under: Thursdays 3.30 pm–6 pm.
- Men Only Tayside (MOT) is a free and confidential service for gay and bisexual men in Tayside. MOT operates a walk-in service in the Sexual Health Service on Tuesdays 4.30 pm–7 pm.

11. Women's Rape and Sexual Abuse Centre

Aim/mission

The Women's Rape and Sexual Abuse Centre aims to support women, children and young people affected by all forms of sexual abuse and exploitation. It also aims to raise public awareness of the damaging and life-changing effects of rape and sexual abuse.

Contact information

Address: 2 Dudhope Street, Dundee DD1 1JU

Tel: 0300 365 2001 (Mondays and Fridays 10 am–12 noon/Wednesdays 2 pm–4 pm)

Email: support@wrasac.org.uk

Website: www.wrasac.org.uk

Services provided

- One-to-one support provided face-to-face or via email, letter or telephone.
- Group meetings.

Area of intervention

Dundee, Angus, Perthshire and Fife.

Target group

Women, young women and girls who have been raped or sexually abused at some point in their lives.

12. Addaction

Aim/mission

Addaction is one of the UK's largest specialist drug and alcohol treatment charities.

Contact information

Addresses:

The Signpost Centre, Lothian Crescent, Dundee DD4 0HU

Boots Pharmacy, Albert Street DD4 6PZ (Mondays 9 am–5 pm)

Lochee Community Hub, 118-120 High Street DD2 3BW (Wednesdays 9 am–5 pm)

Cairn Centre, Rattray Street DD1 1NA (Wednesdays 9 am-5 pm)

The Signpost Centre, Lothian Crescent, Whitfield DD4 0HU (Thursdays 9 am–7 pm)

Tel: 01382 206888

Website: www.addaction.org.uk/services/dundee-direct-access-service

Services provided

- Support with pregnancy and early-years issues.
- Community alcohol support and recovery rehabilitation.
- Mutual aid partnerships.
- Blood-borne virus, hepatitis C and HIV support through testing and treatment.
- Overdose prevention work including take-home naloxone training and supply.
- Harm reduction services including provision of safe injecting equipment.
- Sexual health advice, pregnancy testing and free condom distribution.
- Support regarding education, employment and welfare issues.
- Opening times: 9 am–5 pm Mondays, Wednesdays, Thursdays and Fridays.

Target group

Adults, young people and families.

13. Dundee Healthy Living Initiative

Aims/mission

Dundee Healthy Living Initiative works in designated disadvantaged communities across the city to tackle health inequalities. It works in conjunction with other organisations and local people. It aims to promote health in its broadest sense, to reduce differences in health inequalities and to improve the health of the worst off in society through offering a range of over 90 healthy activities per week.

Contact information

Address: Room 21, Mitchell Street Centre, Mitchell Street DD2 2LJ

Tel: 01382 435824

Website: www.dundeehealth.com

Services provided

- Health information.
- Health checks.
- 'Quit smoking' classes.
- Cooking skills courses.
- Weight reduction classes.
- Exercise classes.
- Training in health topics.
- Health Issues in the Community course.
- Mental Health First Aid course.
- Healthy Lifestyle courses.

Area of intervention

Lochee, Coldsides, Maryfield, Ardler, North East Dundee and East Dundee.

Target group

The most disadvantaged sectors of the population.

14. CrossReach – Axis Forward Project

Aim/mission

CrossReach was previously known as the Church of Scotland’s Board of Social Responsibility. The Axis Forward Project aims to work with people who are willing and committed to move beyond drug misuse. It also works with people who are currently drug-free or stable on a substitute prescription and want to build structure and stability back into their lives.

Contact information

Address: The Gate House, Strathmore Lodge, 31 Ward Road, Dundee DD1 1NG

Tel: 01382 322397

Website: www.crossreach.org.uk

Services provided

- A specialist day support service for adults aged 16+ who misuse drugs and alcohol and live in Dundee.
- Information, advocacy and support through group and individual relapse prevention work.
- Groups address areas such as independent living skills as well as specific relapse prevention for substance misuse.

Area of intervention

Dundee.

Target group

People with substance misuse issues.

15. The Lochee Parish Church

Aim/mission

To bring people together in a non-stigmatising, sociable, welcoming and inclusive way.

Contact information

Address: Lochee Parish Church, 191 High Street, Lochee, Dundee DD2 3HG

Tel: 01382 612549

Website: www.locheeparishchurch.co.uk/community-cafe

Services provided

- A cafe is set up in the church hall with the opportunity to access health checks and more specialist support and information provided by various agencies

that attend the cafe. These include DHLI (Dundee Healthy Living Initiative) (see Health and psychosocial wellbeing item 13), AXIS (CrossReach, Church of Scotland) (see Health and psychosocial wellbeing item 14), Addaction (see Health and psychosocial wellbeing item 12) and Hillcrest Housing (see Housing support item 7).

- Toys and a play area for children are provided.
- Open Tuesdays 11 am–1 pm and Sundays 2 pm–4 pm.

Area of intervention

Lochee, Dundee.

Target group

People in need in Lochee.

16. The Samaritans

Aim/mission

The Samaritans aims to provide support, day and night, to anyone who is feeling down or struggling to cope.

Contact information

Address: 6 Old Glamis Road, Dundee DD3 8HP

Tel: 01382 832555/Freephone 116 123

Email: jo@samaritans.org

Website: www.samaritans.org/branches/samaritans-dundee

Services provided

- There is a 24-hour telephone helpline and email service to provide confidential support to people, allowing them to talk through problems, as well as face-to-face meetings.
- The Samaritans reach out and work with schools, colleges and universities, workplaces, health and welfare services, homeless shelters, prisons and charities.

Area of intervention

Dundee and surrounding areas.

Target group

Anyone who wants to talk things over, at any time.

17. The Listening Service/Department of Spiritual Care – NHS Tayside

Aim/mission

NHS Tayside Department of Spiritual Care has successfully run a listening service in GP surgeries in Angus, Dundee and Perth and Kinross, called 'Do you need to talk?'

Patients are referred by their GP, or self-refer, to the listener who provides 50-minute sessions to allow the patient time to explore their situation. Members of the Department of Spiritual Care are skilled in listening to help people explore their stories and questions, and begin to find hope, meaning and purpose in their lives again.

Contact information

Address: Named chaplains work in every hospital in NHS Tayside. Chaplains also work in many community settings such as GP surgeries.

Tel: 01382 423110

Email: alangibbon@nhs.net

Website: www.nhstayside.scot.nhs.uk/GoingToHospital/PROD_211240/index.htm

Services provided

- Sessions with the listener that will hear a client's story, consider any pressures and issues they are facing and look for some sense of resolution or peace with what is currently happening in their life. This gives the client space to explore their story in a non-judgmental setting with the goal of understanding their life and its challenges better. Sessions last up to an hour and they are free of charge.

Area of intervention

Dundee, Angus, Perth and Kinross and surrounding areas.

Target group

Anyone who wants to talk things over, at any time.

The listening service is available to patients of the following GP surgeries in Dundee: Downfield, Westgate, Nethergate, Erskine, Broughty Ferry, Maryfield, Hawkhill, Grove, Whitfield, Ancrum, Taybank, Wallacetown, Douglas, Coldside, Terra Nova, Park Avenue and Princess Street.

18. Tayside Substance Misuse Service

Aim/mission

Tayside Substance Misuse Services provides recovery-orientated treatment for individuals aged 16+ experiencing serious problems with drugs and alcohol in Tayside. A full assessment is undertaken of each individual's substance misuse. The team tries to match treatment plans to individual needs based on a bio-psychosocial model.

Multi-disciplinary teams, comprising nurses, doctors, psychologists and pharmacists, provide drug and alcohol assessment and treatment, assisted by administrators and support workers. Their main focus is providing community treatment through clinics and other centres across Tayside. An inpatient facility at the Rannoch Unit, Murray Royal Hospital, provides residential drugs and alcohol detox.

Services provided

- Symptomatic relief, psychological interventions, community detoxification, skills training, harm reduction, motivational work, support, advice and education and substitute/stabilisation prescribing.

Contact information

Address: Integrated Substance Misuse Service (ISMS) Dundee, Constitution House, 55 Constitution Road, Dundee DD1 1LB

Tel: 01382 632542

Website: www.nhstayside.scot.nhs.uk/OurServicesA-Z/SubstanceMisuseService/index.htm

19. Alcoholics Anonymous

Contact information

Address: Locations throughout Dundee

Tel: 0800 9177 650

Email: help@aamail.org

Website: www.alcoholics-anonymous.org.uk/members/Regional-&-Local-Websites/East-Of-Scotland-Region/Dundee-&-Area-Intergroup/Meetings

20. Children 1st Supporting Families

Aim/mission

Children 1st works to help vulnerable children in the Dundee area who have been affected by substance misuse, family breakdown, abuse or neglect. The service aims to prevent exclusion from home, school and the community to strengthen families and help children and young people fulfil their potential. As well as direct support for children, Children 1st also assists parents and carers affected by substance misuse. It helps them to develop practical life skills to enable them to provide a safe and stable environment for their children.

Contact information

Address: 47 Blinshall Street, Dundee DD1 5DF

Phone: 01382 349910

Email: dundee@children1st.org.uk

Website: www.children1st.org.uk

21. Tayside Council on Alcohol

Aim/mission

Tayside Council on Alcohol aims to reduce the harm to individuals, families and communities in relation to alcohol misuse. It offers a range of services to adults, children and families.

Contact information

Address: The Wishart, 50 Constable Street, Dundee DD4 6AD

Tel: 01382 456012

Email: enquiries@alcoholtayside.com

Website: <http://alcoholtayside.com>

Services provided

- Structured counselling for anyone affected by problem drinking.
- Structured counselling for gambling problems.
- Structured counselling for cannabis and prescription drug issues.
- Counselling for carers/significant others affected by someone else's problem drinking.
- Befriending for carers.
- Gender-specific and mixed-group programmes, offering mutual aid and support.

- One-to-one information, advice and support for children, young people and adults.
- Online advice and support.
- Mentoring for adults involved with the criminal justice system.
- Mentoring for children and young people.
- Opportunities for peer mentoring.
- Groups for young people, offering activity programs and mutual support.
- Targeted therapeutic groups.
- Art therapy.
- Support for kinship care families – children and carers.

22. Breathing Space

Contact information

Tel: 0800 838587

Website: <http://breathingspace.scot>

Services provided

- Phone service for those experiencing low mood, depression or anxiety.

23. Dundee's Mental Health Service User Network

Aim/mission

Dundee's Mental Health Service User Network is a service-user involvement platform for people in Dundee with a lived experience of mental health difficulties. It is run by and for mental health service users in the ethos of 'co-production'. It aims to empower users to shape the future of mental health services in Dundee.

Contact information

Number Ten, 10 Constitution Road, Dundee DD1 1LL

Tel: 01382 305700 or 01382 305731

Website: www.facebook.com/Dundee-SUN-Service-User-Network-1410617142540893/about/?ref=page_internal

Services provided

- Non-referral services for individuals experiencing mental health difficulties.
- User involvement and social activities.
- Drop-in takes place at The Friary, Tullipedh Road, Dundee every Tuesday and Thursday 1–4 pm.

24. Hearing Voices Network Dundee

Aim/mission:

The Hearing Voices Network seeks to inspire hope and promote recovery for voice hearers and their friends and families. One of the first things that a person can lose when becoming mentally ill is their social skills and their ability to communicate. Therefore, social integration is fundamental to recovery.

Contact information

Address: The HaVeN, 216–220 Hilltown, Dundee DD3 7AU

Tel: 01382 223023

Email: info@havendundee.co.uk

Website: <https://hearingvoicesnetwork.co.uk>

Services provided

- Support to voice hearers through Bridging the Gap Project (a befriending and mentoring service), self-help groups, activities and volunteering.

25. Penumbra

Aim/mission

Penumbra is one of Scotland's largest mental health charities, founded in 1985. It works to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk', and to support people with mental health problems.

Four core values inform Penumbra's work:

- People can and do recover from mental ill health.
- People have equal human value regardless of their situation or ability and have the right to dignity, respect, privacy and choice.
- People should be enabled to exercise control over their lives by means of real choice and participation and should be free from stigma and discrimination.
- Penumbra's services should provide person-centred support on an ordinary and inclusive basis wherever possible.

Contact information

Address: 9 Tay Square, Dundee DD1 1PB

Tel: 01382 223487

Email: north@penumbra.org.uk

Website: www.penumbra.org.uk/service-locations/dundee

Services provided

- Mental health support: in 2014 Penumbra introduced a service to support people in Dundee who are caring for or supporting someone aged 16–65 with a mental health challenge. Carer support workers can provide advice, information and flexible support on a one-to-one, group or telephone basis.
- Carers' support network: workers offer support focusing on areas that are important to the individual, ensuring carers are looking after their own health and wellbeing.

26. ROCK Street Chaplaincy Team**Aim/mission**

ROCK Street Chaplains have worked on the streets of Dundee since 2000. They are now an integral part of Dundee's nightlife and connect with those out clubbing and those working in the city's night-time economy. The Chaplains aim to make a contribution to the safety and wellbeing of people on the streets by offering care and compassion. Street Chaplains operate on Wednesday, Friday and Saturday Nights in Dundee City Centre from 10.30 pm to late.

Contact information

Address: 9a Nicoll St, Dundee DD1 1LY

Website: www.dundeechaplains.org.uk/street-chaplains.html

Services provided

- The chaplains offer a listening ear, compassion, and practical support by providing flip flops, first aid and even lollipops.

27. Amina Muslim Women's Resource Centre

See Education and training support item 25.

28. SAMH: Dundee Specialist Mental Health Outreach

Aim/mission

SAMH operates over 60 services in communities across Scotland. Dundee Outreach Services aim to provide:

- recovery pathways from intensive support packages to lower level outreach/ floating support and also engagement with employment and social networking services
- recovery focused within individual and co-located mainstream tenancies offering a range of improved options
- focused resettlement work, i.e. from hospital, homeless units
- the capacity to offer pre-discharge support prior to taking up service for relationship building and skills development
- seamless transitions between differing levels of support and skills required during individuals' recovery journeys.

Contact information

Address: 16 Fleming Gardens S, Dundee DD3 7LR

Tel: 01382 826938 or 0141 530 1000

Email: enquire@samh.org.uk

Website: www.samh.org.uk

Services provided

- Chrysalis – Dundee: Chrysalis is a therapeutic horticultural garden which offers practical work experience opportunities and SVQ qualifications for people affected by mental health problems. Self-referrals are accepted. The service is available Monday to Friday, 9 am–4 pm.

Tel: 01382 826938

Email: chrysalis@samh.org.uk

29. Narcotics Anonymous

Aim/mission

Narcotics Anonymous (NA) is a non-profit fellowship or society of men and women for whom drugs have become a major problem. Members are recovering addicts who meet regularly to help each other stay clean. This is a programme of complete abstinence from all drugs. There is only one requirement for membership: the desire to stop using.

NA is not affiliated with any other organisations. There are no initiation fees or dues, no pledges to sign, no promises to make to anyone. NA is not connected with any political, religious or law enforcement groups, and is under no surveillance at any time.

Contact information

Address: Colonside Parish Church of Scotland, Main Street, Dundee DD3 7HN

Tel: 0300 999 1212 (10 am–midnight)

Website: <http://ukna.org/meeting/dundee>

Target group

Anyone may join NA, regardless of age, race, sexual identity, creed, religion or lack of religion.

30. Art Angel

Aim/mission

Art Angel is an arts advocacy project run for and by people with experience of mental health difficulties. It offers a wide spectrum of arts-based activities as a means of positive self-expression, creative exploration, and self-development through creativity, developing communication and peer support.

Contact information

Address: Enterprise House, 1st Floor, 45 North Lindsay Street, Dundee DD1 1PW

Tel: 01382 228383

Email: art-angel@btconnect.com

Website: <http://artangeldundee.org.uk>

31. Scottish Families Affected by Alcohol and Drugs

Aim/mission

Scottish Families Affected by Alcohol and Drugs supports those affected by the substance misuse of a loved one, because families need to recover too. It facilitates a Scotland-wide network of family support groups and runs a helpline service.

Contact information

Tel: 0808 010 1011

Email: helpline@sfad.org.uk

Website: www.sfad.org.uk

Services provided

Tayside Alcohol Problem Service

The Tayside Alcohol Problems Service (TAPS) provides a full confidential counselling and support service for anyone within the Tayside region who feels they need advice or help with an alcohol problem. It offers support for relatives as well as a residential 19-day treatment programme. Weekly support meetings are an additional treatment option. A separate weekly women's group is available for additional support. TAPS staff can also provide support in health promotion and education for agencies with regard to alcohol problems and availability of TAPS facilities.

Address: The Wishart Centre, 50 Constable Street, Dundee DD4 6AD

Tel: 01382 632542

Website: www.sfad.org.uk/service/tayside-alcohol-problem-service-taps

Strengthening Families Programme

The Strengthening Families Programme is a seven-week two-hour session programme to help families with young people aged 10–14. It is aimed at reducing alcohol and drug use and behavioural problems in adolescence and at strengthening the parent/caregiver–child relationship. It helps young people to avoid problems with drugs and alcohol, to resist peer pressure and to communicate better with parents/caregivers.

Address: Grenfell House Centre, Arbroath DD1 1JF

Tel: 01241 873146

Email: angus.office@barnardos.org.uk

Website: www.sfad.org.uk/service/barnardos-strengthening-families-programme-angus

32. Barnardo's Family Support Team

Aim/mission

Barnardo's Family Support Team is a project providing community-based support for families from any culture which include a child or young person aged 0–19 who has a significant learning disability, within the catchment area of Dundee. The team provides individual support for families.

Contact information

Address: Dundee Family Support Team, 14 Dudhope Street, Dundee DD1 1JU

Tel: 01382 224924

Email: dundee.familysupport@barnardos.org.uk

Website: www.barnardos.org.uk

Services provided

- Individual support for children and young people.
- Individual information and advice at all stages of a child's development, from early years through to the transition to adulthood.
- Full assessment of the whole family's needs can be provided to promote access to a range of agencies and support services, which includes short break care, enabling support and care at home.
- Group activities for children and young people, including: swimming and riding group, holiday play schemes for different age groups and for priority groups, residential group holidays for children/young people aged nine years and over, sibling groups, evening group for teenagers.
- Group support for parents.
- Parents' workshops.

Target group

The family should live in Dundee. The child or young person should be between birth and 19 years with a significant learning disability.

33. Support in Mind Scotland Tayside

Aim/mission

Support in Mind Scotland Tayside provides a range of services to support relatives, partners and friends of someone who has a mental illness.

Services provided

We offer a completely free and confidential service in the form of individual support such as: home visits; telephone support; support via email; emotional support; information and advice on coping strategies; a range of information about mental health; access to informative speakers on mental health issues; signposting to other relevant services.

Tayside Carers Support Project

The Tayside Carers Support Project offers monthly support group meetings in a relaxed atmosphere where carers can meet people who have had similar experiences to talk, exchange views, support each other and take part in some fun activities if they wish. The specific aim of the Project is to cater to the needs of carers of those with a mental illness. It also offers practical advice and information on mental illnesses. Any mental illness qualifies for help from the Project. Services are completely free and confidential.

Contact information

Address: 10 Constitution Road, Dundee DD1 1LL

Tel: 01382 305713

Email: tayside@supportinmindscotland.org.uk

Website: www.supportinmindscotland.org.uk/tayside

34. Carr Gomm

Aim/mission

Carr Gomm is a person-centred organisation that supports people to lead their lives safely and to do the things they want to do in day-to-day living, in planning for the future and in realising dreams. It does this by providing support at home and through supported services which are delivered by highly trained and committed workers.

The vision of Carr Gomm is for us all to live in a society where everyone has the support they need to make choices and to control their lives as citizens. It is the responsibility of governments, organisations and citizens to help achieve this. Carr Gomm can develop and provide its services in a way that facilitates this vision.

Contact information

Tel: 0131 656 6270

Website: www.carrgomm.org/our-services/dundee-angus

Services provided

- Carr Gomm provides accommodation-linked and visiting support services across the city, with a focus on supporting people with mental health problems, learning disabilities and other care needs including autism spectrum disorder and physical disabilities.
- Alloway, Fintry and Cheviot services support people with mental health problems.
- The Rosefield service supports people with learning disabilities, forensic (legal) histories and complex needs.
- Carr Gomm also provides a number of individual packages of support.

Area of intervention

Dundee and Angus.

Target group

All services are able to support people from any client group within their geographical area.

35. Dundee Association for Mental Health**Aim/mission**

Dundee Association for Mental Health tries, where possible, to provide facilities within the community for people suffering from or recovering from the effects of mental ill health. It also provides help for their friends and relatives. The association believes that an emphasis should be placed on the concept of recovery. It seeks to encourage co-operation among voluntary organisations concerned with matters relating to mental health. People do overcome their mental health difficulties and this fact needs to become more widely known.

Contact information

Address: The Willow Centre, 4 Chamber of Commerce Building, Panmure Street, Dundee DD1 1EP

Tel: 01382 227288

Website: www.damh.org.uk

Services provided

Dundee Mutual Support Group

Offers group work, one-to-one support and drop-in facilities.

Two's Company

Offers one-to-one befriending and support as well as training for volunteers throughout the organisation.

Greenbuds

Connects and facilitates conservation work within green spaces throughout Dundee and the surrounding area.

On Yir Bike Cycling Project

Aims to improve accessibility and reduce barriers to cycling, particularly in areas of deprivation.

Area of intervention

Dundee.

Target group

People suffering or recovering from the effects of mental ill health, and their friends and families.

36. Dundee City Integrated Children's Services

Aim/mission

The aim of the social work department is to promote the wellbeing of children and families, and help parents to care, wherever possible, for their own children. The department works in partnership with parents and families to assess children's and young people's needs and to act together to provide the most appropriate support and services.

Contact information

Address: Integrated Children's Services, 279 Clepington Rd DD3 7UE

Website: www.dundee.gov.uk/local-government/benchmarking-framework/childrens-services

Tel (Child Protection Line): 01382 307999

Website: www.dundee.gov.uk/service-area/children-and-families-service/integrated-childrens-services-and-community-justice/integrated-childrens-services

Services provided

- Services include work with the Children’s Hearing system and the courts, fostering and adoption services, residential and respite care, family support, day care, and individual and group counselling.
- Aftercare, advice, guidance and assistance is offered to young people who were previously looked after and those at risk of homelessness.

Area of intervention

Dundee.

Target group

Children in need include those who are looked after, those with or affected by disability, those affected by blood-borne viruses, those who misuse drugs or alcohol, those at risk or in trouble, and those who have experienced domestic violence.

37. The Jericho Society

See Housing support item 9.

38. The Maxwell Centre

See Information and advice item 12.

39. Revive and Restore Cafe – Coldsides Church

See Food assistance item 20.

40. One Parent Families Scotland – Dundee Community Family Support Project**Aim/mission**

This service delivers support and services to families who currently have fragmented services or none at all. Work is carried out in partnership with the Social Work Family Support Services of Dundee City Council, delivering innovative and preventative support to parents and children.

Contact information

Address: Families’ House, 20 Grampian Gardens, Dundee DD4 9QZ

Tel: 01382 501972/01382 502504

Email: familysupport.dundee@opfs.org.uk

Website: www.opfs.org.uk/service/dundee-family-support-services

Services provided

- Family support workers have a lot of knowledge, skills and experience of working with single parents on their own or in group settings.
- They offer support and advice on children's behaviour and how to help them grow and develop in the best possible way, and information about activities parents or children might like.
- They also offer advice on money issues and things affecting parents' or children's health, education and general wellbeing.

Target group

Parents and children living in Fintry, Mill o' Mains, Charleston, St Mary's and Lochee.

41. Eagles Wings

See Information and advice item 8.

42. Action for Children

See Housing support item 8.

43. Sacro

Aim/mission

Sacro is a Scottish community justice organisation which works to create safer and more cohesive communities across Scotland. Sacro provides a wide range of services from conflict resolution to prevent disputes escalating, to supporting prisoners on release. All services are designed to create safe and cohesive communities by reducing conflict and offending.

Contact information

Address: Unit E, Market Mews, Market Street, Dundee DD1 3LA

Tel: 01382 459252

Email: infodundee@sacro.org.uk

Website: www.sacro.org.uk/services/offices/dundee

Services provided

Dundee and Angus Community Mediation Services

- The service helps people maintain contact with family members when they are homeless or at risk of becoming homeless due to difficulties with people at home.
- Mediation can also provide assistance to resolve low-level neighbourhood disputes before they escalate and possibly result in people losing their homes.
- The service is free and confidential.

Supporting Prisoners Advice Network

In partnership with Shelter Scotland and Inverness Badenoch and Strathspey Citizens Advice Bureau (CAB), Sacro provides community-based support to help offenders re-integrate into society and live stable, independent lives. This project offers joined-up support during times of transition. Service users are also supported to access help with wider needs such as substance misuse which may be linked to cycles of homelessness and offending.

Target group

Offenders over the age of 18 who have been identified as needing housing and support to resettle into the community.

Area of intervention

Dundee.

Target group

People who are homeless or are in danger of becoming homeless due to difficulties with people at home, including those harmed by crime and those responsible for that harm.

44. Safe and Sound (Shelter Scotland and Relationships Scotland)

See Information and advice item 3.

45. Relationships Scotland – Family Mediation

Aim/mission

Relationships Scotland's network provides relationship counselling, family mediation, child contact centres and other family support services. The network supports people to live with dignity and safety and to enjoy healthy relationships, and staff respect the rights of all people, in all their diversity. People have the capacity to change their behaviour and how they relate to others. Relationships Scotland takes seriously the responsibility for ensuring safety for adults, children and young people.

Contact information

Address: 21 Dock Street, Dundee DD1 3DP

Tel: 01382 201 343

Email: info@familymediationonline.co.uk

Website: www.familymediationonline.co.uk

Services provided

- Family mediation (child focused, stepfamily and intergenerational).
- Homelessness mediation.
- All issues mediation.
- Counselling for children and young people.
- Relationships counselling (couples and individuals).
- Psychosexual therapy.
- Family therapy.
- Parenting apart information sessions.

Area of intervention

Dundee.

Target group

Individuals, couples and families experiencing relationship difficulties.

46. Insight Counselling

Aim/mission

Insight Counselling offers a safe and confidential space where people are listened to without judgement. Counsellors provide a supportive, empathic and understanding environment. People have an opportunity to explore troubling issues from the past or present and explore options for the future.

Contact information

Address: Number Ten, 10 Constitution Road, Dundee DD1 1LL

Tel: 01382 305706

Website: www.insightcanhelp.co.uk

Services provided

- Counselling for a great number of issues, including but not limited to: depression, anxiety, anger, bereavement, eating disorders, stress, family issues, abuse, relationships, bullying, feelings of lost hope and despair, and suicidal thoughts. People can talk about whatever it is that is causing them not to enjoy life.
- Counselling can be carried out on a one-to-one basis or sometimes in group sessions. Counsellors use a number of methods to help clients, including person-centred, integrative, pluralistic, cognitive behavioural therapy, humanistic, psychodynamic, group work, gestalt and transactional analysis.

Area of intervention

Dundee.

Target group

Children, young people and adults aged 12+. Referrals from GPs.

47. Muslim Youth Helpline**Contact information**

Tel: 0808 808 2008 (free calls from UK landlines)

Email: info@myh.org.uk

Website: www.myh.org.uk

Services provided

- Muslim Youth Helpline (MYH) is a national award-winning charity that provides free and confidential faith and culturally sensitive support services targeted at vulnerable young people in the UK.
- MYH also runs an annual Prison Campaign that sends Eid cards and messages of support to Muslims in prison during Ramadan. It encourages prisoners to contact the Helpline for support via the phone and letter writing.

Target group

Young Muslims.

48. Home Start Dundee

Aim/mission

Home Start Dundee's ethos is one parent helping another parent through a difficult patch.

Contact information

Address: 30 Whitehall Street, Dundee DD1 4AF

Tel: 01382 202040

Email: admin@homestart-dundee.org.uk

Website: www.homestart-dundee.org.uk

Services provided

- Informal, friendly support for local families with at least one child under five.
- Regular visits in their own homes, providing befriending support and practical help for two hours once a week. The visits can continue for as long as needed.
- Services are tailored to suit the family's needs and are completely confidential.
- Families can refer themselves to Home Start Dundee, or be referred by a health visitor, social worker, nursery nurse, doctor, family support worker, another voluntary organisation, etc.

Area of intervention

Dundee.

Target group

Families across Dundee with at least one child under five.

49. Hot Chocolate Trust

See Education and training item 4.

50. The Hilltown Project

Aim/mission

The Hilltown Project provides adult learning, and youth and leisure facilities.

Contact information

Address: Hilltown Community Centre, 15 Alexander Street, Dundee DD3 7DG

Tel: 01382 433580

Email: hilltownadmin@dundee.gov.uk

Services provided

Youth and adult learning groups, IT classes, and various leisure groups and classes, such as wellbeing groups, keep fit classes, walking groups and men's cooking classes.

Target group

The whole community.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

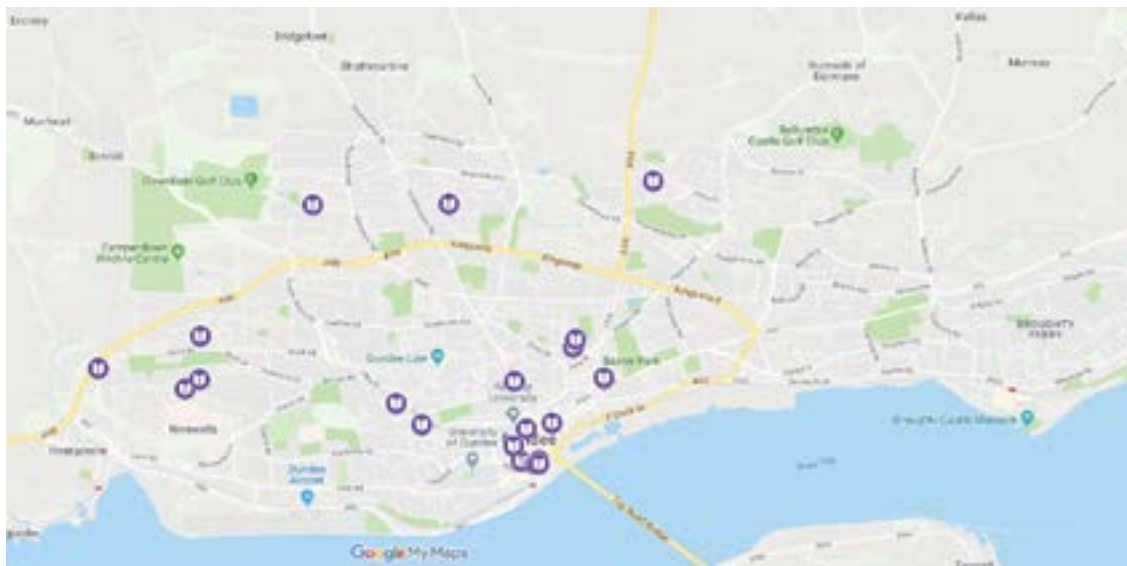
Services provided

Area of intervention

Target group

Education and training

(life skills, employment, literacy)



See key for map on page 9.

1. Mitchell Street Centre

Aim/mission

Mitchell Street Centre aims to improve life chances for people of all ages, based on three core principles that learning is lifelong, life-wide and person-centred.

Contact information

Mitchell Street Centre, Mitchell Street, Dundee DD2 2LJ

Tel: 01382 435808

Email: mitchellstreetcentre@dundeecity.gov.uk

Website: www.dundeecity.gov.uk/communities/mitchellstreetcentre

Services provided

- Adult learning opportunities around the following five key areas: IT 4 Work and Life, Family Learning, English for Speakers of Other Languages (ESOL), Steps to Learning/Employability, and Adult Literacies. The aim is to ensure that every adult can access learning to meet their educational needs and aspirations.
- Youth learning opportunities and activities that allow young people to improve attainment, to express their voice, to demonstrate social commitment, and to engage with health and wellbeing, and employability and diversionary programmes.

Area of intervention

Dundee.

Target group

Young people and adults who would like to improve their learning and personal development.

2. Skills Development Scotland

Aim/mission

Skills Development Scotland is the national skills body supporting people to develop and apply their skills.

Contact information

Address: Royal Exchange Buildings, Panmure Street, Dundee DD1 1DU

Tel: 01382 495050

Website: www.skillsdevelopmentscotland.co.uk/in-your-area/dundee-city

Services provided

- Help building career management skills.
- An all-age career information, advice and guidance service.
- Youth employment support.
- Modern apprenticeships, which provide a way for businesses to train new and existing employees to industry-recognised standards.
- Support for individuals who aim to secure and sustain employment. Individuals are encouraged to develop their employability and vocational skills with the help of the Employability Fund, a local delivery model.

Target group

The general population.

3. The Prince's Trust Scotland Centre in Dundee – The Fairbridge programme

Aim/mission

The Prince's Trust aims to support 11–30 year olds who are unemployed or struggling at school and at risk of exclusion. The programmes give young people the practical and financial support they need to stabilise their lives.

Contact information

Address: The Prince's Trust Dundee Centre, 1B Kemback Street, Dundee, Angus DD4 6ET

Tel: 01382 448110/0800 842 842

Website: www.princes-trust.org.uk/about-the-trust/where-we-work/scotland/dundee-centre

Services provided

- Free courses for young people aged 11–30 who are out of work, education and training and are currently based in the UK. The service helps develop key skills, confidence and motivation, enabling young people to move into work, education or training.

Target group

Young people aged 11–30.

4. Hot Chocolate Trust**Aim/Mission**

The Hot Chocolate Trust is a youth work organisation based in Dundee city centre. The values of Hot Chocolate involve: a holistic development which realises physical, mental, emotional and spiritual potential; a place which is open, responsive, safe, accepting and grows community; relationships based on respect and trust; plans and activities owned by young people, that adapt with culture and realise change for all involved; an organisation which embodies a culture of reflective learning.

Contact information

Address: The Steeple Church, Nethergate, Dundee DD1 4DG

Tel: 01382 223880

Website: www.hotchocolate.org.uk

Services provided

- Open sessions are informal drop-ins where young people come to build relationships, have a safe place to be, develop new skills and explore new ways of thinking. These happen on Tuesdays and Wednesdays 7–9pm and Saturdays 2–5 pm.
- Individual support is offered. A team member and a young person meet one-to-one to explore issues, interests and ambitions that matter.
- Hot Chocolate provides education, employment and training support for young people who need support for school, college or finding work. For example, help is provided with writing CVs, filling out application forms, doing mock interviews and finding work experience placements.

Area of intervention

Dundee.

Target group

Young people aged 12–21.

5. Wired-In Project

Contact information

Address: Gilfillan Church, 24 Whitehall Crescent, Dundee DD1 4AY

Tel: 07747 018550

Services provided

- IT skills.
- Job search support, including creating and building CVs.
- Open Fridays 11 am–1 pm.

Target group

The service is open to anyone.

6. Gowrie Care

Aim/mission

Gowrie Care is part of the Hillcrest Group. We currently support elderly people, people with physical and learning disabilities, mental health problems or autism, and people experiencing homelessness and addictions.

Our aim is to enable you to live in your own home for as long and as possible independently, including: keeping yourself and your home safe; engaging with other services; shopping and preparing meals; assistance with all aspects of personal care; assistance with medication; exploring your interests; therapeutic work placements and routes to employment. For people experiencing drug and alcohol addiction, we offer: one-to-one support; mutual aid (including SMART and SMART Families); recovery activities and groups; harm reduction advice; overdose prevention and naloxone distribution; blood-borne virus testing and treatment; and sexual health information and screening.

For homeless people, we offer: short-stay residential services; short-term supported accommodation; medium to long-stay accommodation-based services; support into temporary furnished flats and outreach housing support.

Contact information

Address: 1 Explorer Road, Dundee DD2 1EG

Tel: 0300 123 2640

Website: www.hillcrest.org.uk/gowrie-care

Services provided

- Supporting people to take steps towards getting a job.
- Supporting people to find and keep a job.
- Improving confidence and self-esteem.
- Providing advice on managing debt, benefits and budgeting.
- Improving IT skills.
- Providing opportunities to obtain practical skills and qualifications.
- Providing advice and support on sustaining tenancies.

Area of intervention

Dundee, although some projects extend into Angus and Fife.

Target group

People who want to get into employment or are looking for help to get, or to keep, a roof over their heads. Some of the people Gowrie Care works with need advice on their financial situations. Others have had some set-backs in their lives.

7. Boomerang Community Centre

Aim/mission

Boomerang Community Care is an accredited training centre which works with the most disadvantaged, assisting them to develop self-esteem and employability skills. Boomerang Community Centre is an inclusive organisation that welcomes people of all ages and abilities. The key aim of the organisation is to develop a safe, welcoming place in the community where people from vulnerable groups are supported.

Contact information

Address: Boomerang Community Centre, 10 Kemback Street, Dundee DD4 6ET

Tel (general): 01382 455656/Tel (learning): 01382 450589

Email: boomerang110@btinternet.com

Website: www.boomerang110.co.uk/home

Services provided

- Boomerang helps with employability skills and provides computer training for all ages.
- Boomerang provides parent and toddler groups, youth groups, and lunch clubs. It can help with exercise and wellbeing, learning and elderly befriending.
- Boomerang runs the No1 Youth Cafe on Pitkerro Road for people aged 5–17.
- Boomerang operates the Pavilion Cafe, open from 10 am–3.30 pm from Monday–Friday.

Target group

Residents of Maryfield and surrounding districts.

8. Helm

Aim/mission

Helm is a grassroots youthwork charity in Dundee. It specialises in supporting students through their transition into adult life, whether that includes college, jobs or apprenticeships. It takes a holistic approach, not only focusing on career objectives but emphasising the importance of health, wellbeing and personal growth.

Contact information

Address: Sea Captain's House, 48 St Andrew's Lane, Dundee DD1 2EY

Tel: 01382 224464

Email: enquiries@helmtraining.co.uk

Website: www.helmtraining.co.uk

Services provided

- A range of learning services combined with life skills and core skills support.
- Apprenticeship opportunities.
- Real-life skills to help a person grow and become more employable.
- Opportunities to gain SQA qualifications.
- Helm also offers a wide range of sports, cooking, digital and creative activities in partnership with local and national funders.

Area of intervention

Dundee.

Target group

People, in particular young people, who face difficult barriers to developing sustainable careers.

9. Dundee International Women's Centre

Aim/mission

Dundee International Women's Centre (DIWC) addresses the needs of women, with an emphasis on those from black and ethnic minority communities. DIWC works to promote and create learning opportunities for women to gain the confidence, life skills, education and employability skills they need to participate better in social, educational, political and economic life.

Contact information

Address: Dundee International Women's Centre, Unit 9, Manhattan Business Park, Dundonald Street, Dundee DD3 7PY

Tel: 01382 462058

Email: mail@diwc.co.uk

Website: www.diwc.co.uk

Services provided

- English, French, Arabic and computer classes.
- Workshops on cooking, arts and crafts, sewing and driving theory.
- Gaining Recognised Employment and Accredited Training (G.R.E.A.T).
- SQA qualifications.
- Social events to promote social interaction within the community.
- Advice and Information sessions on benefits and for those wanting to apply for UK citizenship, and support preparing for the 'Life in the UK' test.

Area of intervention

Dundee.

Target group

Women, with an emphasis on those from black and ethnic minority communities.

10. LEAD Scotland. Linking Education and Disability.

Aim/mission

Lead Scotland is a charity that empowers disabled people and carers who experience exclusion to improve their lives through educational learning and social interaction within the community. The charity uses a person-centred approach and works with self-referrals.

Contact information

Address: Mitchell Street Centre, Mitchell Street, Dundee DD2 2LJ

Tel: 01382 669532/07768 917492

Email (Dundee Learning Co-ordinator Amy Browne): abrowne@lead.org.uk

Website: www.lead.org.uk/aboutlead/contact-lead-scotland/dundee-learning-co-ordinator

Services provided

- Computer skills.
- Literacy and writing support.
- One-to-one support.
- Staff provide learning activities at home.
- Special software for diverse types of disability.

Target group

Those aged 16+, with disabilities and living in Dundee.

11. Discover Opportunities

Aim/mission

Discover Opportunities is the Dundee Partnership's employability programme, set up to help people get into work. It brings together staff from various organisations to give advice and assistance to those who have barriers to employment.

Contact information

Address: 22–24 Crichton Street, Dundee DD1 3AN

Tel: 01382 434460

Services provided

- Discover Opportunities funds a wide range of projects enabling the people of Dundee to find out what jobs are available, how to improve their skills and how to prepare for job interviews.
- They also give advice on childcare and money.

Area of intervention

Dundee.

12. The Hilltown Project

See 'Health and psychosocial wellbeing' item 50.

13. Kirkton Community Centre

Contact information

Address: Derwent Avenue, Dundee DD3 0AX

Tel: 01382 436453

Email: kirktonadmin@dundeecity.gov.uk

Website: www.dundeecity.gov.uk/communitycentres/kirktoncentre

Services provided

- A comprehensive programme of youth work, adult learning, money advice and community development opportunities.

Target group

All the community.

14. Ardlar Complex

Contact information

Address: Ardlar Complex, Turnberry Avenue, Ardlar Village, Dundee DD2 3TP

Tel. 01382 436442

Email: ardleradmin@dundeecity.gov.uk

Website: www.dundeecity.gov.uk/communitycentres/ardlercomplex

Services provided

- A comprehensive programme of youth work, adult learning and community development opportunities. Many of the adult learning and youth activities are free of charge.

Target group

All the community.

15. Finmill Centre

Contact information

Address: Findcastle Street, Dundee DD4 9EW

Tel: 01382 438641

Email: finmilladmin@dundeecity.gov.uk

Website: www.dundeecity.gov.uk/communitycentres/finmillcentre

Services provided

- A comprehensive programme of youth work.
- Adult learning opportunities, including online learning, IT work, a craft group, Spanish classes and music classes.
- Community development opportunities.

Target group

All the community.

16. Charleston Community Centre

Contact information

Address: Craigowan Road, Dundee DD2 4NL

Tel: 01382 436723

Email: charlestonadmin@dundee.gov.uk

Website: www.dundee.gov.uk/communitycentres/charlestoncentre

Services provided

- Programme of youth work, including a cooking group and a craft club.
- Adult learning opportunities, including help with reading, writing, computing and cooking skills, as well as legal advice and a job shop.
- Community development opportunities.

Target group

All the community.

17. Menzieshill Community Centre

Contact information

Address: Orleans Place, Dundee DD2 4BH

Tel: 01382 432967

Email: menzieshilladmin@dundee.gov.uk

Website: www.dundee.gov.uk/communitycentres/menzieshillcentre

Services provided

- A comprehensive programme of youth work, adult learning and community development opportunities. Many of the adult learning classes and youth clubs are free of charge.

Target group

All the community.

18. The Maxwell Centre

See Information and advice item 12.

19. Dundee Healthy Living Initiative

See Health and psychosocial wellbeing item 13.

20. DEAP (Dundee Employment and Aftercare)

Aim/mission

The Next Steps Project – Dundee has regular creative workshops to motivate and support young people to gain transferable skills. DEAP aims to support people to maximise their opportunities in life. It does this by giving them the skills, knowledge and support they need both to gain employment, and to move into further education, training, volunteering and independent living. DEAP offers a range of free services to meet the needs of individuals.

Contact information

Address: Thomas Herd House, 10–12 Ward Road, Dundee DD1 1LX

Tel: 01382 227101 or 07803414244

Email: admin@deap.co.uk

Website: www.deap.co.uk

Services provided

- Employability skills, for those looking to gain and sustain employment.
- Accredited training and sector-specific training to give individuals the skills and knowledge that will give them a competitive edge in the job market.
- Information, advice and advocacy support to ensure each person who engages in DEAP projects is better equipped to make informed decisions that are important to them now and in the future.
- Advocacy support where appropriate.
- Life skills and independent living skills courses.
- Work placement/taster opportunities with local employers.
- Volunteering opportunities both within DEAP and with partner businesses.

Area of intervention

Dundee, Angus and Fife.

21. Apex Scotland

Aim/mission

Apex Scotland is a specialist organisation working with offenders, ex-offenders and those at risk to give them the necessary skills to change their behaviour and lead fulfilling lives. Apex Scotland's work is about reducing re-offending, promoting desistance, tackling deprivation and making communities safer. It works in partnership across statutory and third-sector organisations.

Contact information

Addresses:

The Towngate Business Centre, Suite 6, Staffa Place, Dundee DD2 3SX

Apex Tayside, Friarfield House, Barrack Street, Dundee DD1 1PQ

Lara McLean (Personal Development Mentor):

Tel: 07767164577

Email: lara.mclean@apexscotland.org.uk

Riognach Armstrong (Aberdeen and Tayside Centre Co-ordinator):

Tel: 01224 611875

Email: riognach.armstrong@apexscotland.org.uk

Self-referrals through the website: www.apexscotland.org.uk/your-local-apex/apex-tayside

Services provided

- Youth services: New Routes is a mentoring service targeting prolific male offenders aged 16–25 with the objective of reducing re-offending. Apex supports individuals returning from prison to the Tayside area. A mentor can offer support for up to six months pre- and post-release. Self-referrals can be taken by offenders while they are in prison or from any other agencies who are working within the prison.

Area of intervention

Tayside area.

Target group

People involved with the criminal justice system.

22. Douglas and Mid Craigie Parish Church/Food on Friday

See Food assistance item 10.

23. Menzieshill Parish Church/The Giving Garden

Aim/mission

This service aims to reach out to the local community and offer a place of safety and encouragement for those who are struggling with life issues, or with low self-worth or confidence.

Contact information

Address: Menzieshill Parish Church, Charleston Drive DD2 4BD

Services provided

- Gardening skills opportunities for anyone wishing to volunteer. The two primary schools and the nursery school are also involved with the garden and the development of soup recipes for soup packs that are given out.
- All the produce that is grown is distributed through the work of the Foodbank, providing fresh produce for those living in poverty. The project is run in collaboration with Dundee Foodbank, Eagles Wings Trust and Gowriehill Primary School.
- Open March–October, Monday–Thursday 12 noon–4 pm.

Area of intervention

Dundee.

Target group

Local people struggling with low self-worth and confidence.

24. The Reconnection Project

Aim/mission

The Reconnection Project aims to give those marginalised due to drug or alcohol addiction, criminal convictions or combat stress a route to employment. This is facilitated through skills-based training workshops in gardening, landscaping and home maintenance in different locations across Dundee.

There are five ground plots and four raised beds in which vegetables are grown and donated to Eagles Wings Trust and Dundee Foodbank. The site is around 3.5 acres with flower beds, lawns, trees, hedges and pathways.

Contact information

Address: The Friary, City Church, Tullideph Road, Dundee DD2 2PN

Tel: 07722 800418

Email: contact@thereconnectionproject.org.uk

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

Services provided

- Workshops in woodwork, arts, CV and job application writing and home maintenance.
- Opening times are as follows:
 - Tuesday: 10 am–12 noon activity; 12 noon–1 pm lunch; 1 pm–2 pm recovery group; 2 pm–4 pm activity.
 - Wednesday 10 am–12 noon activity; 12 noon–1 pm lunch; 1 pm–2 pm recovery group; 2 pm–4 pm activity.

25. Amina Muslim Women's Resource Centre

Aim/mission

Amina Muslim Women's Resource Centre (MWRC) aims to promote the welfare of Muslim women and counter any disadvantages they may face. It enables Muslim women to fully participate in society without having to compromise basic Islamic values, and helps ensure they are able to access appropriate services and facilities. Its services are for all women regardless of ethnic, religious or cultural background.

Contact information

Address: 1/3 6 Whitehall Crescent, Dundee DD1 4AU

Tel: 01382 787450

Email: info@mwrc.org.uk

Website: www.mwrc.org.uk

Services provided

- Helpline.
- Volunteering.
- Training and classes.
- Counselling.
- Befriending services.
- Women's friendship group.
- Violence against women project.

Projects

Amina's 'Inspiring Aspirations' Employability Project

This project offers employability support to Muslim and minority ethnic women across Dundee, Edinburgh, Glasgow and Perth. Empowering and supporting women, the project aims to make paid employment, self-employment, volunteering, training and learning opportunities more acceptable, accessible and sustainable for the women it works with.

Throughout the year the project offers tailor-made employability training programmes, English conversation classes, English for Speakers of Other Languages (ESOL) for employment, personal development workshops, support starting up your own business and speed mentoring.

It also offers one-to-one support sessions which include skills and strengths recognition, setting goals, help with CVs and cover letters, help searching for jobs, help completing job applications, interview tips and techniques, and volunteering and work experience.

Amina's Befriending Project

This project addresses the increasing social isolation of Muslim and minority ethnic women over the age of 50. It supports them to build their own social networks, and live better quality and connected lives.

Trained volunteers work on a one-to-one basis by visiting women at home or accompanying them to organised activities, allowing women to build up their confidence and increase their knowledge and wellbeing.

26. Taught By Muhammad

See Food assistance item 11.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

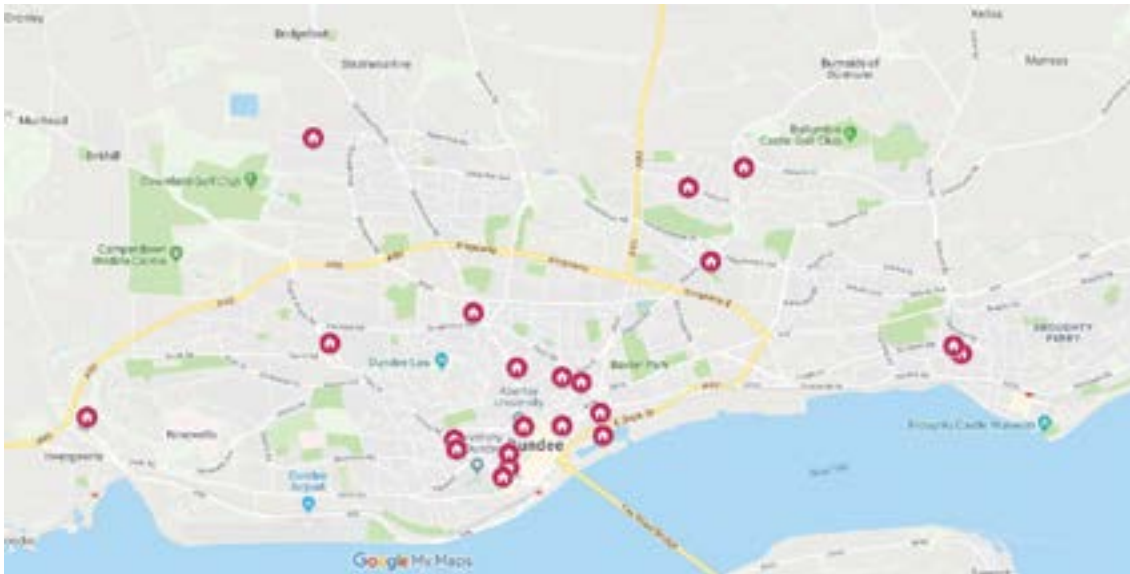
Contact information

Services provided

Area of intervention

Target group

Housing support



See key for map on page 9.

1. Lily Walker Centre

Aim/mission

The Lily Walker Centre is an accommodation and assessment centre, where homeless people are advised of their rights.

Contact information

Address: 105 Ann Street, Dundee DD3 7TG

Tel: 01382 432001, 08006335843 (freephone)

Services provided

- Temporary direct-access supervised accommodation for homeless clients without children (26 rooms).
- Clients are assisted to move on to permanent accommodation or a resettlement hostel.
- The length of stay in this hostel should be kept to a minimum.
- The centre has six full-time staff and 24-hour waking cover. Staff provide a low level of support focusing on advice on housing options and making referrals to appropriate support agencies.
- The Health and Homeless Outreach Team hold surgeries at the centre once a week.
- Staff help with referrals to outside agencies, including furniture projects. Move-on accommodation is provided by the local authority.

Area of intervention

Dundee.

Target group

People aged 16+ accepted as statutory homeless with local connections to Dundee, including single homeless people, single parents and couples.

2. Dundee Survival Group**Aim/mission**

The group aims to promote, provide and operate accommodation and other facilities for single homeless people in Dundee. It also aims to further their health and welfare and relieve their hardship and distress, without distinction as to race, age, sex, or to political, religious or other opinions.

Contact information

Address: 100 Foundry Lane, Dundee DD4 6AY

Tel: 01382 450403

Website: <http://dundeeksurvivalgroup.org>

Services provided

- Provision of supported accommodation, fully furnished flats and single bedroom accommodation, meals, a residents' lounge, a residents' smoking area, TVs in rooms if desired, tea and coffee, and a laundry service to those housed in the bedrooms.
- Service users housed in flats are viewed as more independent and as such are expected to budget, shop and cook for themselves and maintain the flat in a tenable condition.
- Service users are allocated a key worker when they arrive. They will receive practical and emotional aid and assistance from them throughout their stay. Key workers work alongside many other services, both statutory and voluntary, including social work, Multi Agency Public Protection Arrangements (MAPPA), local drug and alcohol projects, homeless health and outreach programmes, training projects, voluntary projects and local council projects.
- Service users have the opportunity to, and are encouraged to, attend various training and voluntary schemes.
- There is a private medical room which is used by visiting doctors and other health professionals.
- There are regular AA and NA meetings and the group invites a variety of agencies along to offer help and support to service users.

Area of intervention

Dundee and the surrounding area.

Target group

Single people aged 18+ experiencing homelessness in Dundee.

3. Transform Community Development (3 locations)

Aim/mission

Transform Community Development was known as Dundee Cyrenians until 2009. The organisation was established to provide shelter and support to homeless people in Dundee, and believes in the value of the individual. Transform provides three residential facilities for people dealing with homelessness or mental health issues, and 24-hour emergency support and targeted personal development for vulnerable people within the community.

Contact information

Tel: 01382 224966

Email: admin@transformcd.org

Website: www.transformcommunity.org.uk

Location one

Contact information

Address: Jessie Devlin Close, 1 Soapwork Lane, Dundee DD1 1HX

Services provided

- A direct-access hostel with accommodation for 32 individuals in mainly single rooms. Individuals can refer themselves at any time for emergency accommodation, advice and support, or be referred through the council's Homeless Services Unit.
- Meals are provided.
- Clients are given support by hostel workers and assisted to move on to permanent accommodation or a resettlement hostel. The average length of stay in this hostel is up to three months.
- Where it is identified that service users are not registered with a GP, they are supported to do this. The service has very good links with the Health and Homeless Outreach Team which provides specialist GP and nursing services to service users, including regular clinics within Jessie Devlin Close.

Area of intervention

Dundee.

Target group

Young single homeless people, many of whom have problems with the misuse of drugs and/or alcohol, and older, long-term residents, some of whom have used the service for many years.

Location two**Contact information**

Address: 10 Brewery Lane, Dundee, Angus DD1 5QW

Services provided

- Resettlement support in self-contained bedsits for up to 20 people who require more intensive and structured support to enable them to move on to their own tenancy.

Area of intervention

Dundee.

Target group

Males and females aged 16+.

Location three: Seagate Project**Contact information**

Address: 2 Sugarhouse Wynd, Dundee DD1 2SH

Services provided

- The unit provides accommodation and housing support to 15 single homeless adults with mental health problems and addiction-related problems.

Area of intervention

Dundee.

Target group

Males and females aged 18+. Referrals only from agencies.

4. Strathmore Lodge, Salvation Army**Aim/mission**

The Salvation Army aims to provide services which put the person and their needs at the centre of their support, enabling people to take control of their life circumstances.

Contact information

Address: 31 Ward Road, Dundee DD1 1NG

Tel: 01382 225448

Website: www.salvationarmy.org.uk/strathmore-lodge-lifefhouse

Services provided

- Direct-access emergency first stage homelessness accommodation.
- Staff are available 24/7.
- Each resident is allocated a key worker and is encouraged to engage in developing a needs-led person-centred support package including life skills, spiritual wellbeing, harm reduction, and support to access external agencies such as the Department for Work and Pensions (DWP), General Practitioners (GPs) and the Intensive Support and Monitoring Service (ISMS).
- Collaborative working with, and signposting to, external agencies.
- An engagement strategy to involve clients in all aspects of their care by taking active participation in recruitment, management review meetings, health and safety groups, residents' forums and group activities such as fishing, camping and walking.
- Clients either transfer into the Salvation Army's resettlement accommodation project, Burnside Mill, which offers a six-month intensive resettlement programme, or they can be moved into mainstream or supported accommodation.

Area of intervention

Dundee.

Target group

Single homeless people aged 16+ with a varying complexity of support needs, referred by the local authority Housing Options Team.

5. Burnside Mill Lifefhouse, Salvation Army

Aim/mission

The Salvation Army aims to provide services which put the person and their needs at the centre of their support, enabling people to take control of their life circumstances. Burnside provides a resettlement service. It is located in a converted jute mill.

Contact information

Address: 1 Milne's East Wynd, Dundee DD1 5BA

Tel: 01382 203278

Website: www.salvationarmy.org.uk/burnside-mill-lifefhouse

Services provided

- Resettlement, second stage accommodation, staffed 24/7.
- 20 self-catering one-bedroom flats, with WiFi, an IT room and a training kitchen.
- A holistic person-centred support package created and agreed with the client to reflect identified needs from individual risk assessments.
- Inclusive revamped resettlement programme which includes one-to-one support sessions, cookery classes, baking sessions, budgeting skills, job clubs, service user-led forums, IT classes, spiritual/pastoral support, fishing, camping trips, a walking club, an indoor soccer club and expansion of the volunteer and furniture project.
- An engagement strategy to involve clients in all aspects of their care by taking active participation in recruitment, management review meetings, health and safety groups and residents' forums.

Area of intervention

Dundee.

Target group

Males and females aged 16+ who have identified resettlement needs.

6. Positive Steps Tenancy

Aim/mission

Positive Steps strives for social inclusion and to offer a person-centred approach to all support, with the aim of placing people in accommodation that meets their support and wellbeing needs. Properties are dispersed throughout the city. Positive Steps continually reviews and develops services to ensure good communication and a positive experience for all tenants.

Contact information

Address: Upper East Wing, Swan House, 2 Explorer Road, Technology Park, Dundee DD2 1DX

Tel: 01382 561822

Email: info@positivesteps.co.uk

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

Services provided

- Fully furnished and decorated properties with the aim of providing a home, not just a house.
- All aspects of housing support for tenants through Positive Steps Housing Support Service enable them to sustain their tenancy and reach independence.
- Once independence is reached, the property is signed over to the tenant and Positive Steps withdraws its support, with the gift of the furnishings to the tenant, allowing the tenant to remain within their community.

Area of intervention

Dundee.

Target group

People with substantial housing support needs who often require intense housing support, such as people who find it difficult to sustain a property due to mental health issues, substance misuse, learning difficulties or a history of offending.

7. Hillcrest Housing Association

Aim/mission

The supported flats provide short-term temporary accommodation for families as this will ensure availability for families at the time of crisis. The 'move-on' flats from resettlement hostels give clients the skills required to live independently and sustain their own tenancies in future.

Contact information

Address: 4 South Ward Road, Dundee DD1 1PN

Tel: 0300 123 2640

Email: customerservice@hillcrestha.org.uk

Website: www.hillcrest.org.uk/housing-association

Services provided

- The service provides supported flats used for emergency family accommodation. Clients are given support to move on to permanent accommodation.
- All referrals for accommodation are through the Homeless Services Unit.
- There are also 'move-on' flats from resettlement hostels where Short Scottish Secure Tenancies are provided by Hillcrest Housing Association. Referral for this accommodation is through the Salvation Army.
- The block is manned by a 24-hour concierge service, with tenancy support provided by the Hillcrest Housing Association Housing Support Team for the family flats and the Salvation Army for the single flats.

Area of intervention

Dundee.

Target group

Families requiring short-term emergency accommodation, and single people requiring accommodation after staying in a resettlement hostel.

8. Action for Children

Dundee Youth Housing Service

Aim/mission

The Youth Housing Service aims to provide a welcoming and accessible service that respects and values young people as individuals. Staff aim to be professional, non-judgemental and confidential in a safe and comfortable environment. Work is conducted in partnership with young people and, where appropriate, their families, employers, organisations and individuals. Staff provide information and guidance to encourage young people to make informed healthy decisions.

Contact information

Address: 40C Arthurstone Terrace, Dundee DD4 6QT

Tel: 01382 450052

Website: www.actionforchildren.org.uk/in-your-area/services/youth-support-and-leaving-care/dundee-youth-housing-service

Services provided

- Support in establishing and maintaining tenancies, and with alcohol and substance misuse, offending behaviour and relationship difficulties.
- Support for young people in gaining practical skills.

Area of intervention

Dundee.

Target group

Young people experiencing homelessness aged 16–25.

Dundee Families Service**Aim/mission**

This service focuses on positive parenting and reducing neighbourhood difficulties. Dundee Families Service seeks to prevent homelessness by offering services to families who are in crisis as a result of anti-social behaviour, or whose circumstances are such that they are considered to be vulnerable and in need of assistance. It aims to help families overcome the difficulties which they face, and to help them to

make changes which will allow them to sustain mainstream tenancies.

Contact information

Address: 7 St. Clement Terrace, Dundee DD3 9PF

Tel: 01382 828372

Website: www.actionforchildren.org.uk/in-your-area/services/early-years-and-family-support/family-support/dundee-families-service

Services provided

- Early years and family support.
- Intensive individualised support with close collaboration with partner agencies.

Target group

Families with underlying difficulties. Some families may already be homeless and living in temporary accommodation.

9. Jericho Houses Society

Aim/mission

The Jericho Houses Society is linked with the Jericho Christian society.

Contact information

Address: Jericho House, 36 Artillery Lane, Dundee DD1 1PE

Tel: 01382 223627

Email: dundee@jerichosociety.org.uk

Website: www.jerichosociety.uk/location/dundee

Open Monday to Friday 9am–5pm.

Services provided

- 12 one-bedroom flats, all food provided, with three meals a day provided Monday to Friday by an on-site cook. Residents are on a weekend rota to provide meals.
- Advice, information and support in relation to alcohol problems.
- Group-based programmes, one-to-one counselling and alcohol education.
- Support is also provided once residents move to their own accommodation.

Area of intervention

Dundee.

Target group

Males with alcohol-related problems.

10. Women's Aid Refuge

Aim/mission

Women's Aid Refuge provides emotional and practical support to women, children and young people who have experienced domestic abuse. Support is provided either in the refuge or on an outreach basis. Children can access the service regardless of whether their mother or carer is in the service. All refuge accommodation is self-contained flats.

The refuge offers group work, one-to-one sessions and counselling. The Freedom programme is delivered three times per year. There is a Shakti worker based with the refuge who specialises in black and minority ethnic (BME) issues. The refuge is lesbian, gay, bisexual and transgender (LGBT) inclusive and holds the gold charter mark from LGBT Youth Scotland.

Contact information

Address: Enterprise House, 45 North Lindsay Street, Dundee DD1 1PW

Tel: 01382 207099

Email (general enquiries): info@dundeewomensaid.co.uk

Email (support/to make a referral): support@dundeewomensaid.co.uk

Website: www.dundeewomensaid.co.uk

Services provided

- Advice, support, outreach, counselling and a safe refuge provided for women and their children.

Area of intervention

Dundee.

Target group

Women aged 16+.

11. Abertay Housing Association

Aim/mission

Abertay Housing Association provides social housing to people in need and is involved in various wider-role activities.

Contact information

Address: 147 Fintry Drive, Dundee DD4 9HE

Tel: 01382 903545

Email: queries@abertayha.co.uk

Website: www.abertayha.co.uk

Services provided

- The service has around 1,760 houses in Dundee, including around 278 retirement housing properties which are situated in seven complexes across the city.

12. Angus Housing Association

Aim/mission

Angus Housing accepts applications from anyone aged 16+. The association aims to provide well-managed and well-maintained affordable rented housing and to allocate properties to people who have a genuine unmet housing need. Housing need is determined by a 'Group & Points' system as this provides a fair way to assess the degree of individual needs of applicants.

Contact information

Address: The Square, Ormiston Crescent, Whitfield, Dundee DD4 0UD

Tel: 03451 77 22 44

Email: contactus@angusha.org.uk

Website: www.angusha.org.uk/about-angus/dundee_office.html

13. Scottish Veteran's Housing Association

Aim/mission

Scottish Veterans Residences (SVR) is a registered Scottish charity (SC015260) established in 1910 in reaction to the sight of veterans sleeping rough on the streets. SVR's operational arm is Scottish Veterans Housing Association (SVHA).

Contact information

Address: Rosendael, 3 Victoria Road, Broughty Ferry, Dundee DD5 1BE

Tel: 01382 477078

Email: info@svronline.org

Website: www.svronline.org

Services provided

- High-quality supported accommodation for former members of the Armed Forces who are homeless or in need.
- Transitional support programme.

14. Bield Housing Association

Contact information

Address: 1 Bonnethill Gardens, 1 Caldrum Terrace, Dundee DD3 7HB

Tel: 01382 228911

Email: info@bield.co.uk

Website: www.bield.co.uk

Services provided

- Supported accommodation for older people.

15. Caledonia Housing Association

Contact information

Address: 118 Strathern Road, Broughty Ferry, Dundee DD5 1JW

Tel: 01382 480915 (answering machine at night)

Email: info@caledoniaha.co.uk

Website: www.caledoniaha.co.uk

Services provided

- Caledonia Housing Association is a registered Scottish Charity which provides homes for rent and low-cost home ownership.
- The association caters for many diverse needs. It offers mainstream housing for families, couples and single people. It also offers supported accommodation, sheltered and amenity housing, residential care and other specially adapted properties, including those specifically designed for wheelchair users.

16. Dundee City Council Housing Support Team

Contact information

Address: East District Housing Office, 169 Pitkerro Road, Dundee DD4 8ES

Tel: 01382 307357

Email: housing.support@dundeecity.gov.uk

Website: www.dundeecity.gov.uk/service-area/neighbourhood-services/housing-and-communities/housing-support

17. Turning Point Scotland

Aim/mission

Turning Point Scotland provides person-centred support to adults with a range of complex needs. Staff learn from services and seek to influence social policy. Turning Point Scotland Dundee supports people who have a learning disability to enable them to live the life they choose in their own homes.

The service works in partnership with Dundee City Council and Angus Council social work departments to provide support in the Dundee area.

At present the people the service supports live in houses that are provided by a number of housing associations. Turning Point Scotland works jointly to support people to maintain their tenancies.

Contact information

Address: 2 Colonside Road, Dundee DD3 8DF

Tel: 01382 818094

Email: dundee&angus@turningpointscotland.com

Website: www.turningpointscotland.com/what-we-do/learning-disability/dundee-angus

Services provided

- Each supported person has a key worker who works with them. Families, advocacy and day-care services are part of developing a person-centred plan. Each plan is specific to the individual and provides fine detail into the appropriate support that is provided for each person.
- Through support plans, service users will be supported in areas such as personal care skills, health (physical and mental wellbeing), day support services including leisure activities, relationships and family contact, budgeting and support to manage finances, employment, work experience or voluntary placements, achieving outcomes, attending college and holidays.
- Support to individuals is provided by staff teams working across the service, from a few hours a day to full 24-hour support. The amount of support provided varies depending on the needs of the individual and is agreed with Care Management teams.

Area of intervention

Dundee (also Scotland wide).

Target group

Individuals with learning disabilities or other complex needs.

18. The Richmond Fellowship Scotland

Aim/mission

The Richmond Fellowship Scotland is a charity which supports over 2800 people across Scotland with a broad range of needs to live as independently as possible in their own homes and communities.

It is the largest provider of social care services in Scotland, providing personalised, high-quality community-based support services for those who require support in their lives. Some may have mental health difficulties, learning disabilities or autism; others may have dementia, alcohol or drug issues or forensic (legal) backgrounds.

All services work in person-centred ways to offer choice, promote inclusion and maximise ability.

Contact information

Website: www.trfs.org.uk

Pitairlie Service

Tel: 01382 507091

Email: gtracey@trfs.org.uk

Kingsway Service

Tel: 01382 502825

Email: gtracey@trfs.org.uk

Clepington Service

Tel: 01382 452512

Email: gtracey@trfs.org.uk

Services provided

- Pitairlie Service specialises in mental health, challenging behaviour and forensic support.
- Kingsway Service specialises in mental health and older people.
- Clepington Service specialises in mental health, challenging behaviour and alcohol and drug misuse.

Area of intervention

Tayside.

19. Homeless Services Unit – Dundee City Council Housing Support Services

Contact information

Address: East District Housing Office, 169 Pitkerro Road, Dundee DD4 8ES

Tel: 01382 432001/01382 307301/0800 6335843 (Homeless Advice Line)

Website: www.dundee.gov.uk/service-area/neighbourhood-services/housing-and-communities/housing-options-dundee/homeless-services-unit

Services provided

- Advice and information service for anyone finding themselves homeless or threatened with homelessness.
- Help finding suitable temporary accommodation if it is required.

Area of intervention

Dundee.

Target group

Homeless or potentially homeless people.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

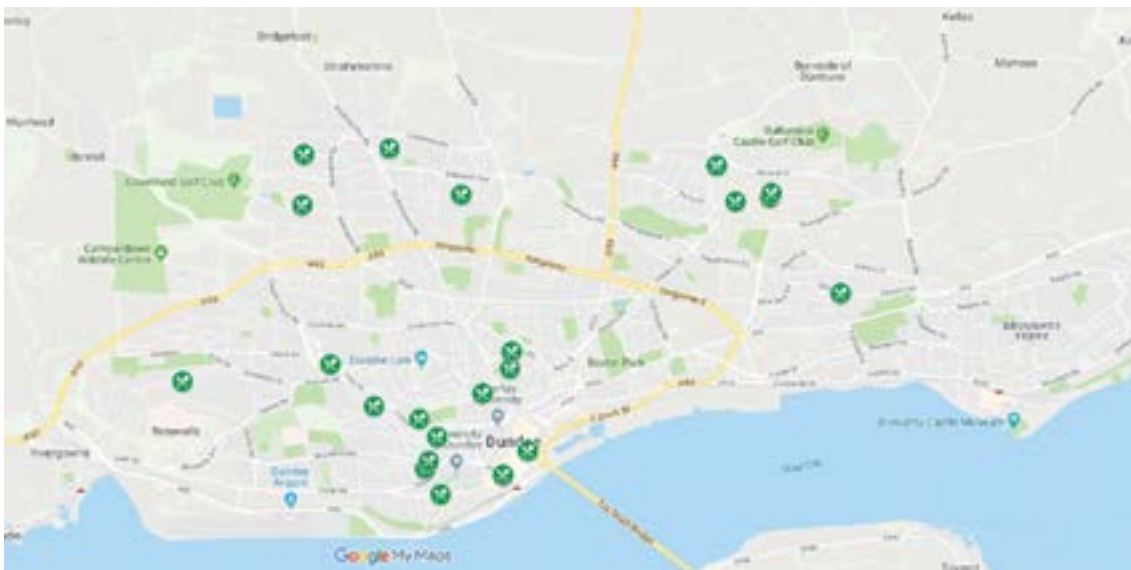
Contact information

Services provided

Area of intervention

Target group

Food assistance



See key for map on page 9.

1. The Night Ministry

Aim/mission

The Night Ministry is an independent, volunteer, Christian-based organisation. Its mission is to maintain human dignity through practical help, improving conditions for street homeless people at whatever level they are prepared to receive help.

Contact Information

Tel: 07999 872928 (Helpline 5 pm–7 am)/01382 871144

Email: nightministriyScotland@gmail.com

Website: <https://nightministriyScotland.wixsite.com/nightministry>

Services provided

- Volunteers work in the late evening and early morning and are on call throughout the night to assist street homeless and rough sleepers in Dundee during the winter months.
- The Night Ministry has an outreach support vehicle equipped with hot drinks, food, warm clothing, hats, gloves and sleeping bags or duvets. The vehicle operates nightly and early in the morning in a bid to find and help as many people as possible who are sleeping rough in doorways, church entrances, bin sheds, cars, bus shelters, parks, car parks and void or derelict properties across the city of Dundee.

Area of intervention

Dundee.

Target group

Rough sleepers.

2. Community Bridge

Aim/mission

City Church Dundee seeks to build community, promote social integration and provide support to individuals and families in need.

Contact information

Address: The Friary, Tullideph Road, Dundee DD2 2PN

Tel: 01382 660274

Email: admin@citychurchdundee.org

Website: https://citychurchdundee.org/Groups/172394/City_Church_Dundee/Community/The_Bridge/The_Bridge.aspx

Services provided

- A wholesome lunch, assistance and an opportunity to relax with others is provided on Mondays 11 am–12:30 pm.

Area of intervention

Dundee.

Target group

People in Dundee.

3. Eagles Wings

See Information and advice item 8.

4. Soul Garden Kitchen

Aim/mission

Soul Garden Kitchen provides free wholesome meals in a bid to tackle food poverty.

Contact information

Address: Ormiston Lounge, Ormiston Crescent, Whitfield, Dundee DD4 0UD

Services provided

- Free wholesome meals are served from the kitchen every Wednesday 11 am–1 pm in Ormiston Lounge and every Thursday 11 am–2 pm in Dudhope Community Centre.
- Ingredients are grown in a local allotment.

Area of intervention

Whitfield and the community surrounding Dudhope community centre.

Target group

People in need.

5. Big Issue Drop-In Club

Aim/mission

This service is part of Meadowside St Paul's Church community outreach.

Contact information

Address: Meadowside St Paul's Church, 114–116 Nethergate, Dundee DD1 4EH

Services provided

- Soup kitchen on Wednesdays 2 pm–4 pm.

Area of intervention

Dundee city centre.

Target group

Homeless and vulnerable people in and around Dundee city centre.

6. Gate Church Outreach/The Bus Stop Drop-In

Contact information

Address: 158 Perth Road, Dundee DD1 4JS

Services provided

- Hot drinks and a meal.
- Time to chat and gain advice and information about church and the Teen Challenge Christian Rehab programme on Monday and Thursday evenings at 6.30pm.

Area of intervention

Dundee.

Target group

People with addictions, in prostitution or who are homeless.

7. St Mary's Community Cafe

Aim/mission

This service is part of St Mary's Roman Catholic church outreach.

Contact information

Address: St Mary's Church Hall, 41 High Street, Lochee, Dundee DD2 3AP

Services provided

- Drop-in for food and assistance on Saturdays 2 pm–4 pm.

Area of intervention

Lochee.

Target group

People in need in and around Lochee.

8. Graham's Kitchen

Aim/mission

Churches provide meals on a rotational basis. Everything is done with care, concern and compassion, seasoned with a touch of good humour and laughter.

Contact information

Address: West Marketgait, Dundee

Services provided

- Graham's Kitchen provides hot meals and drinks for hungry people on the streets of Dundee every Saturday evening.

Area of intervention

Takes place centrally but serves people from across the city.

Target group

People who are hungry in and around Dundee.

9. St Salvador's Episcopal Church Outreach/Food Cupboard

Contact information

Address: St Salvador's Church, St Salvador Street, Dundee, Angus DD3 7EW

Email: enquiries@stsalvadors.com

Website: <http://s204617846.websitehome.co.uk>

Services provided

- Every Sunday afternoon from 1.15 pm to 2.15 pm, the doors are open to anyone from the neighbourhood in need of food and a warm welcome.
- Food is served and a modest bag of groceries is given to everyone.
- There is companionship and friendship, and a listening, compassionate ear is always there for anyone who needs to talk.
- A priest or minister is on hand for the bereaved or anyone who seeks that contact.
- Information about helplines, benefit problem solving and specialist problem centres is available.

Area of intervention

Coldside.

Target group

Anyone in the community who needs food and a warm welcome.

10. Douglas and Mid Craigie Parish Church/Food on Friday

Aim/mission

This service aims to work with families to bring positive changes to lifestyles.

Contact information

Address: Douglas and Mid Craigie Church, Balbeggie Place DD4 8RD

Services provided

- Introduces cooking and gardening skills in a fun, supportive and safe environment to enhance physical and mental wellbeing.

Area of intervention

The East End of Dundee.

Target group

Families experiencing poverty, including those who are unemployed, have health issues or have any form of addiction.

11. Taught By Muhammad

Aim/mission

Taught By Muhammad is an outreach programme which aims to help people live the Islamic message of justice, tolerance and equality.

Contact information

Address: 34 Bellfield Street, Dundee DD1 5HZ

Tel: 01382 226691

Email: info@taughtbymuhammad.com

Website: www.taughtbymuhammad.com

Services provided

- A Curry Kitchen is run in partnership with the Salvation Army on the first Friday of every month.
- Cooked meals are delivered to lone unemployed parents on the second Tuesday of each month, in partnership with the Smart Lone Parents programme.
- Food parcels are provided for those who may not be able to make the journey to the nearest foodbank or those who may be embarrassed to admit the situation that they are in.

- A budget cooking course is provided.
- Men's Shed provides support for adult men from minority communities to feel more socially integrated within the city, sharing friendships and learning new skills. The men are all aged 55+ with many of them suffering from a range of long-term illnesses. The group has been involved in a swimming programme and nature walks visiting Scottish cultural sites.

Area of intervention

Dundee.

Target group

People in need in Dundee.

12. Justice and Peace Group

Aim/mission

St Joseph's Parish Justice and Peace group was founded thirty years ago by members of the parish to take forward the Vatican call to act out the gospel values of justice and peace.

Contact information

Address: 42 Wilkie's Lane, Dundee DD1 5HR

Website: http://stj1.co.uk/?page_id=120

Services provided

- The group supplies soup to homeless people supported by three local hotels: the Landmark, Queen's and the Apex. It also supports other local groups that attempt to address poverty and social issues in the city.

Area of intervention

Dundee.

Target group

People in need in Dundee.

13. The Dundee Foodbank

Aim/mission

The Dundee Foodbank is part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

Contact information

Addresses:

Full Gospel Church, 58 Constitution Street, Dundee DD3 6NE

Menzieshill Parish Church (Open 1 pm–4 pm Mondays, Wednesdays and Fridays)

Chalmers Ardler Parish Church (Open 3 pm–5 pm Mondays)

St Mary's Community Church (Open 10 am–12 noon Wednesdays)

The Attic, Kirkton (Open 2pm–4pm Thursdays)

101 Whitfield Drive, Whitfield DD4 0DX (Open 1 pm–4 pm Tuesdays and Fridays)

Tel: 01382 698020

Email: info@dundee.foodbank.org.uk

Services provided

- Distribution Centres are open Monday to Friday 10 am–4 pm.
- Foodbank clients bring their voucher to a foodbank centre where it can be redeemed for three days' worth of emergency food.
- Care professionals such as doctors, health visitors, benefits advisers, homelessness workers, social workers, the Citizens' Advice Bureau (CAB) and the police can identify people in crisis and contact Dundee Foodbank to arrange a referral for a food parcel.
- Once the referral is made, Foodbank clients can collect their food parcel from one of the Dundee Foodbank Distribution Centres.
- Volunteers working at these centres can direct people to additional agencies able to assist in solving the longer-term problem.

Area of intervention

Dundee.

Target group

Referrals can be made by care professionals such as doctors, health visitors, benefits advisers, homelessness workers, social workers, CAB and the police.

14. Fareshare/Transform Dundee Food redistribution

Aim/mission

The team aims to reduce food poverty in the UK by redistributing food from both local and national suppliers. This helps to address both food poverty and food waste in and around Dundee.

Contact information

Address: 95–99 Douglas Street, Dundee DD1 5AG

Tel: 01382 224966

Email: fareshare@transformcd.org

Services provided

- Provides quality surplus food to 55 community projects for free.

Area of intervention

Dundee, Perth and Kinross and Angus.

Target group

Community groups working with disadvantaged people in Dundee.

15. Soup 'n' Soul

Contact information

Addresses:

St Paul's Episcopal Cathedral, High Street, Dundee DD1 1TD (Wednesdays 12 noon–2 pm)

Signpost Centre, Lothian Crescent, Whitfield DD4 0HU (Fridays 12.30 pm–1.30 pm)

Services provided

- Clothes cupboard (St Paul's).
- Sleeping bags (St Paul's).
- Cake (Signpost Centre).
- Mentoring (Signpost Centre).
- Help (Signpost Centre).
- Soup and roll (both).
- Coffee and tea (both).
- Chat (both).

16. Main Street Cafe

Contact information

Address: Coldside Parish Church, Main Street, Dundee DD3 7HT (Wednesdays and Thursdays, 11.30 am–1.30 pm)

Website: www.facebook.com/mainstreetcafedundee

Services provided

- Soup, paninis, cakes, tea, coffee and WiFi.
- Advice.

17. Lifegate Community Cafe

Contact information

Address: Whitfield Church, 50 Haddington Crescent, Dundee DD4 0NA

Services provided

- Soup and toasties.
- IT support via Wired-In on Fridays, 11 am–2 pm.

18. Cafe Church

Contact information

Address: St Luke's Church, St Luke's Road, Downfield, Dundee DD3 0LD (Sundays 10.30 am)

Services provided

- Doughnuts and croissants.
- Discussion and help service.

19. Night Kirk

Contact information

Address: Meadowside St Paul's Church, Dundee DD1 4EH (Sundays 7 pm–9 pm)

Services provided

- Hot food, tea and coffee.

20. Revive and Restore Cafe – Coldside Church

Aim/mission

The Revive and Restore Cafe (R & R for short) is a volunteer-led cafe located in Coldside Church in Dundee for those who want to engage or stay engaged in recovery from dependency problems. CrossReach supports the volunteers who work in the cafe, and R & R staff also help in the cafe.

Contact information

Address: Coldside Parish Church of Scotland, Main Street, Dundee DD3 7HT

Website: <http://coldsidechurch.org.uk/r-r-cafe.html>

Services provided

- Free food on Wednesdays and Thursdays.
- Support groups on recovery from drugs.
- Parent–toddler groups.

Area of intervention

Dundee.

Target group

Individuals experiencing homelessness or who want to engage or stay engaged in recovery from dependency problems.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

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Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

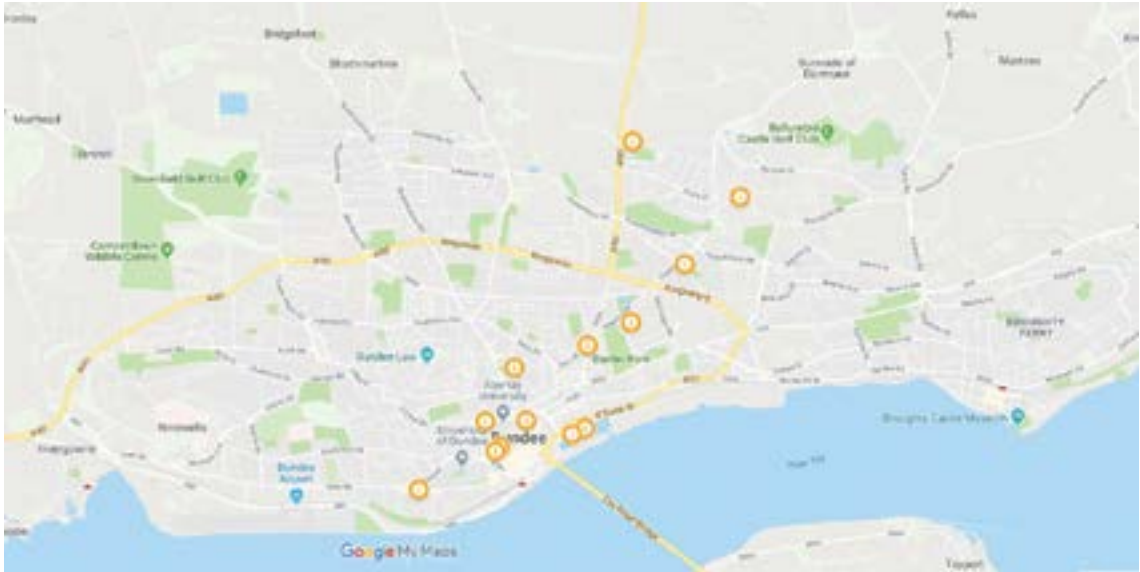
Contact information

Services provided

Area of intervention

Target group

Information and advice



See key for map on page 9.

1. 24 Hour Homeless Service Unit – Advice Line

See Housing support item 19.

2. SHELTER – Dundee Community Hub

Aim/mission

Shelter Scotland is a charity that works to alleviate the distress caused by homelessness.

Contact information

Address: 4 South Ward Road, Dundee DD1 1PN

Tel: 0808 800 4444

Website: https://scotland.shelter.org.uk/about_us/local_services/dundee

Services provided

- Information, advice, advocacy and representation for people facing housing problems
- The telephone helpline provides an initial level of information, advocacy and advice.
- People requiring more in-depth assistance or ongoing casework can be referred to local specialist services.

- Shelter Scotland provides various services including the Safe and Sound project and the Supporting Prisoners Advice Network. It also provides housing advice for Perthshire and Dundee and housing association tenants, and money and debt advice.

Area of intervention

Dundee and Angus.

Target group

People facing housing problems including homelessness.

3. Safe and Sound Project

Aim/mission

The Safe and Sound Project supports young people aged 8–24 on a one-to-one basis to prevent isolation when they have experienced a breakdown of family relationships. The project works to reduce the risk of homelessness for young people. The family mediation service helps young people avoid irretrievable family breakdown by working with the young person and their family to resolve difficult issues and to agree courses of action. The project works with young people who have unstable family situations and might experience domestic violence and emotional difficulties.

Befrienders help support young people experiencing a relationship breakdown at home to increase their self-esteem, confidence, and community integration.

Contact information

Address: Safe and Sound Project, Shelter, 4 South Ward Road, Dundee DD1 1PN

Tel: 0344 515 2455

Email: safeandsound@shelter.org.uk

Services provided

- The project offers young people a safe route back home where appropriate.
- It seeks solutions for those young people who are already homeless by re-establishing positive contact with their families where it is safe to do so.
- It supports young people who need to move away in setting up and maintaining tenancies.
- It supports young people who have their own tenancies to integrate within their community.

- It offers support to younger siblings in the family, to build resilience and coping skills to reduce the chances of them becoming homeless in the future.
- Through family mediation, the project helps to improve communications and skills in conflict resolution within the family.

Area of intervention

Dundee, Fife, Angus and Perth and Kinross.

Target group

Young people aged 14–24 or under 14 who are thinking of running away in the future.

4. Dundee North Law Centre

Aim/mission

The mission at the Law Centre is to address areas of unmet legal needs. The centre provides free legal advice, assistance and representation to clients who live in the areas which it serves.

Contact information

Address: 101 Whitfield Drive, Dundee DD4 0DX

Tel: 01382 307230

Email: reception@dundeenorthernlawcentre.co.uk

Website: www.dundee.gov.uk/orgs/group?id=501

Services provided

- Legal advice on all housing matters.
- Assistance with appeals.
- Advocacy services.

Area of intervention

At present it primarily serves the residents of Whitfield, Mid Craigie/Linlathen, Beechwood, Kirkton, Ardler, Charleston, Lochee, Maxwelltown/South Hilltown, Fintry, Mill o' Mains, Douglas, parts of Menzieshill, Stobswell, St. Mary's and some city centre areas.

Target group

People requiring free legal advice, assistance and representation.

5. Dundee Citizens Advice Bureau

Aim/mission

The Dundee Citizens Advice Bureau aims to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available, or through an inability to express their needs effectively.

Contact information

Address: Dundee Central Library, Level 4, Wellgate Centre, Dundee DD1 1DB

Tel: 01382 307494

Email: contactus@dundeecab.org

Website: www.dundeecab.org

Services provided

- Advice and information on a range of subjects including: all social security benefits, employment, family and personal matters, housing, consumer legislation, taxes and so on.
- The service also provides representation at appeals, including disability, medical, social security and employment tribunals.

Area of intervention

Dundee.

Target group

Anybody requiring advice or information on a wide range of subjects in Dundee.

6. Hillcrest Advice Centre

Contact information

Address: Dundee Office, Shed 26, Camperdown Street, City Quay, Dundee DD1 3JA

Tel: 01392 315725

Services provided

- Advice sessions on a drop-in basis covering housing, homelessness, finances and offering Polish translation services.

7. Welfare Rights Service

Aim/mission

The team gives free, confidential, specialist advice, and provides information and advocacy services on a wide range of welfare rights and debt-related issues.

Contact information

Address: Welfare Rights Team, Social Work Department, Jack Martin Way, Claverhouse East, Dundee DD4 9FF

Tel: 01382 431167 (Monday–Friday 9.30 am–4.30 pm)

Email: welfare.rights@dundeecity.gcsx.gov.uk

Website: www.dundeecity.gov.uk/socialwork/welfarerights

Services provided

- The Welfare Rights Team provides advice, assistance and support with the following: housing and council tax benefit, income support, disability living allowance, attendance allowance, social fund, tax credits, representation at appeals, rent arrears and eviction, money advice and debt counselling, incapacity benefit, pension credit and the debt arrangement scheme.

Area of intervention

Dundee.

Target group

Anyone requiring advice or assistance in Dundee.

8. Eagles Wings**Aim/mission**

Eagles Wings Trust is a charity that exists to help those who are homeless, addicted or in the process of recovery.

Contact information

Address: 10 Douglas Street, Dundee DD1 5AJ

Tel: 01382 201590

Email: info@eagleswingstrust.org.uk

Website: <http://eagleswingstrust.org.uk>

Services provided

- Mobile soup kitchen four evenings a week on Bell Street Dundee. Around 20–35 men and women use the soup kitchen each night. Many come to talk and have someone to listen to them.
- Throughout the day staff visit people where they are staying, providing individual support.
- Eagles Wings aims to help in as many ways as possible, such as helping find accommodation or rehabilitation centres, or providing food, sleeping bags, warm clothing and a listening ear.

- Eagles Wings Advice Clinic takes place at Elim Church, Dudhope Crescent Road on Mondays 12 noon–2 pm.

Area of intervention

Dundee.

Target group

Those experiencing homelessness and addiction issues.

9. CAP Debt Centre

Aim/mission

The Christians Against Poverty (CAP) Debt Centre is connected to St. Peter’s Free Church, Hillbank Evangelical Church, Grace Church and Broughty Ferry Baptist Church. Christians Against Poverty are passionate about releasing people from a life sentence of debt, poverty and their causes.

Contact information

Address: Dundee CAP Centre, St Peter’s Church, 4 St Peter Street, Dundee DD1 4JJ

Website: <https://capuk.org/i-want-help/cap-debt-help/debt-centre/451/dundee>

Services provided

- The project offers free debt help.

Area of intervention

The office is in the West End but serves people from across the city.

Target group

People in the community who are struggling as a result of debt.

10. CONNECT Service

Aim/mission

The CONNECT team was created at the beginning of 2014 to address the key issues people face as a result of the Welfare Reforms. The task force of six officers covers all areas in Dundee. Officers are community based and there are drop-in and appointment-based surgeries for help and advice. Surgeries are located in local community centres, libraries, the Wellgate Centre and other venues.

Contact information

Tel: 01382 431205

Email: welfare.reform@dundee.gov.uk

Website: www.dundee.gov.uk/welfare-reform/connect

Services provided

- Advice with benefit form filling, budgeting, fuel poverty and so on.
- CONNECT works in partnership with many local initiatives, including services that provide adult learning, health and lifestyle support, energy advice, benefit appeals, support for those looking for work, and money advice about debts, carers, housing and credit unions.
- For service providers, CONNECT offers a regular drop-in service and currently visits drop-in cafes, parent and toddler groups, mental health groups, drug and alcohol services and many more.

Area of intervention

The office is in the West End but serves people from across the city.

Target group

People in the community who are struggling as a result of debt.

11. Dundee City Council – Social Work Department/First Contact Team

Aim/mission

The access team is available by telephone or office appointment to offer advice on childcare, older person services, physical disabilities occupational therapy service, home care and other adult services.

The staff are there to support people at times of significant need, and through difficult periods of personal and family crisis. Because of this, social work services have to be wide-ranging. These services are now being delivered in partnership with other agencies and this involves working with colleagues in education, health, the police, housing and the voluntary sector.

Contact information

Address: Dundee and Angus Independent Living Centre, Charles Bowman Avenue, Dundee DD4 9UB

Tel: 01382 434019

Out of hours (emergency social work) service tel: 01382 307964

Email: firstcontact.teamadmin@dundeecity.gcsx.gov.uk

Website: www.dundeecity.gov.uk/socialwork/firstcontact

12. The Maxwell Centre

Aim/mission

Maxwell Information Centre is committed to improving quality of life for the local community and to combatting social exclusion, poverty, disadvantage and discrimination.

Contact information

Address: St Salvador's Halls, Carnegie Street, Dundee DD3 7EW

Tel: 01382 802628

Tel (to book the IT 4 Work class): 01382 436314

Tel (Job Shop): 01382 802628

Email: info@maxdundee.org.uk

Website: <http://maxdundee.org.uk>

Services provided

- The centre is highly regarded by the community, voluntary and public organisations both as a community-based facility, and as a resource, education and support centre. It provides a wide range of services to individuals and groups, young and old, within the community. These include access to the internet, educational training, advice and information on welfare, money, and legal rights.
- The IT 4 Work class is suitable for adults with little or no IT knowledge. Focusing on essential workplace skills, participants learn basic computer literacy, including how to use the internet and emails for job hunting.
- Job Shop has drop-in sessions every Friday, providing support and information for jobseekers. Individuals can access professional advice, help with their CV, and interview tips.
- The Community Garden is used for education and garden therapy activities. The garden provides access to growing facilities in an area of the city where access to green spaces is limited. Many of the children who visit the centre for regular workshops have little access to gardens or educational opportunities relating to food production, healthy living, the environment, and ecology.
- MAXcrafts is the production and sale of craft items. These items are made by volunteers and craft group participants at the centre from materials that are largely donated or come from the centre's garden: handmade jewellery, decorative items and ornaments, papercraft items, knitting/crochet, flower pressing, jams and chutneys, soaps and bath bombs.

Area of intervention

Dundee.

13. SSAFA: The Armed Forces Charity

Aim/mission

SSAFA helps veterans and service personnel and their families in the local community. It provides support and experienced, non-judgemental and friendly advice, as well as a variety of practical services which cover a range of social, family and financial issues.

Contact information

Tel: 01382 452808

Email: dundee@ssafa.org.uk

Website: www.ssafa.org.uk/dundee-angus

Area of intervention

Dundee and Angus.

Target group

Veterans, service personnel and their families.

14. Tayforth Veterans Project

Aim/mission

Founded in 2011 by ex-Royal Navy Jim Left, the Tayforth Veterans Project is dedicated to providing information and a signpost service to help veterans and their families overcome post-conflict issues and better integrate back into their communities.

Contact information

Address: 21b City Quay, Camperdown Street, Dundee DD1 3JA

Tel: 01382 206207

Services provided

- The charity operates a drop-in centre which provides support to ex-service personnel and their families in accessing professional and specialised advice on a broad range of issues. These include mental health, housing, employment and re-training, benefits and pensions, and other welfare matters.

Area of intervention

Dundee.

Target group

Ex-service personnel of the UK armed forces and their families.

15. Brooksbank Money Advice

Aim/mission

Brooksbank Money Advice provides advice on debt and welfare benefits to residents of community regeneration areas. It offers appointment surgeries, drop-in sessions and telephone advice. Home visits can be arranged for those who cannot get to one of the project bases. There is also a translation service available on request.

Contact information

Address: Brooksbank Centre and Services, Pitairlie Road, Dundee DD4 8DG

Tel: 01382 432450

Email: mastadvice@yahoo.com

Website: www.facebook.com/Brooksbank-Centre-240667122627746

Services provided

- Help with budgeting and bankruptcy, including benefit checks, help filling out benefit claim forms, negotiating with creditors on clients' behalf (money advice), and a mortgage to rent/shared ownership scheme.

16. Women's Aid Refuge

See Housing support item 10.

17. The Corner – Young People's Health and Information Project

See Health and psychosocial wellbeing item 2.

18. DEAP (Dundee Employment and Aftercare)

See Education and training item 20.

19. Dundee International Women's Centre

See Education and training item 9.

20. Stobswell Advice Cafe

Contact information

Address: Stobswell Church Hall, 172 Albert Street, Dundee DD4 6QW (Tuesdays 11 am–1 pm)

Tel: 01382 438856

Website: www.facebook.com/events/509654789438006

Services provided

- Benefits advice.
- Welfare changes.
- Recovery service.
- Help with drug and alcohol related issues.
- Healthy living initiative: a nurse is available for health advice and check-ups.

21. Main Street Cafe

See Food Assistance item 16.

22. Jericho Houses Society

See Housing Support item 9.

23. The Lochee Parish Church

See Health and psychosocial wellbeing item 15.

24. The CrossReach – Axis Forward Project

See Health and psychosocial wellbeing item 14.

25. Barnardo's Family Support Team

See Health and psychosocial wellbeing item 32.

26. One Parent Families Scotland – Dundee Community Family Support Project

See Health and psychosocial wellbeing item 40.

27. Relationships Scotland – Family Mediation

See Health and psychosocial wellbeing item 45.

28. Skills Development Scotland

See Education and training item 2.

29. Kirkton Community Centre

See Education and training item 13.

30. Charleston Community Centre

See Education and training item 16.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Employment and work placement



See key for map on page 9.

1. The Big Issue

Aim/mission

The Big Issue Foundation seeks to deliver social and financial inclusion by supporting Big Issue vendors in the self-help process of buying and selling the Big Issue magazine.

Contact information

Tel: 0207 526 3200

Website: www.bigissue.com

Services provided

- Vendors buy Big Issue magazines for £1.25 and can sell them for £2.50. The Big Issue Foundation links vendors with support services, including housing, health and training services.

Area of intervention

Dundee.

Target group

Those who are homeless or rough sleeping, in temporary accommodation, in danger of losing a home or unemployed and facing financial crisis.

2. Jobcentre Plus

Aim/mission

Job centres can help administer claims for Jobseeker's Allowance, Incapacity Benefit, Employment and Support Allowance and Income Support.

Contact information

Address: Wellgate House, Wellgate Centre, Dundee DD1 2DB

Tel: 0845 604 3719, (Textphone) 01382 373079

3. Tayside Re-Users

Aim/mission

Tayside Re-Users is a Revolve accredited registered charity and social enterprise founded to promote re-use and recycling, and to provide employment and volunteering opportunities as a route back into employment for those who find themselves out of work.

Contact information

Address: South Dudhope Mill, Douglas Street, Dundee DD1 5AN

Tel: 01382 228806

Email: admin@taysidereusers.co.uk

Website: <http://taysidereusers.co.uk>

4. Apex Scotland

See Education and training item 21.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

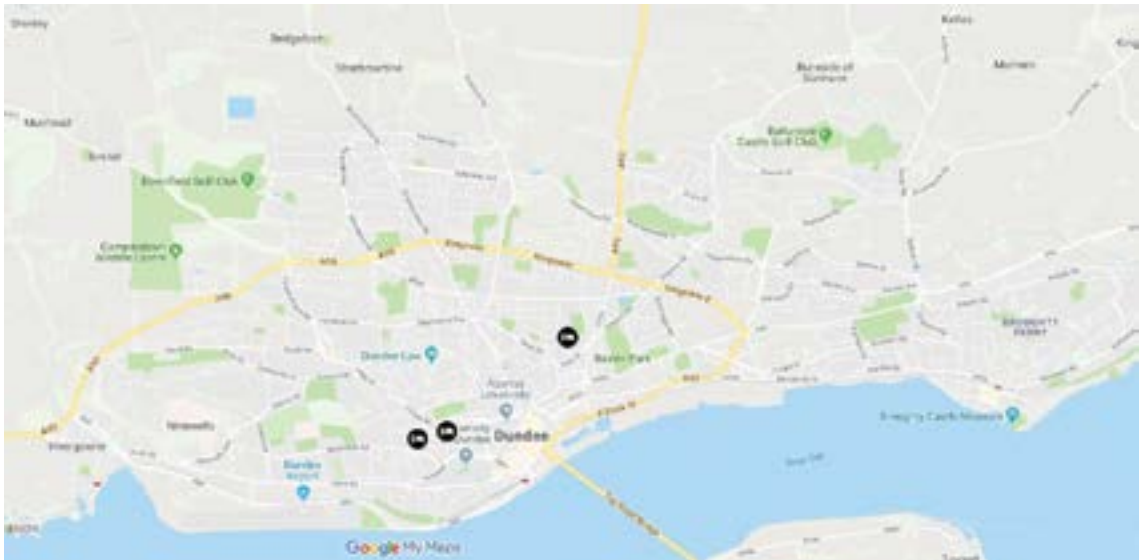
Contact information

Services provided

Area of intervention

Target group

Furniture



See key for map on page 9.

1. Transform Furniture Project

Aim/mission

The project operates by collecting donations of household items from the local public, free of charge. The items are inspected, and refurbished where required, to ensure they meet safety and cleanliness standards. Items are then resold in retail premises in Dundee and Perth.

Contact information

Head office address: Transform House, 95 Douglas Street, Dundee DD1 5AZ

Shop address: Commercial Street, Dundee DD1 2AF

Tel: 01382 225070

Email: furniture@transformcd.org/thefurnitureproject@btconnect.com

Website: www.transformcommunity.org.uk/transform-furniture

Services provided

- Distribution of furniture and household goods to people in need.

Area of intervention

Tayside.

Target group

People in need in Tayside.

2. Starter Packs Dundee

Aim/mission

Starter Packs Dundee is a voluntary charity initiated by Scottish Churches Housing Action in 2000. It aims to respond positively to the problems faced by re-settling homeless and needy individuals and families in the Dundee area. It assists individuals and families who are unable to provide themselves with basic small household goods and bedding as they prepare to take on a tenancy.

Contact information

Address: 39 Forest Park Road, Dundee DD1 5NU

Tel: 01382 223977

Email: starterpacks_dundee@btconnect.com/dundeestarterpacks@gmail.com

Website: www.starterpackdundee.org.uk

Services provided

- Starter Packs Dundee receives donations of good unwanted basic household goods, bed linen and curtains from churches in Dundee, other organisations and individuals. The donations are recycled and made up into 'starter packs' by a team of volunteers working on a rota basis.
- Referrals are received from Dundee City Council Social Work and Housing Departments, Tayside NHS Social Work and Family Centres, Hillcrest Housing Association, Action for Children, the Salvation Army, the Criminal Justice Service, Positive Steps and many other agencies caring for re-settling homeless and needy individuals and families in the Dundee area.

Area of intervention

Dundee.

Target group

Individuals and families who are unable to provide themselves with basic household goods as they prepare to take on a tenancy or rebuild a home after a crisis.

3. The Salvation Army Furniture Re-Use Project

Aim/mission

This project aims to benefit Salvation Army Lifehouse residents by providing meaningful activities through volunteering opportunities and thereafter offering them furniture when moving to their own homes. It also aims to benefit the local community through the sale of good quality pre-owned and restored furniture at affordable prices.

Contact information

Address: Manhattan Works, Unit 9b, Dundee DD3 7PY

Tel: 01382 458573

Email: frank.mulgrew@salvationarmy.org.uk

Services provided

- Provision of pre-owned furniture to residents of the Salvation Army Lifehouses who are moving to their own homes.
- Volunteering opportunities for people who may be vulnerable or homeless.
- Meaningful activities for residents of the Salvation Army Lifehouses.
- Sale of high quality pre-owned furniture to the general public.
- House clearances.
- Transfer of bulky items.
- Free collection of donated furniture.
- Upcycling and restoration of donated goods for sale.

Area of intervention

Dundee, Angus, Fife.

Target group

Residents and the general public.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

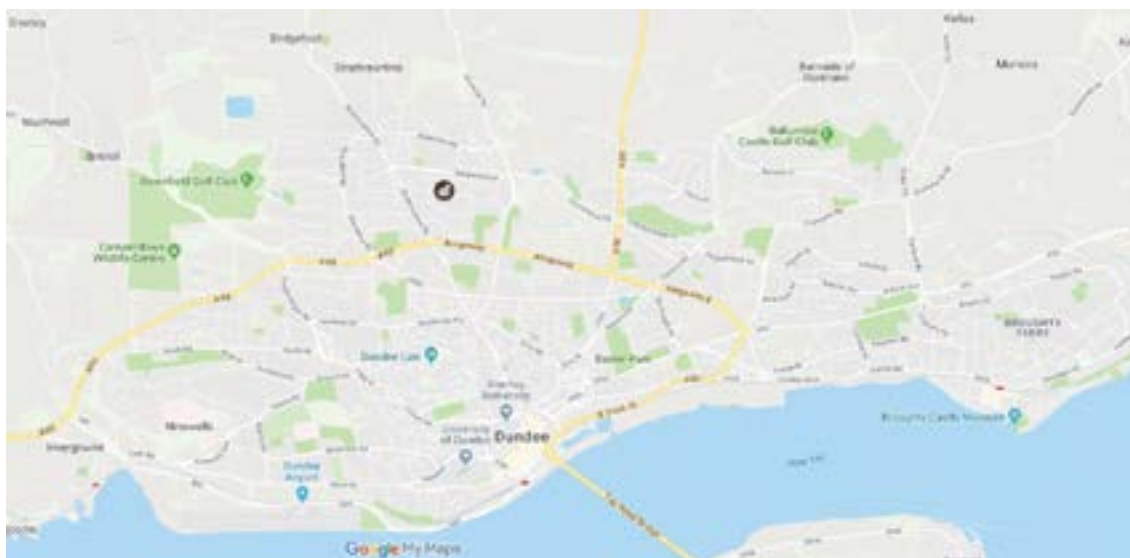
Contact information

Services provided

Area of intervention

Target group

Community development and networking



See key for map on page 9.

1. Faith in Community Dundee (FiCD)

Aim/mission

Faith in Community Dundee is part of Faith in Community Scotland and works with the poorest communities of Dundee as they tackle poverty and exclusion. It aims to help build the capacity of local people so that they are more able to create an inclusive community where people can achieve more.

Contact information

Address: Derwent Avenue, Dundee DD3 0AX

Tel: 01382 825351

Email: jacky@faithincommunitydundee.org

Website: www.faithincommunityscotland.org/faith-in-community-dundee

Services provided

Faith in Community Dundee helps groups to reflect on working with the wider community in tackling poverty, and supports them to understand their community more, come up with new ideas or develop what already exists. It encourages the strengthening of connections and, where appropriate, collaborative working.

Faith in Community Dundee offers groups:

- help in identifying needs in the community
- assistance with strategic and action planning
- support in becoming constituted and in governance
- help identifying and connecting with strategic partners
- support with fund raising and accessing information
- contributions towards planning and monitoring
- facilitation of volunteer development
- development of area-specific community profiles
- provision of training, and organising events on specific issues.

Projects

- Dundee Drop-In (DDI) Survey: DDI is a group of church-based projects involved in crisis intervention providing food, information and a safe place to socialise for those who are often on the margins of communities in Dundee.
- Working for Fairness: Along with a range of people and organisations, this aims to support people in poverty to articulate what poverty means today and challenge our society, which has seen increasing inequality over the past few decades.
- Faith in Throughcare: One of the issues that concerns many people in Dundee is the high level of re-offending among former prisoners. One of the reasons suggested for this is the lack of support for those coming out of prison from sentences of less than four years. To help address this issue, Faith in Community Scotland has developed Faith in Throughcare along with local communities. This is a model that uses trained volunteers, some of whom may have been in prison, to support those coming out of prison and help them settle in local communities.

Area of intervention

Dundee.

Target group

The poorest communities of Dundee.

2. Dundee Drop-In

Aim/mission

Dundee Drop-In is a group of church-based projects that provides crisis help to those who are struggling to make ends meet. There are locations throughout Dundee.

Services provided

- Circulation of information about drop-ins throughout Dundee and other relevant information.

Area of intervention

Dundee.

Target group

Marginalised groups within Dundee, including people experiencing homelessness.

New additions (Space to be completed by practitioners)

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

Name of organisation/service

Contact information

Services provided

Area of intervention

Target group

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