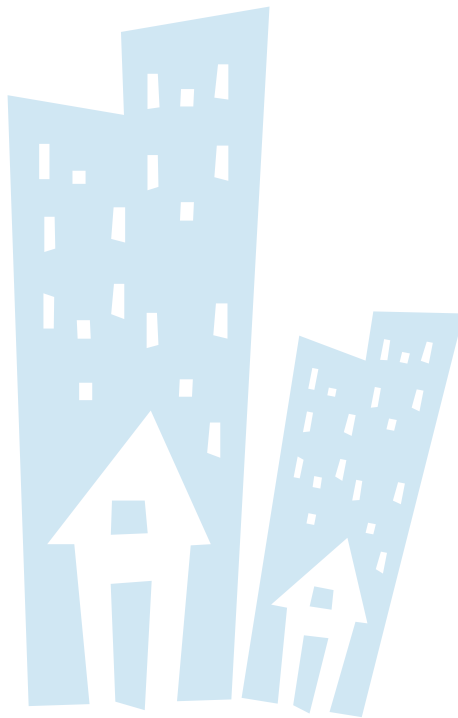


Homeless in Dundee? **Your Guide to** **Accommodation & Services**



Dundee City Council

**Homeless in Dundee?
Your Guide to
Accommodation & Services**



Homeless in Dundee? Your Guide to Accommodation & Services

If you are homeless or worried about becoming homeless within the next two months you should get advice as soon as possible.

**For advice and information you can call the
24hour Freephone Homeless Advice Line 0800 633 5843.
(calls are free from any landline)**

This guide has been put together to give you information about the type of help you can get.

It contains information about accommodation providers, places to go for information and advice and contact details for organisations that can help with housing, legal and health issues. We understand that being homeless or being threatened with homelessness is difficult and traumatic, and staff will be sympathetic to your situation. There is a lot of help and support out there, so don't be afraid to ask.

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Accommodation

In Dundee, there are currently a number of organisations that provide different types of accommodation to homeless people.

Dundee City Council provides a “one stop shop” in the Lily Walker Centre where our workers can provide advice and assistance towards finding temporary emergency accommodation with the ultimate aim of finding permanent housing in the future.

There are a number of voluntary organisations that can provide emergency and quick access accommodation for homeless people. This type of hostel accommodation caters for many different groups and provides a broad range of services and facilities.

Some of the hostels offer direct access. This is called self-referral and you can just turn up and apply for a place. For other hostels you will need to be referred by an agency - such as the Lily Walker Centre, social work or advice centre.

Direct Access Hostels

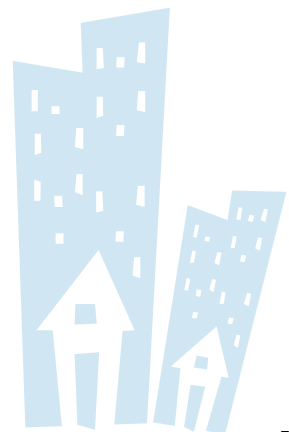
You can contact these hostels yourself during normal working hours or out with hours on an emergency basis. Examples of direct access are the Lily Walker Centre and Dundee Cyrenians Unit situated at Soapwork Lane. You will be offered temporary accommodation if there are beds available that night.

Resettlement Hostels

There are a number of resettlement (also known as non-direct access) hostels in the city that provide temporary accommodation. You cannot turn up at these hostels yourself; a referral must be made first. This can be done from a range of sources including the Lily Walker Centre and the Council's Social Work Department. Generally an assessment is carried out by interview, on the phone or face to face, with a homeless officer to find out which organisation is the most suitable for you depending on your circumstances or needs.

Type of accommodation available

You will find a range of accommodation options in this booklet that include: local hostels, Housing Associations, Private Landlords and useful numbers of advice services. We have also included an explanation of how the hostels operate and who they cater for. Most of these housing providers and advice centres have disabled access to their office premises and may have adapted housing available. Some of the accommodation provided also has disabled access. If you have disabled access/accommodation requirements, please phone before visiting.



Hostels - Direct Access

LILY WALKER CENTRE

Dundee City Council Housing Department

105 Ann Street

Dundee DD3 7TG

Tel: 01382 432001 (24hrs)

24hour Freephone Homeless Advice Line 0800 633 5843

The Lily Walker Centre provides a one-door advice, information and accommodation service to those people who become homeless and to whom the City Council has statutory duties under Part II of the Housing (Scotland) Act, 1987 as amended.

The Homeless Services Unit is located at the centre and is available to the public 8.30am - 5.00pm. Monday to Friday (10.00am - 5.00pm Tuesday). In addition to this the centre is staffed on a 24 hour basis by assistant housing officers and can accept emergency admissions at any time of the day or night.

Services available to

- Males and females aged 16 years and above
- Single people, couples and families

Services offered

- Single person accommodation
- Accommodation for families is not located within the Lily Walker Centre

Referral arrangements

- Direct access self-referrals or referrals from agencies

Hostels - Direct Access

TRANSFORM COMMUNITIES DEVELOPMENT

Jessie Devlin Close

Soapwork Lane

Dundee DD1 1HX

Tel: 01382 322923 (available 24 hours)

Services available to

- Males and females aged 16 years and above

Services offered

- 32 rooms available - 3 x 2 bed flats and 26 x 1 bedrooms with shared facilities
- The hostel provides support, guidance and advice for a variety of clients.

Referral arrangements

- Direct access self-referrals or referrals from agencies.



Hostels - Direct Access

DUNDEE SURVIVAL GROUP

100 Foundry Lane

Dundee DD4 6AY

Tel: 01382 450303

Fax: 01382 450304

Opening Hours: 24 hours

Referrals only accepted from the Lily Walker Centre.

Services available to

- Males and females aged 18 years and above
- Single person rooms available and shared facilities for meals.
3 meals per day provided.

Referral Arrangements

- Self-referral.
- Referrals from agencies.
- NHS referrals.



Hostels - Direct Access

DUNDEE WOMENS AID

61 Reform Street

Dundee DD1 1SP

Tel: 01382 202525 (24 Hours) - Crisis Line

Business: 01382 226390

Email: dwa@dundeewomensaid.co.uk

Web: www.dundeewomensaid.co.uk

Opening Hours: 9.00am - 5.00pm
(except Tuesday 1.00pm - 5.00pm)

Services Available to

- Women of all ages (with or without children).

Services Offered

- Safe, temporary accommodation to women and their children who are experiencing or have experienced domestic abuse.
- Outreach support for women, children and young people living in the community.

Referral Arrangements

- Self-referral.
- Referral from agencies.

Hostels - Direct Access

THE SALVATION ARMY SOCIAL SERVICES

Strathmore Lodge

31 Ward Road

Dundee

DD1 1NG

Tel: 01382 225448

Fax: 01382 203404

Opening Hours: 24 hours (after 11.00pm - emergency admissions only)

Services Available to

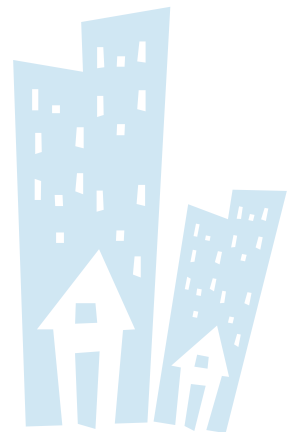
- Males and females, single adults.

Services Offered

- Accommodation, care and support for homeless people.
- Half board facilities (special dietary requirements can be met).
- Assessment of needs and signposting to appropriate services

Referral Arrangements

- Referral from Lily Walker Centre only.



Hostels - Direct Access

NCH, DUNDEE STOPOVER

Cowan Grove, Cowan Street, Dundee DD4 6QL

Tel: 01382 227036

Opening Hours: Staff are on duty at all times.

Service Available to

- 16-21 year olds.
- Young single homeless able to live in communal setting, not reliant on drink or drugs.

Services Offered

- Short-term emergency accommodation for young single homeless aged between 16-21 years.
- Safe environment, with staff support to look at reasons for homelessness and how to resolve the situation.
- Programme to develop skills for independent living.
- Provision of dispersed flats with support and supervision for young people.

Referral Arrangements

- Referral by the Lily Walker Centre with the permission of young person.
- Interview to give information and decide if this is appropriate placement. Interviews are held mainly between 10.00am - 6.00pm weekdays.

Hostels - Resettlement

TRANSFORM COMMUNITY DEVELOPMENT

- RESETTLEMENT CENTRE

10 Brewery Lane,
Dundee DD1 5QW

Tel: 01382 223849 (answering machine at night)

Opening Hours: 24 hours a day

Services Available to

- Males and females from 16 years upwards

Services Offered

- The centre provides a resettlement programme, which encourages clients to learn and develop the necessary skills required to enable them to maintain longer term or permanent accommodation.

Referral Arrangements

- Referrals direct from individuals or from agencies

TRANSFORM COMMUNITY DEVELOPMENT - SEAGATE PROJECT

2 Sugarhouse Wynd,
Dundee DD1 2SH

Tel: 01382 223201

Opening Hours: 8.00am – 10.30pm Monday to Friday

Service Available to

- Males and females from 18 years upwards

Services Offered

- The unit can accommodate up to fifteen single homeless adults with mental health problems and with addiction related problems

Referral Arrangements

- Referrals only from agencies

Hostels - Resettlement

SALVATION ARMY

Burnside Mill - Resettlement Centre

1 Milnes East Wynd,

Dundee DD1 5BA

Tel: 01382 203278

Opening Hours: 24 Hours a day

Service Available to

- Males and females from 16 years upwards

Services Offered

- The unit can accommodate up to 20 single homeless adults and provide advice, support and resettlement assistance
- Active resettlement programme for clients who will be moving into their own permanent accommodation

Referral Arrangements

- Referrals only from agencies

JERICO HOUSES SOCIETY

Jericho House, 36 Artillery Lane,

Dundee DD1 1PE

Tel: 01382 223627 Fax: 01382 223627

Opening Hours: 9am - 5pm Monday to Friday

Unit is open 24 hours a day for existing residents.

Services Available to

- Males with alcohol related problems.
- There are 12 x 1 bedroom flats.

Hostels - Resettlement

JERICHO HOUSES SOCIETY continued

- All food is included and 3 meals a day are provided Monday - Friday by on site cook. Residents are on a weekend rota to provide meals.

Services Offered

- Advice, information and support in relation to alcohol problems.
- Group based programmes, one to one counselling and alcohol education provided.
- Support, once residents move to their own accommodation.
- Outdoor excursions and entertainment provided.

Referral Arrangements

- Self-referral or referral from any agency.
- Referral through the Probationary Service and Social Work Drug and Alcohol Team, Unit 7, Nethergate Business Centre.
- Referrals accepted during normal working hours of 9am - 5pm only.

NCH, STREET LEVEL

40c Arthurstone Terrace, Dundee DD4 6QT

Tel: 01382 450052

Opening Hours: Staff are on duty at all times.

Service Available to

- 16-21 year olds.

Services Offered

- Provision of intensively supported flats and outreach support services
- Safe environment, with staff support to look at reasons for homelessness and how to resolve the situation.
- Programme to develop skills for independent living.
- Provision of dispersed flats with support and supervision for young people.

Referral arrangements

- Referrals from agencies only

Hostels - Resettlement

POSITIVE STEPS PARTNERSHIP

Unit 14, Meadowmill, West Henderson Wynd Dundee DD1 5BY

Tel: 01382 202463 Fax: 01382 203465 Web: www.positivesteps.org.uk

Opening Hours: 9am - 5pm Monday to Friday

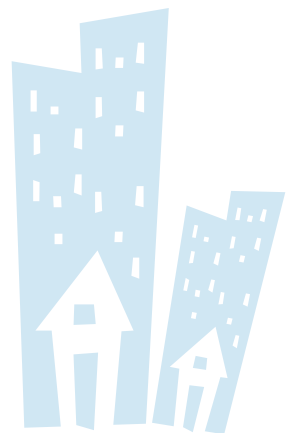
Out of hour's emergency standby service provided for use by existing clients.

Service Available to

- Single males, females and established couples who are homeless have a need for and agree to receive support.
- Provide specific care, support and advice to assist clients towards independent living in mainstream housing.
- Living Skills Centre provides information on living skills including; cooking, budgeting, life skills, tenancy maintenance and sustainability and basic IT skills
- Provide dispersed tenancies and ongoing support and resettlement packages.

Referral arrangements

- Agency referrals.



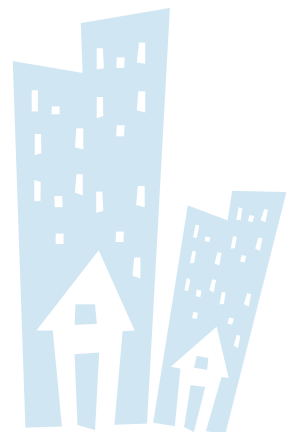
Private Landlords

Dundee City Council's Housing Department has no direct involvement with any private landlords or letting agents within the city. Before signing for a tenancy in the private sector, you should check the terms and conditions of the proposed tenancy agreement and make sure you are able to afford the rent. If you are receiving state benefits, you should make sure that the rent will be covered by Housing Benefit (the Housing Benefit Department can be contacted at 6/7 City Square or by telephoning 0800 250 025 for advice).

There are a number of private landlords and letting agents located throughout the city and they can be found in the telephone book, the "Yellow Pages" and the local press daily in the "Accommodation to Let" section.

There is information about renting from a private landlord in our online guide, 'Housing Options in Dundee' www.dundee.gov.uk/housingoptions.

There is also the Dundee Homefinder Service operating in the city.



DUNDEE HOMEFINDER SERVICE

The Wishart Centre, 50 Constable Street

Dundee DD4 6AD

Tel: 01382 465177

Email: info@dundeehomefinder.org

Dundee Homefinder Service can help people gain access to private sector housing and offer them support to ensure that the tenancy has the best possible chance of success.

Services available to:

- Single persons and couples who are in housing need and who are capable of resettling in private rented accommodation.
- Where a 'bond guarantee' has been granted, you must be willing to accept short term tenancy support. However, if you require high levels of support, you are unlikely to be suitable for the scheme.

Services offered:

- Finding private sector rented housing
- Providing a Deposit Guarantee Scheme
- Filling in forms and claiming benefits
- Finding furniture etc.
- Arrange low cost white goods
- Liaising with other agencies on your behalf

Referral arrangements:

- Self referrals or agency referrals on your behalf

Housing Associations

ABERTAY HOUSING ASSOCIATION

147 Fintry Drive, Dundee DD4 9HE

Tel: 01382 903545

ANGUS HOUSING ASSOCIATION

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

Tel: 01382 501947

HILLCREST HOUSING ASSOCIATION

Shed 26, Camperdown Street,

City Quay, Dundee DD1 3JA

Tel: 01382 322333

Email: reception@hillcrest.org.uk

Web: www.hillcrest.org.uk

HOME SCOTLAND

27 Albert Square, Dundee DD1 1DJ

Tel: 01382 203023

4 The Hawthorns, Dundee DD4 0X2

Tel: 01382 502411

SANCTUARY SCOTLAND

185 Turnberry Avenue, Dundee DD2 3WN

Tel: 01382 823050

SCOTTISH VETERAN'S HOUSING ASSOCIATION LTD

Rosendael

3 Victoria Road, Broughty Ferry

Dundee DD5 1BE

Tel: 01382 477078

Fax: 01382 731681

Opening Hours: 24 hours a day though referrals can only be accepted during normal working hours.

Services Available to

- Ex Service men or women and spouses.
- Ex Merchant marine servicemen/women.
- Men/women who were working in dedicated industries during the war e.g. miners.
- Only single people catered for – currently no accommodation to house couples.

Services Offered

- 54 single rooms offering full board accommodation with 24-hour warden call facility.

Referral Arrangements

- Self-referral, Referral from agencies.

Housing Associations

- Specialising in caring for older people

BEILD HOUSING ASSOCIATION LTD.

1 Bonnethill Gardens,
Dundee DD3 7HB
Tel: 01382 228911
Fax: 01382 224088
E-mail: info@bield.co.uk
Web: www.bield.co.uk

CAIRN HOUSING ASSOCIATION

43 London Street
Edinburgh EH3 6LX
Tel: 0131 556 2511
E-mail: enquiries@cairnha.com
Web: www.cairnha.com

MARGARET BLACKWOOD HOUSING ASSOCIATION

Blackwood Court, Glamis Road,
Dundee DD2 2EG
Tel: 01382 645855
Customer Services: 0845 712 5865

SERVITE HOUSING ASSOCIATION (SCOTLAND) LTD.

118 Strathern Road, Broughty Ferry,
Dundee DD5 1JW
Tel: 01382 480915 (Answering machine at night)
E-mail: enquiries@servite.co.uk
Web: www.servite.co.uk

Information & Advice Centres

DUNDEE CITY COUNCIL HOUSING DEPARTMENT

As well as the Lily Walker Centre, staff at the Lettings Centre and the district housing offices can give you advice and information about housing with Dundee City Council.

LETTINGS CENTRE

**169 Pitkerro Road,
Dundee DD4 8ES
Tel: 01382 307400**

EAST DISTRICT HOUSING OFFICE

**169 Pitkerro Road,
Dundee DD4 8ES
Tel: 01382 307401**

WEST DISTRICT HOUSING OFFICE

**3 Sinclair Street, Lochee,
Dundee DD2 3DA
Tel: 01382 307301**



Information & Advice Centres

SHELTER - SCOTTISH CAMPAIGN FOR HOMELESS PEOPLE

Dundee Shelter Housing Aid Centre,

1 Court House Square, Dundee DD1 1NH

Tel: 0808 800 4444 (answering service operates outwith opening hours)

Shelterline (outwith hours emergency number) **0808 800 4444**

Appointment system only - advice provided initially by phoning.

Shelter provides specialist housing advice and representation including homelessness, rent arrears, illegal eviction, harassment, domestic violence, Care in the Community, children and young people, housing benefit, dampness and disrepair etc.

Shelter (Scotland) campaigns for decent affordable housing for all, keeps decision-makers and the public informed about issues of homelessness and offers practical help and advice to people who are homeless, potentially homeless or have housing related problems.

DUNDEE ADVICE AND SERVICES CENTRE

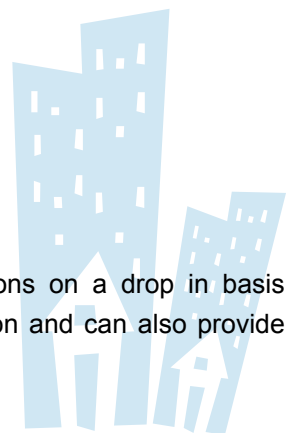
9 - 11 Arbroath Road,

Dundee DD4 6EW

Tel: 01382 458475

Opening Hours: 9.00am – 5.00pm Monday to Friday

The Centre provides a wide range of advice sessions on a drop in basis covering Housing, Homelessness, financial information and can also provide Polish translation services.



Information & Advice Centres

DUNDEE NORTH LAW CENTRE

101 Whitfield Drive,
Dundee DD4 ODX
Tel: 01382 307230

Opening Hours: 9.00am – 1.00pm and 2.00pm - 5.15pm Monday to Friday

The Centre provides independent legal advice on all housing matters and can assist with appeals and provide advocacy services.

The centre holds legal advice sessions at local venues throughout the city. Please contact the above telephone number for more information.

DUNDEE AND ANGUS COMMUNITY MEDIATION SERVICES (SACRO)

Unit E, Market Mews, Market Street
Dundee DD1 3LA
Tel: 01382 459252
Fax: 01382 459318

Opening Hours: 9.00am – 5.00pm Monday to Friday (Out of hours appointments by arrangement)

If you are homeless or in danger of becoming homeless due to difficulties with people at home, mediation can help to maintain contact with members of your family even if things are difficult at the moment.

Mediation can also provide assistance to resolve low level neighbour disputes before they escalate and possibly result in you losing your home.

The service is free and confidential and the service accepts self referrals to referrals from agencies.

Information & Advice Centres

DUNDEE CITIZENS ADVICE BUREAU

Dundee Central Library, level 4,

Wellgate Centre

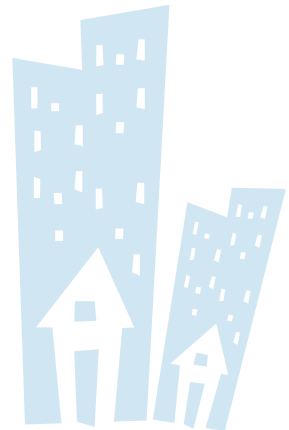
Dundee DD1 1DB

Tel: 01382 307494

Email: bureau@dundecab.cabnet.org.uk

Opening Hours: 10am - 4.30pm Monday to Friday

- The CAB service 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.
- The service is independent and provides free, confidential and impartial advice to everybody, regardless of race, gender, sexuality or disability.
- The service can give advice and information on a range of subjects including: all Social Security Benefits, employment, family and personal matters, housing, consumer legislation, taxes etc.
- The service also provides representation at appeals, including disability, medical, social security and employment tribunals.



Information & Advice Centres

KEY SOCIAL WORK ADVICE CENTRES

**Welfare Rights Team, Suite A, Market Mews,
Market Street, Dundee DD1 3LA**

Duty Advice Line: 01382 431167 (Monday - Friday 9.30am - 4.30pm)

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

The Welfare Rights Team works to ensure that individuals and families get the information that is needed and can provide 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
- Debt Arrangement Scheme

Welfare Rights also have a number of advice clinics throughout Dundee and can, in some cases, visit you at home. Please call us to find out more.

Information & Advice Centres

KEY SOCIAL WORK ADVICE CENTRES Continued

Social Work Department

First Contact Team

11 Castle Street

Dundee DD1 3AA

For concerns relating children under 16 years of age - contact 01382 434350

For adults over 16 years of age - contact 434019

Out of Hours (Emergency Social Work) Service Tel: 01382 436430

Opening Hours: 9.00am - 5.00pm Monday to Friday

The access team are 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.

WOMENS'S RAPE AND SEXUAL ABUSE CENTRE

PO Box 83, Dundee DD1 4YZ

Helpline Number: 01382 201291

Opening Hours: 12noon - 2pm Monday & 7pm - 9pm Wednesday & Friday

Monday 12noon - 2pm, Tuesday 10am - 12noon,

Wednesday & Friday 7pm - 9pm

E-mail: wrasac@bt.connect.com

Web: www.wrasacdundee.org

Services available to: Women, young women and girls who have been raped or sexually abused at some time in their lives.

Services offered: One to one support provided face-toface, via email, letter, telephone or group meetings.

Referral arrangements: Self referrals

Youth Services

"THE CORNER" -

YOUNG PEOPLE'S HEALTH & INFORMATION PROJECT

"Drop In": 13 Shore Terrace, Dundee DD1 3NP, Tel: 01382 206060

Office: 18 Dock Street, Dundee DD1 3DP

E-mail: office.corner@nhs.net

Web: www.thecorner.co.uk

The office is staffed Monday - Friday, 8.45am - 5pm, for information or general enquiries (answering machine outwith office hours).

The Corner aims to work with young people in a manner which reflects the principles stated in the "UN Convention on the Rights of the Child". It strives to redress the inequalities experienced by young people through offering them assistance to develop skills and confidence and support to move forward and make positive choices in their lives.

Services

The Corner offers, in partnership with other agencies, a broad range of health and information services for young people aged 11-25. A wide range of reports and promotional resources can be accessed by contacting the project. These services can be accessed through the "Drop In" centre and outreach work in local communities. "Drop In" sessions are held most afternoons. Please phone or email the corner for more information.

Services are all free, informal and confidential and include:

- Full range of contraception and pregnancy testing, Chlamydia testing services.
- Information on a wide range of topics including drugs, housing and training.
- One to one support, legal advice, employment services.

- Access to PCs and internet.
- Events and support/interest based opportunities focusing on a wide range of issues and needs, e.g. drama, multicultural, single sex, mental health.
- Outreach with young people (Corner Carry-Out) in schools, colleges and community bases as well as detached work.

CAIR SCOTLAND

Key To Change

The Cairn Centre

12 Rattray Street

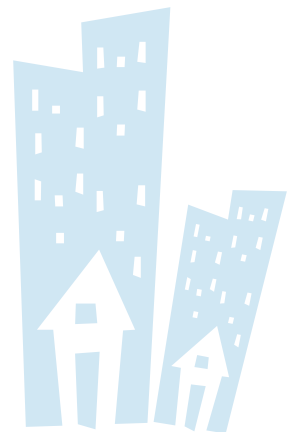
Dundee DD1 1NA

Tel: 01382 200532

Fax: 01382 204191

Email: k2@btconnect.com

Services: Intensive support service for young people aged 12-25 years old who are homeless and have substance misuse problems



Practical Help

TRANSFORM FURNITURE PROJECT

5 Guthrie Street, Dundee DD1 5DY

Tel: 01382 223977

Email: thefurnitureproject@btconnect.com

Transform Furniture Project provide an invaluable service if you get a house but have no furniture. Providing you meet certain criteria, the Furniture Project can supply and deliver basic essential household items such as settees, beds and wardrobes.

You can make good use of your Community Care Grant at the project as it provides good value for money and all reconditioned white goods have a three month guarantee.

DUNDEE STARTER PACKS

5 Guthrie Street, Dundee DD1 5DY

Tel: 01382 223977

Dundee Starter Packs also provide an invaluable service to clients. Starter Packs provide basic essentials such as bedding, curtains and cleaning products.

It should be noted that although both projects are situated in the same building, they are two separate voluntary organisations.

Employment and Training

CraigOwl Communities

CraigOwl Communities is a company limited by guarantee with charitable status established in 2002.

The activities we are involved in are many and various:

- Learning centres in the Hilltown and Whitfield where you can learn IT skills and get help with reading, spelling and number problems — as well as having fun and meeting people.
- Projects to help you to gain confidence get your life sorted out and get into work.
- Learndirect Centres where you can use your Individual Learning Account (ILA) and achieve ECDL, Food Hygiene and other qualifications.
- Staff to listen to you and help to contact others who can offer support for problems.
- Opportunities for occupational skills in Retail and Hospitality, work placements and help to get into jobs where you can build your career.
- Learning opportunities in a friendly relaxed setting where you will gain confidence meet other people and enjoy yourself.

For more information about us visit our website www.craigowl.com

Contact details:

**CraigOwl Training Suite
CraigOwl Communities
No 2 India Buildings
86 Bell Street
Dundee DD1 1HN
Tel. 01382 201111 / 205205**

**The Learning Place
20 Stirling Street
Dundee DD3 6PH
Tel. 01382 205094**

**Ormiston Learning Centre
The Square
Ormiston Crescent
Dundee DD4 0UD
01382 508605**

**Lawsid Training Centre
17b Scott Court
Dundee DD3 6QE
Tel: 01382 828281**

Jobcentre Plus

Wellgate House, Wellgate Centre, Dundee DD1 2BD

Tel: 01382 373000

3 Gellatly Street, Dundee DD1 3DX

Tel: 01382 373000

Careers Scotland

Royal Exchange Buildings, Dundee DD1 1DU

Tel: 01382 495050

Services available to everyone, whatever their age

- Careers advice
- Information and guidance on training to learn new skills
- Help building your CV

The Big Issue

In order to sell the Big issue vendors must be homeless or at risk of homelessness.

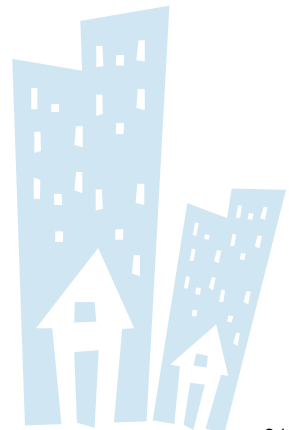
Tel: 0141 418 7000

Fairbridge Project

1B Kemback Street, Dundee DD4 6ET

Tel: 01382 451500

Support, advice and assistance to youths and young people up to the age of 25.



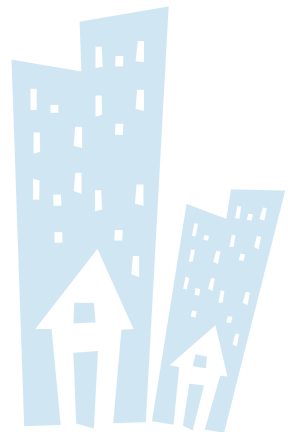
Employment and Training

Help with Reading and Writing

Mitchell Street Centre, Mitchell Street, Dundee DD2 2LJ

Tel: 01382 435808

Staff at Mitchell Street Adult Learning Centre can help people who would like to be better at reading, writing, spelling or maths.



Health and Wellbeing

Whatever your situation it is important that you look after your health. There are many organisations and agencies that can offer you advice and support.

Health and Homeless Outreach Team

NHS Tayside

Tel: 01382 443526

Opening Hours: 9am-5pm Monday to Friday
(answering machine outwith these hours)

Services Available to:

- Anyone who is homeless, registered homeless or at risk of becoming homeless.
- The Team will meet people at any agreed location.

Services Offered:

- An Outreach Nurse Led Service Offering:
- Nursing and Medical treatment, health advice and information.
- Assessment of health and social care needs and health checks.
- Access and referral to specialist and mainstream services such as health, social work and housing
- Open access weekly drop in clinics every Wednesday at Wallacetown Health Centre between 1 - 3pm

Referral Arrangements:

- Self referral
- Referral from agencies

Health and Wellbeing

New GP

If you wish to register with a GP telephone 0845 300 1654.

If you have been removed from a GP's list and cannot find another doctor to take you - contact the Health & Homeless Outreach Team on telephone number 10382 443526.

If you need a new or replacement medical card - please contact telephone number 0845 300 1654.

Dentists, Pharmacists, Opticians

The Community Dental Nurse can provide services to homeless people, please call 01382 596990.

For information about NHS Dentists, Pharmacists or Opticians telephone 01382 424494.

NHS 24 - Telephone 08454 24 24 24

Confidential telephone health advice and information service.

Women's Health/Contraception

Ryhill Health Centre, St Peters Street, Dundee DD1 4JH

Tel: 01382 646564

Family Planning Services offer free and confidential services to all ages, including:

- Full range of contraception
- Condoms
- Pregnancy testing
- Emergency contraception
- Advice on all aspects of women's health

Cair Scotland

The Cairn Centre Harm Reduction Service

12 Rattray Street

Dundee DD1 1NA

Tel: 01382 200532

Fax: 01382 204191

Email: harm.reduction@btconnect.com

Services: Harm reduction information, advice and needle exchange service for individuals with substance misuse problems. Wound care and health intervention from specialist harm reduction nurses from NHS Tayside. Information is also available on blood borne viruses and appropriate referrals can be made onto other services.

Littlewing

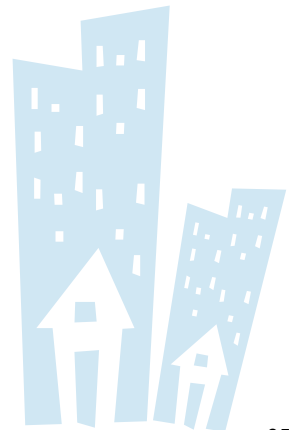
10 Constitution Road, Dundee DD1 1LL. Tel: 01382 305741

A forum for people who suffer from mental health difficulties

Body Positive Tayside

1st floor, 31 Hawkhill, Dundee DD1 5DH. Tel: 01382 461555

A self-help group for people who are HIV-positive and directly personally affected by HIV.



Useful Telephone Numbers

Dundee City Council

Lily Walker Centre, Homeless Unit	432001
24hr Freephone Homeless Advice Line	0800 633 5843
Dundee City Council Housing Department	434000
Dundee City Council Helpline	434800
East District Housing Office	307401
West District Housing Office	307301
Lettings Centre	307400
Rent Recovery Centre	307300
Council Tax/Housing Benefit Enquiries	0800 250025
Translation & Interpretation Services	431563/431542

Hostels - Direct Access

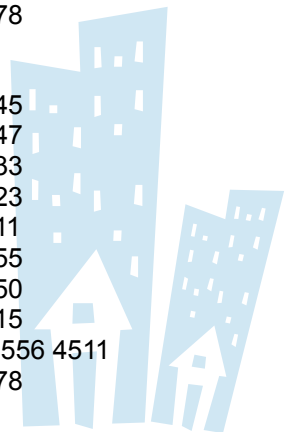
Lily Walker Centre, Homeless Unit	432001
Dundee Cyrenians, Soapwork Lane	322923
Dundee Survival Group	450303
Dundee Womens Aid	202525
Salvation Army, Ward Road	225448
Action for Children	227036

Hostels - Resettlement

Transform Community Development, Brewery Lane	223849
Transform Community Development, Seagate Project	223201
Jericho Houses Society	223627
Action for Children, Street Level	450052
Positive Steps Partnership	202463
Salvation Army, Burnside Mill	203278

Housing Associations

Abertay Housing Association	903545
Angus Housing Association	501947
Hillcrest Housing Association	322333
Home Scotland	203023
Bield Housing Association	228911
Margaret Blackwood Housing Association	645855
Sanctuary Scotland	823050
Servite Housing Association	480915
Cairn Housing Association	0131 556 4511
Scottish Veterans	477078



Useful Telephone Numbers

Social Services

Social Work Access Team	435106
Emergency Social Work	436430
Jobcentre Plus	373000
Child Protection	307999
Home School Support Service	438780
Police	0300 111 2222

Information & Advice Centres

Citizens Advice Bureau	307494
Dundee North Law Centre	432458
Shelter Housing Aid Centre	08445 152 528
The Corner	206060
Welfare Rights	438167
Women's Rape and Sexual Abuse Centre	201291
Dundee Advice and Services Centre	458475

Hospitals

Ninewells/Kings Cross	660111
Carseview Unit/Ninewells Hospital	660111
Strathmartine	423000

Health Advice

NHS Direct	08454 24 24 24
Drug and Alcohol Team	307570
Family Planning Services	669392

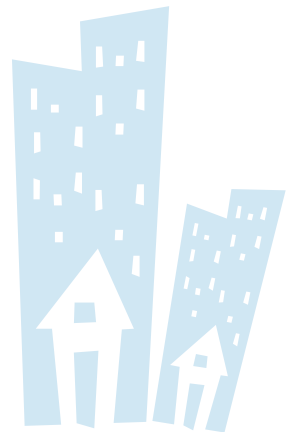
Transport

Travel Dundee	201121
Strathtay Buses, Seagate	228345
Stagecoach	01738 629339
National Rail Enquiries	0845 748 4950

Useful Telephone Numbers

Local Authorities - Homeless Enquiries

Aberdeen Homeless Unit	01224 522 368
Out of Office Hours	01224 693 350
Angus Council Access Line	08452 777 778
Edinburgh Homeless Unit	0131 529 7125
Freephone (Out of Office Hours)	0131 200 2000
Fife Council, Homeless Call Point	
24 hr Freephone	0800 028 6231
Hamish Allan Centre, Glasgow (24 hr)	0141 287 1800
Freephone (Out of Office Hours)	0800 811 505
Perth & Kinross Council	01738 783 430
Out of Office Hours	01738 623 745
Stirling Homeless Unit	01786 432 400
Out of Office Hours	01786 470 500



National Helplines

0800, 0500 and **0808** numbers are freephone numbers so you do not have to pay for these calls. **0845** numbers are charged at local rates. Some mobile networks may make a charge.

Age Concern Scotland	0131 220 2779
Alcoholics Anonymous	08457 697 555
Big Issue	0141 418 7000
Childline	0800 1111
Crimestoppers	0800 555 111
Domestic Abuse Helpline	0800 027 1234
Drinkline	0800 9178 282
Drugs - Know the Score	0800 587 5879
Get Connected	0808 808 4994
Lone Parent Helpline	0800 018 5026
Message Home	0800 700 740
National Aids Helpline	0800 567 123
National Debtline	0808 808 4000
National Drugs Helpline	0800 776 600
NHS 24	08454 24 24 24
NHS Smoking Helpline	0800 169 0169
Rape Crisis Scotland	0141 248 8848
Samaritans	08457 90 90 90
Scottish Refugee Council	0800 085 6087
Shelterline	0808 800 4444
Victim Support Helpline	0845 603 9213
Womens Aid	0845 702 3468

This information can be provided in large print or other formats. Phone 01382 434503.

Chinese	欲知詳情，請致電：01382 431563
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 431563
Urdu	مزید معلومات کے لیے براہ کرم یہاں پر 01382 431563 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 431563

The Housing Department uses Language Line to provide a telephone interpreting service.



Language Line
services



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