

REFLEXIVE MAPPING EXERCISE OF ORGANISATIONS AND SERVICES WORKING WITH PEOPLE EXPERIENCING OR AT RISK TO BECOME HOMELESS IN DUNDEE

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A Reflexive Mapping Exercise (RME) of services and organisations working with people experiencing homelessness or at risk of becoming homeless in Dundee

Introduction

To address rights and needs of people experiencing homelessness or at risk of becoming homeless is necessary a holistic approach in which both health and social care are considered in conjunction. Although the *Public Bodies (Joint Working) (Scotland) Act 2014* aims integrate health and social care in Scotland, it is known that there is still a challenge to promote a more coordinated access to information and services to users. It is understood that lack of better communication and integration between government agencies and third sector (and within each of them) does not contribute to reach a holistic approach to those people threatened by homelessness. As a result, service users as well as service providers are challenged when searching for access information and services which results in restricted referrals as well as limited access of the services available.

In this project we want to address the need for better communication and integration for services and rights available to people experiencing homelessness or at risk of becoming homeless. We want to involve service providers and users in a **Reflexive Mapping Exercise (RME)** that will provide insights and mobilize a collaborative agenda in search for better communication and integration of services.

The proposed exercise considers the mapping process as a means to achieve two outcomes. For one hand, there will be a list of existing projects, services and opportunities available for both practitioners and service users in the homelessness context. However there is no intention to produce a mapping covering all services in Dundee because this task would be unrealistic considering the timeline, structure of this project and also the dynamic involving the opening and closing of some services that require a continuous work of updating. Thus, the emphasis will placed on the RME as a process to encourage dialogues and partnerships between the services.

Proposed approach

The proposed RME will take place initially in Dundee City, where the exercise is a pilot project led by Dental Health Services Research Unit - DHSRU - at University of Dundee in partnership with Shelter and other local services addressing homeless related issues.

A comprehensive search to produce an extensive overview of existing services in Dundee City has been conducted by Dr Andrea Rodriguez, Senior Research Fellow at DHSRU. This involved online search, phone calls and/or informal visits to key NGOs and Government agencies to update the information available.

In this mapping the services were initially divided in:

- **Housing Support**
 - Accommodation (short-term, long-term, temporary)
 - Housing support
 - Resettlement
 - Housing association
 - Sheltered accommodation
- **Information and Advice/Advocacy**
 - Signposting
 - Debt advice
 - Benefits/welfare advice
 - General support
- **Health and psycho-social well-being support**
 - General health
 - Mental health
 - Substance misuse/addiction/recovery
 - Dental health
 - Harm reduction
 - Sexual health
 - Wellbeing
- **Furniture**
 - Provision of furniture, clothing and household goods
- **Employment**
 - Employment opportunities/support
- **Education/Training on life skills**
 - Life skills
 - Education/qualifications
 - training
- **Food Assistance**
 - Drop-in/soup kitchen/cafe
 - Food provision
- **Community Development and Networking**

The following information about these services has been included: name of the organisation/service, contact information, aim/mission, services provided, target group, and area of intervention.

Housing Support

1. Lily Walker Centre

Aim/Mission

Accommodation and assessment centre, where all homeless people are advised of their rights.

Contact Information

105 Ann Street, Dundee

Website: <https://www.dundee.gov.uk/housingoptions/lilywalkercentre>

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
- 6 full time staff, 24 hour waking cover. Staff provide a low level of support focusing on advice on housing options and making referrals to appropriate support agencies
- 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 provided by the local authority

Area of Intervention

Dundee

Target Group

- People accepted as statutory homeless with local connection to Dundee, including single homeless people, single parents and couples.
- Minimum age 16

2. Dundee Survival Group

Aim/Mission

- To promote, provide and operate accommodation and other facilities for the single homeless in Dundee.
- To further the health and welfare of the single homeless in Dundee
- To relieve the hardship and distress of the single homeless in Dundee without distinction as to race, age, sex, political, religious or other opinions.

Contact Information

100 Foundry Lane, Dundee, DD4 6AY

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

Services Provided

- Provision of supported accommodation, fully furnished flats and single bedroom accommodation, meals, a residents' lounge, residents smoking area, TV in rooms if desired, all 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 – They work alongside many other services, both statutory and voluntary including social work, MAPPA (Multi Agency Public Protection Arrangements), 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.
- Private medical room which is used by visiting doctors and other health professionals. Regularly run AA and NA meetings and invite a variety of agencies along to offer help and support to our service users.

Area of Intervention

Dundee and surrounding area

Target Group

Single people aged 18 and over, experiencing homelessness in Dundee

3. Transform Community Development (3 locations)

Aim/Mission

Transform Community Development was known as Dundee Cyrenians prior to 2009. The organisation was established to provide shelter and support to homeless people in Dundee, and believes in the value of the individual.

Website: <http://www.transformcommunity.org.uk/index.cfm>

Location 1

Contact Information

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 3 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 2

Contact Information

10 Brewery Lane, Dundee, Angus, DD1 5QW

Services Provided

- Resettlement support in self-contained bed-sits 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 and over

Location 3: Seagate Project

Contact Information

3 Sugarhouse Wynd, Dundee, DD12SH

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 and over, 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

31 Ward Road, Dundee, DD1 1NG

Website: <http://www.salvationarmy.org.uk/strathmore-lodge-lifehouse>

Services Provided

- Direct access emergency first stage homelessness accommodation
- Job clubs, service user-led forums, IT classes, creative media groups, a revamped resettlement programme, expansion of the volunteer and furniture project
- Staff available 24/7
- Each resident has a keyworker and is required to engage in a needs-led support package
- Signposting to external agencies for health, life skills and spiritual wellbeing – Clients either move through own resettlement accommodation project which offers a 6 month intensive

resettlement programme or can be moved into mainstream or supported accommodation with 6 months floating support

Area of Intervention

Dundee

Target Group

- Single homeless people with low to medium support needs, priority to those with local connection
 - Minimum age 16
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5. Burnside Mill Lifehouse, 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, converted jute mill which provides a resettlement service.

Contact Information

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

Website: <http://www.salvationarmy.org.uk/burnside-mill-lifehouse>

Services Provided

- Job clubs, service user-led forums, IT classes, creative media groups and a revamped resettlement programme, expansion of the volunteer and furniture project

Area of Intervention

Dundee

Target Group

Males and females aged 16 and over

6. Positive Steps Tenancy (2 locations)

Aim/Mission

Our properties are dispersed throughout the city and we strive to place persons in accommodation that meets their support and wellbeing needs. We strive for social inclusion and offer a person-centred approach to all our support. We continually review and develop our services to ensure good communication and a positive experience for all our tenants.

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

Location 1

Contact Information

Positive Steps, Upper East Wing, Swan House, 2 Explorer Road, Technology Park, Dundee, DD2 1DX

Services Provided

- Fully furnished and decorated properties with the aim to provide a home not just a house

- All aspects of housing support for tenants through Positive Steps Housing Support Service to enable them to sustain their tenancy and reach independence
- Once independence is reached, the property is signed over to the tenant and they withdraw their support; with the gift of the furnishings to the tenant, allowing the tenant to remain within their community

Location 2

Contact Information

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

Tel: 01382 202463

Fax: 01382 203465

Web: www.positivesteps.org.uk

Services Provided

- Single males, females and established couples who are homeless have a need for and agree to receive support.
- 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.
- Agency referrals.

Area of Intervention

Dundee

Target Group

People with substantial housing support needs who often require intense housing support, for example people who find it difficult to sustain a property due to mental health issues, substance misuse, learning difficulties and offending history

7. Hillcrest Housing Association

Aim/Mission

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

Contact Information

- General enquiries
 - Rosefield Street, Dundee
 - Shed 26, Camperdown Street, City Quay, Dundee
 - Tel: 0300 123 2640
 - Email: reception@hillcrest.org.uk
 - Website: <https://hillcrest.org.uk/housing+association/>
- Tenancy Support

- Tel: 01382 564700
- Tenancy Sustainment Team
 - Tel: 01382 561822

Services Provided

- There are supported flats used for emergency family accommodation. The 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 (SSST's) 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, single people requiring accommodation after staying in a resettlement hostel

8. Action for Children Youth Accommodation

Aim/Mission

- To provide a welcoming and accessible service that respects and values young people as individuals
- To be professional, non-judgemental and confidential in a safe and comfortable environment
- Work in partnership with young people and where appropriate their families, employers, organisations and individuals
- Provide information and guidance to encourage young people to make informed healthy decisions

Contact Information

40C Arthurstone Terrace, Dundee

Website: <https://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, alcohol and substance misuse, offending behaviour, relationship difficulties as well as supporting young people in gaining practical skills

Area of Intervention

Dundee

Target Group

Young people between the ages of 16-25

9. Jericho Houses Society

Aim/Mission

Linked with the Jericho Christian society

Contact Information

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

Tel: 01382 223627

Website: <http://www.jerichosociety.org.uk/dundee-alcohol/4588698557>

Opening Hours: 9am - 5pm Monday to Friday

Services Provided

- 12 one bedroom flats, all food provided, with 3 meals a day provided Monday to Friday by 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 also provided once residents move to their own accommodation

Area of Intervention

Dundee

Target Group

Males with alcohol related problems

10. Action for Children / Dundee Families Project

Aim/Mission

To focus on positive parenting and reducing neighbourhood difficulties

Contact Information

7 St Clement Terrace, Dundee

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

Services Provided

- Intensive individualised support with close collaboration with partner agencies

Area of Intervention

Dundee

Target Group

Families with underlying difficulties

11. Women's Aid Refuge

Aim/Mission

To provide emotional and practical support to women, children and young people who have experienced domestic abuse

Contact Information

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

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

Services Provided

- Advice, support and safe refuge provided for women and their children

Area of Intervention

Dundee

Target Group

Women aged 16 and over

12. Abertay Housing Association

Contact Information

147 Fintry Drive, Dundee DD4 9HE. Tel: 01382 903545

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

13. Angus Housing Association

Contact Information

The Square, Ormiston Crescent, Whitfield, Dundee DD4 OUD. Tel: 0845 177 2244

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

14. Home Scotland

Contact Information

27 Albert Square, Dundee DD1 1DJ.

Tel: 01382 203023

Care and Support Tel: 01382 313400

Website: <https://www.homegroup.org.uk/>

15. Sanctuary Scotland

Contact Information

185 Turnberry Avenue, Dundee DD2 3WN. Tel: 01382 823050

Website: <https://www.sanctuary-scotland.co.uk/>

16. Scottish Veteran's Housing Association

Contact Information

Rosendael, 3 Victoria Road, Broughty Ferry. Dundee DD5 1BE.

Tel: 01382 477078

Website: www.svronline.org

Services provided

Supported accommodation for former members of the Armed Forces.

17. Beild Housing Association

Contact Information

1 Bonnethill Gardens, Dundee DD3 7HB.

Tel: 01382 228911

Fax: 01382 224088.

E-mail: info@bield.co.uk

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

Services provided

Supported accommodation for older people.

18. Cairn Housing Association

Contact Information

Wimberley Court, Victoria Rd, Dundee DD5 1DA

Tel: 01382 480506

Website: www.cairnha.com

19. Blackwood Housing Association

Contact Information

Blackwood Court, Glamis Road, Dundee DD2 2EG.

Tel: 01382 645855

Customer Services: 0845 712 5865

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

Services provided

Supported accommodation for people with a disability.

20. Caledonia Housing Association

Contact Information

118 Strathern Road, Broughty Ferry, Dundee DD5 1JW

Tel: 01382 480915 (Answering machine at night).

E-mail: enquiries@caledonia.co.uk

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

21. 24 Hour Homeless Advice Line

Contact information

Tel: 0800 6335843 (Freephone) or 01382 432001

Tel: 01382 307301

Website: <http://www.dundee.gov.uk/housingoptions/hohomeless/>

22. Dundee Homefinder Service

Aim/Mission

Dundee Homefinder Service helps people to secure good quality, affordable housing in the private rented sector.

We supply properties citywide in an area that suits you and working together we can often house you quicker than you might think.

Contact information

Dundee Homefinder Service, East District Housing Office, 169 Pitkerro Road, Dundee DD4 8ES

Tel: 01382 433003

Website: <https://www.dundee.gov.uk/homefinder>

23. Dundee City Council Housing Support Team

Contact information

West District Housing Office, 3 Sinclair Street, Lochee, Dundee DD4 3DA

Tel: 01382 307357

Website: <https://www.dundee.gov.uk/housing/support>

24. Turning Point Scotland

Aim/Mission

Turning Point Scotland provides person centred support to adults with a range of complex needs. We learn from services and seek to influence social policy. Turning Point Scotland's Dundee supports people who have a learning disability to enable them to live the life they chose 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 we support live in houses that are provided by a number of housing associations and we work jointly to support people to maintain their tenancies.

Contact information

2 Coldside Road, Dundee, DD3 8DF

Tel: 01382 818094

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

Services provided

Each of the people we support has a key worker who works with them and including families, advocacy, day care services to develop 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
- 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 are agreed with Care Management teams.

Area of intervention

Dundee (also Scotland wide)

Target group

Individuals with learning disabilities or other complex needs.

25. 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.

We are 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 backgrounds.

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

Contact information

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

Pitairlie Service

Tel: 01382 507091

Email: gtracey@trfs.org.uk

Kingsway Service

Tel: 01382 502825

Email: gtracey@trfs.org.uk

Clelington Service

Tel: 01382 452512

Email: gtracey@trfs.org.uk

Services provided

Pitairlie Service specialises in: mental health, challenging behaviour, forensic support

Kingsway Service specialises in: mental health, older people

Clelington Service specialises in: mental health, challenging behaviour, alcohol and drug misuse

Area of intervention

Tayside

26. Homeless Services Unit

Housing Support services

Contact Information

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

Tel: 01382 432001

Website: <https://www.dundee.gov.uk/housingoptions/lilywalkercentre>

Services Provided

- Advice and information service to 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
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27. Tayforth Veterans Project

See Information and Advice Item 17.

28.SAMH: Dundee Specialist Mental Health Outreach

See Health and Psychosocial Wellbeing Item 30.

29. Carr Gomm

See Health and Psychosocial Wellbeing Item 36.

Information and Advice

1. Homeless Services Unit

See Housing Support Item 26.

2. SHELTER - Dundee Community Hub

Aim/Mission

Shelter Scotland is a charity that works to alleviate the distress caused by homelessness and bad housing

Contact Information

1 Courthouse Square, Dundee, DD1 1NH.

Tel: 0808 800 4444

Website: http://scotland.shelter.org.uk/get_advice/local_services/dundee/hub

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
- Safe and Sound project, Supporting Prisoners Advice Network, housing advice for Perthshire and Dundee, housing association tenants, money and debt advice

Area of Intervention

Dundee and Angus

Target Group

People facing housing problems including homelessness

3. Dundee North Law Centre

Aim/Mission

The mission at the Law Centre is to address areas of unmet legal need. They provide free legal advice, assistance and representation to clients who live in the areas which they serve.

Contact Information

101 Whitfield Drive, Dundee, DD4 ODX

Tel: 01382 307230

Opening Hours: 9.00am – 1.00pm and 2.00pm - 5.00pm Monday to Friday

Website: <https://www.dundee.gov.uk/communitycentres/northlaw>

Service Provided

- legal advice on all housing matters and can assist with appeals and provide 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

4. Dundee and Angus Community Mediation Services (SACRO)

Aim/Mission

Mediation service which aims to resolve conflicts between family members and other neighbourhood disputes

Contact Information

Unit E, Market Mews, Market Street, Dundee, DD1 3LA.

Tel: 01382 459252

Website: <http://www.sacro.org.uk/services/offices/dundee>

Services Provided

- Mediation to help people to maintain contact with members of their family 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 you losing your home
- The service is free and confidential

Area of Intervention

Dundee

Target Group

People who are homeless or are in danger of becoming homeless due to difficulties with people at home

5. Dundee Citizens Advice Bureau

Aim/Mission

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

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

Tel: 01382 307494

Email: bureau@dundeecab.cabnet.org.uk

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

Services Provided

- The service is independent and provides free, confidential and impartial 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

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

9-11 Arbroath Road, Dundee. DD4 6EW

Tel: 01382 458475

Service provided

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

7. Welfare Rights Service

Aim/Mission

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

Contact Information

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

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

Website: <https://www.dundee.gov.uk/socialwork/welfare-rights>

Services Provided

The Welfare Rights Team 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 and the debt arrangement scheme

Area of Intervention

Dundee

Target Group

Anyone requiring advice or assistance in Dundee

8. First Contact Team

Contact Information

Dundee House. 50 North Lindsay Street, Dundee DD1 1NF

Tel: 01382 434019

Out of Hours (Emergency Social Work) Service Tel: 01382 307964

Website: <https://www.dundee.gov.uk/socialwork/firstcontact>

Services Provided

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.

9. 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, to find freedom from homelessness or addictions, and discover the ultimate freedom in Christ

Contact Information

40 Dudhope Crescent Road, Dundee, DD1 5RR

Tel: 01382 201590

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 they visit people where they are staying. Aim to help them in as many ways as possible; such as finding accommodation or rehabilitation centres; providing food; sleeping bags; warm clothing and a listening ear.
- Eagles Wings Advice Clinic at Elim Church, Dudhope Crescent Road. Mondays 12:00-14:00
Throughout the day the trust runs a drop in centre in the Hilltown and is involved in The Giving Garden project in Menzieshill

Area of Intervention

Dundee

Target Group

Those experiencing homelessness and addiction issues

10. CAP Debt Centre

Aim/Mission

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 in our nation from a life sentence of debt, poverty and their causes.

Contact Information

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

Office 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. 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 6 officers cover all areas in Dundee and they are community based, with drop in and appointment based surgeries and for help and advice. You will find their surgeries in local community centres, libraries, Wellgate Centre and other venues.

Contact information

Email: welfare.reform@dundeecity.gov.uk

Tel: 01382 431205

Website: <https://www.dundeecity.gov.uk/welfarereform/connect>

Services Provided

- Advice with benefit form filling, budgeting, fuel poverty etc.; and work in partnership with other services that provide adult learning, health and lifestyle support, energy advice, benefit appeals, money advice for debts, carers, housing, Credit Union, support for those looking for work and many other local initiatives.
- For Service Providers, we also offer a regular drop in service and currently visit Drop in Cafe's, Parent and toddler groups, mental health groups, Drug and alcohol services and many more.

Area of Intervention

Office 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

12. Safe & Sound (Shelter Scotland and Relationships Scotland)

Aim/Mission

The Safe and Sound Project supports young people and their families in a practical way when they have experienced a breakdown of family relationships. 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. The project is a partnership between Shelter Scotland and Relationships Scotland.

Contact information

Safe & Sound Project, Shelter, 4th Floor, Courthouse Square, Dundee, DD1 1NH

Tel: 0344 515 2455

Email: safeandsound@shelter.org.uk

Website: http://scotland.shelter.org.uk/get_advice/local_services/dundee/safe_and_sound_project

Services Provided

- Offer young people a safe route back home, where appropriate
- Seek solutions for those young people who are already homeless by re-establishing positive contact with their families where it is safe to do so
- Support young people who need to move away, in setting up and maintaining tenancies
- Offer 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, help to improve communications and skills in conflict resolution within the family.

Area of Intervention

Dundee, Fife, Angus and Perth & Kinross

Target Group

Young people aged 14-24 or under 14 and thinking of running away in the future.

13. Dundee City Council – Social Work Department

Aim/Mission

Most people, either as individuals or through friends and relatives will have contact with social work services at some point in their lives. The Social Work Department work with people when they need it most.

The staff are there to support people at times of significant need, and through the 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, Police, Housing and the Voluntary Sector.

Contact Information

Floor 2, Dundee House, 50 North Lindsay Street, Dundee, DD1 1NF

Website: <https://www.dundee.gov.uk/socialwork>

14. Police Scotland

Contact information

Ward-specific information can be found at: <http://www.scotland.police.uk/your-community/tayside/dundee/>

Services provided

Police Scotland Priorities:

- Public Protection and Safety
 - Serious and Organised Crime
 - Terrorism
 - Antisocial Behaviour
 - Road Safety
 - Housebreaking
-

15. The Maxwell Centre

Aim/Mission

Maxwelltown Information Centre is dedicated to promoting empowerment of people across Dundee City, improving their conditions of life and making a significant difference to their welfare.

The Centre is highly regarded as a community based facility, resource, education and support centre by the community, voluntary and public organisations and our purpose is focused upon improving quality of life. We achieve this by providing a wide range of services to individuals and groups, young and old within the community including access to the internet, advice and information.

Contact information

St Salvador Halls, Carnegie Street, Dundee, DD3 7EW

Tel: 01382 802628

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

Area of intervention

Dundee

16. SSAFA: The Armed Forces Charity

Aim/Mission

We help veterans and service personnel, and their families, in the local community and we rely on public donations to continue our work. Our commitment is to provide support with 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 452 808

Email: Dundee@ssafa.org.uk

Website: <https://www.ssafa.org.uk/dundee-angus>

Area of intervention

Dundee and Angus

Target group

Veterans, service personnel and their families.

17. Tayforth Veterans Project

Aim/Mission

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

Contact information

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

Tel: 01382 206207

Website: <http://armedforcescharities.org.uk/index.php/faqs/item/2361-tayforthveteransproject>

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 including: 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.

18. Brooksbank Money Advice

Aim/Mission

Provision of money advice on debt and welfare benefits to residents of community regeneration areas. Appointment surgeries, drop-in sessions, telephone advice. Home visits can be arranged for those who cannot manage into one of the project bases. Translation service available on request.

Contact information

Brooksbank Centre and Services, Pitairlie Road, Dundee

Tel: 01382 432450

Email: mastadvice@yahoo.com

Website: <https://www.facebook.com/Brooksbank-Centre-240667122627746/>

Services provided

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

19. Relationships Scotland – Family Mediation

Aim/Mission

Relationships Scotland's network provide relationship counselling, family mediation, child contact centres and other family support services across all of mainland and island Scotland. Relationships Scotland believes that behaviour that seeks to secure power and control, or instil fear for one person over another through violence, coercion, control and inequality is unacceptable. We support people to live with dignity and safety and to enjoy healthy relationships, and we respect the rights of all people, in all their diversity. We believe that people have the capacity to change their behaviour and how they relate to others. We take seriously our responsibility for ensuring safety for adults, children and young people.

Contact information

21 Dock Street, Dundee, DD1 3DP

Tel: 01382 201 343

Email: info@familymediationonline.co.uk

Website: <http://www.relationships-scotland.org.uk/find-a-local-service/family-mediation-services/dundee>

Services provided

- Family Mediation (child focused, stepfamily, intergenerational)
- Child Contact Centres (supported, supervised)
- Direct Consultation with Children
- 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

Our work supports individuals, couples and families experiencing relationship difficulties.

20. Insight Counselling

Aim/Mission

Insight Counselling offers a safe and confidential space where people are listened to without judgement. Our 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

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

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

Services provided

We counsel 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 to us about whatever it is that is causing someone not to enjoy life.

Counselling can be carried out on a one-to-one basis or sometimes in group sessions. We use a number of methods to help clients when they need it. Our counselling methods include: Person-Centred, Integrative, Pluralistic, Cognitive Behavioural Therapy, Humanistic, Psychodynamic, Group work, Gestalt and Transactional Analysis.

Area of intervention

Dundee

Target group

We offer counselling for children, young people and adults starting from twelve years upwards.

21. Supporting Prisoners Advice Network

Contact Information

Unit E; Market Mews, Market Street, Dundee DD1 3LA

Tel: 01382 459252

Fax: 01382 459318

Email: infodundee@sacro.org.uk

Website: <http://www.sacro.org.uk/services/criminal-justice/supporting-prisoners-advice-network>

Service provided

- 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.

22. Muslim Youth Helpline

Contact information

0808 808 2008 (free calls from UK landlines)

Email: info@myh.org.uk

Website: www.myh.org.uk

Service provided

- 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 encourage the prisoners to contact the Helpline for support via the phone and letter writing.

Target group

Young Muslims.

23. The Hideout

Contact information

Top Floor, Enterprise House, 45 North Lindsay Street, Dundee DD1 1PW

Website: www.thehideout.org.uk

Service provided

- Help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.

Target group

Young people.

24. Shakti Women's Aid

Contact information

57 Albion Road, Edinburgh EH7 5QY

Tel. 01382 207 095

Email: info@shaktiedinburgh.co.uk

Website: www.shaktiedinburgh.co.uk

Service provided

- Listen to what women say.
 - Help her to be as safe as possible.
 - Explain her options and her rights.
 - Help her decide what to do (if anything).
 - Help her feel stronger in herself.
 - Tell her about other help she can get.
 - Help her get support for her children.
 - Give her practical help: for example to find somewhere safe to stay or to get a solicitor or health care; or legal protection; or to apply for benefits (money) she is due.
 - If a woman needs to leave the area/community she lives in, we have links with Women's Aid all over the UK
-
- Talk to children and young people about the abuse and how it is affecting them.
 - Give them information about domestic abuse, staying safe, and other practical help (suitable for their age).
 - Help with any changes such as moving away from their home or school or friends.
 - Speak to teachers or others to make sure children and young people feel safe and supported.

Target group

Women, children and young people victims of abuse

25. Welfare Reform

Contact information

Floor 3, Dundee House, 50 North Lindsay Street, Dundee DD1 1NL

Website: <https://www.dundee.gov.uk/socialwork/welfarerights>

Service provided

- Information about major changes in the UK's Benefits System.
- Help with benefits application
- Information and advice to help to plan ahead and prepare to changes in the Benefit's System.

Target group

People of working age (16-64)

26. [Action for Children Youth Accommodation](#)

See Housing Support Item 8.

27. [Action for Children/Dundee Families Service](#)

See Housing Support Item 10.

28. [Dundee Women's Aid](#)

See Housing Support Item 11.

29. [24 Hour Homeless Advice Line](#)

See Housing Support Item 21.

30. [Dundee City Council Housing Support Team](#)

See Housing Support Item 23.

31. [The Corner – Young People's Health & Information Project](#)

See Health and Psychosocial Wellbeing Item 2.

32. [Women's Rape and Sexual Abuse Centre](#)

See Health and Psychosocial Wellbeing Item 10.

33. [Society of St. Vincent de Paul \(SVDP\)](#)

See Health and Psychosocial Wellbeing Item 15.

34. [The Samaritans](#)

See Health and Psychosocial Wellbeing Item 16.

35. [Boots – Albert Street Hub](#)

See Health and Psychosocial Wellbeing Item 18.

36. Tayside Council on Alcohol

See Health and Psychosocial Wellbeing Item 21.

37. Hearing Voices Network

See Health and Psychosocial Wellbeing Item 24.

38. Street Chaplaincy Team

See Health and Psychosocial Wellbeing Item 27.

39. Amina Muslim Women's Resource Centre

See Health and Psychosocial Wellbeing Item 28.

40. Scottish Families Affected by Drugs and Alcohol

See Health and Psychosocial Wellbeing Item 35.

41. DEAP (Dundee Employment and Aftercare)

See Employment Item 4.

42. Dundee International Women's Centre

See Education/Training Item 10.

43. Stobswell Advice Café

See Food Assistance Item 17.

44. Soup 'n' Soul

See Food Assistance Item 18.

45. Main Street Café

See Food Assistance Item 19.

46. Lifegate Community Café

See Food Assistance Item 20.

47. Café Church

See Food Assistance Item 22.

48. Home Start Dundee

See Community Development and Networking Item 2.

49. Dundee Community Family Support Project

See Community Development and Networking Item 3.

50. Dundee Drop-In

See Community Development and Networking Item 4.

Health and psychosocial wellbeing

1. Health and Homeless Outreach Team

Aim/Mission

To provide an accessible medical service to people experiencing homelessness in Dundee

Contact Information

Wallacetown Health Centre, Lyon Street, Dundee, DD1 6RB

Website: <http://www.nhsinform.co.uk/support-services/details/?letter=H&topic=Homelessness&group=2117>

Services Provided

- Outreach nurse-led and/or medical drop-in clinics providing nursing and medical care and treatment, advice and information; at various community locations such as hostels and home visiting
- Assessment of health, social care and housing needs and 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 & Information Project

Aim/Mission

To provide health, Information and peer-led services for young people.

Contact Information

“Drop-In”: 13 Shore Terrace, Dundee, DD1 3NP

Website: <https://www.thecorner.co.uk/>

Services Provided

- Health and information services for young people aged 11-25
- full range of contraception, chlamydia and pregnancy testing
- information on a wide range of services including drugs, housing and training, and 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

The Mobile Dental Unit can be found at:

- Dundee Cairn Centre, 12 Rattray Street. DD1 1NA. The service runs on Mondays from 13:30 to 15:30pm
- Steeple Church, Nethergate, Dundee DD1 4DG. The service runs on Thursdays from 14:00 to 15:30pm.

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

Service provided

The van can do everything that a normal dental practice can do apart from take x-rays and root canal treatment.

Area of Intervention

Dundee

Target group

The mobile dental van is for service users such as homelessness, drug and alcohol abuse, 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

Dundee Dental School / University of Dundee. Park Place, Dundee, Scotland. DD1 4HN

Telephone: 01382 425791

Dental Hospital patient enquiries: 01382 660111

Email: dentaladmin@dundee.ac.uk

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

Service Provided

- Dental emergency clinic and dental treatment free of charge.
- Monday to Friday: 8:30 – 11hs / 13:30 – 15hs. If you are not registered with a dentist you 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. Please note that 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

Dundee Cairn Centre. 12 Rattray Street. DD1 1NA

Phone: 01382 200 532

Email: enquiries@cairscotland.org.uk

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

Service provided

- CAIR Scotland currently offers intensive support programmes; harm reduction services; sexual health and relationships programmes; drug and alcohol interventions and education programmes; employment rehabilitation and through care and aftercare services to some of Scotland's most chaotic and vulnerable young people and adults. We provide these services in partnership with four Local Authorities and NHS Tayside.

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

At risk through their own or a family member's substance misuse; Looked after in the community or in the residential care/secure accommodation; Young offenders; At risk through their sexual activity; Excluded from school; Homeless

6. 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 healthcare. This is care for the person's overall well-being, incorporating body, mind and spirit.

Contact Information

Steeple Church, Nethergate, Dundee, DD1 4DG

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

Services Provided

- Drop-in Clinic with quick referral to practice nurse and GP services, wholesome food, clothing, regular visits from Welfare benefits advisor, and weekly visit from mobile dental surgery

Area of Intervention

Dundee city centre

Target Group

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

7. Kings Cross Health and Community Care Centre

Contact Information

Kings Cross Hospital
Dundee

Tel: 01382 596990 / 01382 424494

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

Service provided

- The Community Dental Nurse can provide health services to homeless people, information about NHS Dentists, Pharmacists and Opticians.
- Out of hours GP service available.

8. Body Positive Tayside

Aim/Mission

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

Contact Information

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

Website: <http://young.scot/contacts-directory/dundee/body-positive-tayside/>

Services Provided

- One-to-One support, Complimentary Therapies, such as aromatherapy and acupuncture, A drop-in service on Tuesdays, Wednesdays and Thursdays, 12:00-15:30

Area of Intervention

Tayside

Target Group

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

9. Sexual & Reproductive Health Clinic

Contact Information

Level 7, South Block, Ninewells Hospital, Dundee.

Tel: 01382 425542

Website: http://www.sexualhealthtayside.org/Local_Clinics/Dundee.php

Service provided

- The clinic in Ninewells operates a walk in system which means you do not need to make an appointment to be seen. You can go to the clinic at any of the following times: Walk-in Sessions Mondays and Thursday 9am – 3pm, Tuesdays, Wednesdays and Fridays 9am - 4pm.

- Young Person's LINC Walk-in Clinic (18 and under): The service operates for people aged 18 and under at the following time: Thursday 4pm -6pm
- Men Only Tayside (MOT): is a free and confidential service for gay and bi-sexual men in Tayside. MOT operates a walk in service in the Sexual Health Service on: Tuesday 4.30pm - 7pm

10. Women's Rape and Sexual Abuse Centre

Aim/Mission

To support women, children and young people affected by all forms of sexual abuse and exploitation and to raise public awareness of the damaging and life-changing effects of rape and sexual abuse

Contact Information

PO Box 83, Dundee, DD1 4YZ

Helpline Number: 01382 20129

E-mail: wrasac@bt.connect.com

Website: www.wrasacdundee.org

Services Provided

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

11. ADDACTION

Aims/mission

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

Contact Information

Addaction Dundee Direct Access, Signpost Centre, Lothian Crescent, Dundee, DD4 0HU

Tel: 01382 206888

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

Services provided

- 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 safe injecting equipment provision
- Sexual health advice, pregnancy testing and free condom distribution
- Education, employment and welfare issues

- Opening times: We are open 9.30am – 5pm Mon, Wed, Thur. Tues 11am- 5pm. Closed Friday.

Target group

Adults, young people and families

12. Dundee Healthy Living Initiative

Aims/ mission

- Works in designated disadvantaged communities across the city to tackle health inequalities in conjunction with other organisations and local people themselves.
- Promote health in its broadest sense
- Target the most disadvantaged sectors of the population
- Reduce differences in health inequalities and improve the health of the worst off in society
- Dundee Healthy Living Initiative tackles these issues through offering a range of over 90 healthy activities per week

Contact Information

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

Tel: 01382 435824

Website: www.dundeehealth.com

Service provided

- Health Information Points
- 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, Coldside, Maryfield, Ardler, North East, East

13. CrossReach – Axis Forward Project

Aim/Mission

CrossReach is what 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, who are currently drug free or stable on a substitute prescription and are wishing to build structure and stability back into their lives

Contact Information

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

Website: <http://www.crossreach.org.uk/crossreach-tayside-axisclova>

Services Provided

- A specialist day support service to adults, aged 16+, who live in Dundee who misuse drugs and alcohol
- Provides 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

14. The Lochee Parish Church

Aim/Mission

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

Contact Information

Lochee Parish Church, High Street, Lochee

Services Provided

- Café set up in church hall with opportunity to access health checks and more specialist support and information provided by various agencies that attend the Café, including DHLI (Dundee Healthy Living Initiative) (See Health and Psychosocial Wellbeing Item 12), AXIS (CrossReach, Church of Scotland) (See Health and Psychosocial Wellbeing Item 13), ADDACTION (See Health and Psychosocial Wellbeing Item 11) and Hillcrest Housing (See Housing Support Item 7).
- Toys and a play area for children are also provided.
- Tuesdays 11:00 -13:00 and Sundays 14:00-16:00

Area of Intervention

Lochee, Dundee

Target Group

People in need in Lochee

15. Society of St. Vincent de Paul (SVDP)

Aim/Mission

The SVDP is an international Christian voluntary organisation dedicated to tackling poverty and disadvantage by providing practical assistance to those in need – irrespective of ideology, faith, ethnicity, age or gender.

Contact Information

8 Conferences (i.e. active branches) across Dundee (7 Parishes + University)

Services Provided

- Befriending and assisting individuals and families in need on a person-to-person basis, through visits to domestic residences, care homes, hospitals, prisons and other institutions.
- Provision of second-hand donated items of furniture /household goods; providing families with a holiday through our Caravan Project; and small Food Bank type operations

Area of Intervention

Dundee

Target Group

People in need in Dundee

16. The Samaritans

Aim/Mission

To provide support, day and night, to anyone who is feeling down or struggling to cope

Contact Information

6 Old Glamis Road, Dundee, DD3 8HP

Tel: 01382 832555

Website: <http://www.samaritans.org/branches/samaritans-dundee>

Services Provided

- 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
- They also reach out and work with schools, colleges and universities, workplaces, health and welfare services, homeless shelters, prisons and other charities

Area of Intervention

Dundee and surrounding areas

Target Group

Anyone who wants to talk things over, at anytime

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

Aim/Mission

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

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

Tel: 01382 423110

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

Services Provided

- Sessions with the listener that will hear your story, consider any pressures and issues you are facing and look for some sense of resolution or peace with what is currently happening in your life. Sessions last up to an hour and they are free of charge

Area of Intervention

Dundee and surrounding areas

Target Group

Anyone who wants to talk things over, at anytime

18. Boots: Albert Street Hub

Contact information

Tel: 01382 451287

Services Provided

- Prescriptions/medical/benefits/debts/housing/specialist advice
-

19. Tayside Substance Misuse Service

Contact information

TSMS Dundee, Constitution House, 55 Constitution Road, Dundee, DD1 1LB (Drugs)

TSMS Dundee, The Wishart, 50 Constable Street, Dundee, DD4 6AD (Alcohol)

Tel: 01382 424544

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

20. Alcoholics Anonymous

Contact information

Tel: 0845 7697555

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

21. Tayside Council on Alcohol

Aim/Mission

The overarching aim of Tayside Council on Alcohol (TCA) is to reduce the harm to individuals, families and communities in relation to alcohol misuse. To achieve this we offer a range of services to adults, children and families.

Contact information

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 drugs issues
- counselling for carers/ significant others affected by someone else's problem drinking
- befriending for carers
- gender specific and mixed group programs, 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/anxiety

23. Dundee's Mental Health Service User Network

Contact information

Number Ten, 10 Constitution Street, Dundee, DD1 1LL

Tel: 01382 305731

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

24. Hearing Voices Network Dundee

Contact information

The HaVeN, 216-220 Hilltown, Dundee, DD3 7AU

Tel: 01382 223023

Website: <http://hearingvoicesnetwork.com/new/>

25. Penumbra

Contact information

Units 3 and 3a, Digital IT Centre, 10 Douglas Street, Dundee, DD1 5AJ

Tel: 01382 223487

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

Services provided

- Mental health support
 - Carers support network
-

26. Reconnection Project

Contact Information

- Menzieshill Parish Church, Charleston Drive, Dundee (Wednesday, 1pm-4pm)
- The Friary, Tullideph Road, Dundee (Tuesday 9am-12noon, 1pm-4pm)

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

Services provided

Therapeutic Gardening drop-in

27. Street Chaplain/Team

Contact Information

City Centre (Friday 10.30pm-3am)

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

Services Provided

- Compassion, Flip Flops, First Aid, Lollipops

28. Amina Muslim Women's Resource Centre

Aim/Mission

Amina, MWRC aims to promote the welfare of Muslim women and counter any disadvantage they may face. We also aim to enable Muslim women to fully participate in society without having to compromise basic Islamic values and to ensure they are able to access appropriate services and facilities. Our services are for all women regardless of ethnic, religious or cultural background.

Contact information

Tel: 01382 224687

Email: info@mwrc.org.uk

Website: www.mwrc.org.uk

Services Provided

- Helpline
- Volunteering
- Training & Classes
- Counselling
- Befriending Services
- Women's Friendship Group
- Violence Against Women Project

29. Mental Welfare Commission for Scotland

Contact information

Tel: 0131 3138777 or Freephone 0800 3896809 Monday-Thursday 9am-5pm, Friday 9am-4.30pm

A callback system is used where staff take brief details of your query and a contact number. This means staff can try to look into some background on your query before calling you back.

You can leave a message on the answer service after 5pm (4.30pm on Fridays) and at weekends.

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

Services Provided

- Information or advice about your rights (or the rights of others) in relation to mental health care, treatment and welfare.
- Referral to other organisations when appropriate.
- Advice and information about rights and best practice in relation to two laws:
 - the Mental Health (Care & Treatment) (Scotland) Act 2003
 - the Adults with Incapacity (Scotland) Act 2000
- The website provides answers to questions that service users and carers and professionals have asked.

30. SAMH: Dundee Specialist Mental Health Outreach

Aim/Mission

Dundee Outreach Services aim to provide a model of support that will provide:

- Recovery pathways from intensive support packages to lower level Outreach/Floating support and also engage 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
- 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 journey.

Contact information

Tel: 0141 5301000

Email: enquire@samh.org.uk

Website: <https://www.samh.org.uk/our-work/community-based-services/housing-support.aspx?id=b2adb782-3362-402c-981a-a7786b83ae45>

31. Narcotics Anonymous

Aim/Mission

N.A. is a non-profit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs. There is only ONE requirement for membership, the desire to stop using.

We are not affiliated with any other organizations, we have no initiation fees or dues, no pledges to sign, no promises to make to anyone. We are not connected with any political, religious or law enforcement groups, and are under no surveillance at any time.

Contact information

Coldside Parish Church of Scotland, Main Street, Dundee, DD3 7HN

Helpline: 0300 9991212 (10am-midnight)

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

Target group

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

32. Cocaine Anonymous

Aim/Mission

Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other, so that they may solve their common problem and help others to recover from their addiction.

Contact information

Helpline: 0141 9596363

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

Target group

The only requirement for membership is the desire to stop using cocaine and all other mind-altering substances. Anyone who wants to stop using cocaine and all other mind-altering substances (including alcohol and other drugs) is welcome.

33. Art Angel

Aim/Mission

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

Contact information

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

Tel: 01382 228383

Email: art-angel@btconnect.com

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

34. NHS Tayside Community Nursing Services

Contact information

Referrals mainly come from G.P., Hospital, Social Work Department, Family and Friends although an open referral system is in place.

Anyone wishing the District Nurse to visit can do so by telephoning the patient's GP within surgery hours.

Outwith these hours the service can be accessed by calling the NHS 24hour number.

Website: <http://www.nhstayside.scot.nhs.uk/OurServicesA-Z/CommunityNursingServicesDistrictNursing-Angus/index.htm>

35. Scottish Families Affected by Alcohol and Drugs

Aim/Mission

Scottish Families Affected by Alcohol & Drugs exists to support those affected by the substance misuse of a loved one, because families need to recover too. We facilitate a Scotland-wide network of family support groups and run a helpline service.

Contact information

Helpline: 08080 101011

Website: <http://www.sfad.org.uk/get-help-now/local-services-directory/dundee>

Strengthening Families Project

Barnardo's Polepark Family Services, 3 Fleuchar Street, Dundee, DD2 2LQ

Tel: 01382 432631 or 436621

Tayside Carers Support Project

10 Constitution Road, Dundee, DD1 1LL

Tel: 01382 305713

Tayside Substance Misuse Service

Constitution House, 55 Constitution Road, Dundee, DD1 1LB

Tel: 01382 632542

Tayside Alcohol Problem Service (TAPS)

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

Tel: 01382 443127

The Corner

13 Shore Terrace, Dundee, DD1 3NP

Tel: 01382 206060

Email: Office.corner@nhs.net

Kith n Kin

Unit 2 Benvie House, Benvie Road, Dundee, DD2 2LU

Tel: 01382 667450

Email: jackie@alcoholtayside.com

Services provided

Strengthening Families Project

The Strengthening Families Programme 10-14 (UK) - (SFP) is a 7 week x 2 hour session programme to help families with young people aged between 10 and 14, aimed at reducing alcohol and drug use, behavioural problems in adolescence and strengthening the parent/carer child relationship. It helps young people to avoid problems with drugs and alcohol, resist peer pressure and communicate better with parents/caregivers.

Tayside Carers Support Project

The specific aim of Tayside Carers Support Project is to cater for the needs of carers of those with a mental illness. Any mental illness qualifies for help from the Project. The services of the project are completely free and confidential, and we offer practical advice and information on mental illnesses.

Tayside Substance Misuse Service

Tayside Substance Misuse Service (TSMS) is an NHS community-based service covering the NHS Tayside area and aimed at individuals aged 16 plus with problem substance misuse. A full and thorough assessment is undertaken of each individual's substance misuse. The team will endeavour to match treatment plans to individual needs based on a bio-psycho-social model. Symptomatic relief, Psychological interventions, Community detoxification, Skills training, Harm reduction, Motivational work, Support, advice and education and Substitute / stabilisation prescribing.

Tayside Alcohol Problem Service (TAPS)

The Tayside Alcohol Problems Service (T.A.P.S.) provides a full confidential counselling and support service for anyone within the Tayside Region who feels they require advice or help with an alcohol problem. We offer the following:

- Support for relatives
- Residential 19 day treatment programme. Weekly support meetings in as an added treatment option. There is also available a separate weekly women's group meeting for additional support.
- T.A.P.S. staff can provide support in Health Promotion and Education for Agencies with regard to alcohol problems and availability of T.A.P.S. facilities.

The Corner

Provides a wide range of confidential health and information services for young people aged between 11 - 25 years. This includes contraception and pregnancy testing, information on housing issues, money, employment, drugs, alcohol, mental health, individual support, opportunities to take part in training, drama, arts, free internet access . . . and much more.

Kith n Kin

Kinship Care Project was established as a joint project by Tayside Council on Alcohol and Aberlour Outreach Dundee.

We are independent voluntary agencies working together to provide support for grandparents and other caregivers who are raising a relative's child in Dundee.

Area of intervention

Dundee (but also nationwide)

Target group

Families of people with substance misuse problems.

36. 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.

We do this by providing support at home and in supported services which are delivered by highly trained and committed workers.

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

Contact information

Tel: 01382 504185

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

Services provided

Working in partnership with Dundee City Council and NHS Tayside we provide accommodation linked and visiting support services across the city with a focus on supporting people with mental health problems, learning disabilities and individuals including autism spectrum disorder and physical disabilities. Specific services include:

- Alloway, Fintry and Cheviot services support people with mental health problems.
- Rosefield service supports people with learning disabilities, forensic histories and complex needs.
- We also provide a number of individual packages of support.

Area of intervention

Dundee and Angus

Target group

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

37. 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 and their friends and relatives. We believe that an emphasis should be placed on the concept of recovery. The Association seeks to encourage co-operation among voluntary organisations which are 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

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

Tel: 01382 227288

Website: www.damh.org.uk

Services provided

We currently have 4 projects:

Dundee Mutual Support Group

Offering group work, one to one support and drop in facilities.

Two's Company

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

Greenbuds

Connecting and facilitating conservation work within green spaces throughout Dundee and the surrounding area.

On Yir Bike Cycling Project

Improving accessibility and reducing the barriers to cycling particularly in areas of deprivation.

Area of intervention

Dundee

Target group

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

38. Dundee City Council Children's Services

Aim/Mission

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

Contact information

Children's Services, Social Work Offices, Dudhope Castle, Dudhope Park, Barrack Road, Dundee, DD3 6HF

Website: <https://www.dundee.gov.uk/socialwork/childrenservices>

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, individual and group counselling. After care, advice, guidance and assistance is also 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 Virus(BBV), those who misuse drugs or alcohol, those at risk or in trouble, and those who have experienced domestic violence.

39. The WEB Project

Aim/Mission

The WEB Project provides access to community based health services to all young people, aged 10-18, with particular focus on those who are: – looked after young people, (at home and in the community, including those in kinship care); – young offenders; and – those excluded from school. The project provides information and support to young people affected by their own drug and alcohol use, sexual ill health, including HIV/BBV, offending behaviours and associated related risk behaviours from the community base in Stobswell, Dundee.

Contact information

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

Tel: 01382 458128

Email: Kirstie.howell@cairscotland.org.uk

Website:

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

Services provided

- Screening of Sexual Health Needs and Substance Use
- 1:1 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
- Pre and Post Pregnancy Testing Counselling Support 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 (10-18)

40. Jericho Society

See Housing Support Item 9.

41. The Maxwell Centre

See Information and Advice Item 15.

42. [Tayforth Veterans Project](#)

See Information and Advice Item 17.

43. [Boomerang Community Centre](#)

See Education/Training Item 8.

44. [Revive and Restore Café – Coldsides Church](#)

See Food Assistance Item 24.

45. [Dundee Community Family Support Project](#)

See Community Development and Networking Item 3.

46. [Eagles Wings](#)

See Information and Advice Item 9.

47. [Action for Children Youth Accommodation](#)

See Housing Support Item 8.

48. [Dundee and Angus Community Mediation Services \(SACRO\)](#)

See Information and Advice Item 4.

48. [Safe & Sound \(Shelter Scotland and Relationships Scotland\)](#)

See Information and Advice Item 12.

49. [Relationships Scotland – Family Mediation](#)

See Information and Advice Item 19.

50. [Insight Counselling](#)

See Information and Advice Item 20.

51. [Supporting Prisoners Advice Network](#)

See Information and Advice Item 21.

52. Muslim Youth Helpline

See Information and Advice Item 22.

Furniture

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 where required, refurbished to ensure they meet safety and cleanliness standards. Items are then resold in our retail premises in Dundee and Perth.

Any profits made go to supporting the work of the Parent charity Transform Community Development.

Contact Information

1 Guthrie Street, Dundee, DD15DY. Tel: 01382 223977

Email: thefurnitureproject@btconnect.com

Website: https://www.facebook.com/Transform-Furniture-Project-210610682354248/about/?ref=page_internal

Services Provided

- Distribute furniture and household goods to people in need

Area of Intervention

Tayside

Target Group

People in need in Tayside

2. Dundee Starter Packs

Aim/Mission

To assist individuals and families who are unable to provide themselves with basic small household goods and bedding as they prepare to take on a tenancy.

To foster a partnership approach bringing the churches and other agencies together to raise awareness of the problems needy and homeless people face within the community.

Contact Information

40 Perth Road, Dundee, DD1 4LN

Tel: 01382 223977

Email: starterpacks@btconnect.com

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

Services Provided

- Donations of good, unwanted basic household goods, bed linen and curtains are received from churches in Dundee, other organisations and individuals. They are then re-cycled and made up into 'starter packs' by a team of volunteers working on a rota basis.

Area of Intervention

Dundee

Target Group

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

3. Transform Community Development

See Housing Support Item 3.

4. Society of St. Vincent de Paul (SVDP)

See Health and Psychosocial Wellbeing Item 15.

5. The Night Ministry

See Food Assistance Item 1.

Employment

1. The Big Issue

Aim/Mission

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

Contact Information

Tel: 0141 418 7000

Website: <http://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

Contact Information

Wellgate House, Wellgate Centre, Dundee, DD1 2BD

Tel: 01382 373000

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

South Dudhope Mill, Douglas St, Dundee, DD1 5AN

Tel: 01382 228806

Email: admin@taysidereusers.co.uk

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

4. DEAP (Dundee Employment and Aftercare)

Aim/Mission

We aim to support people to maximise their opportunities in life by giving them the skills, knowledge and support to gain employment, move into Further Education, Training, Volunteering and Independent living.

Contact information

Website: www.deap.co.uk

Arbroath

Tel: 01241 877805

Email: DEAPS2S@deap.co.uk

Dundee

Tel: 01382 457575

Email: DEAPNS@deap.co.uk

Fife

Tel: 01592 786724

Email: deapFJB@deap.co.uk

Services provided

We offer a range of free services to meet the needs of individuals including:

- Employability Skills, for those looking to gain and sustain employment.
- Accredited training and sector specific training to give individuals the skills and knowledge that give them a competitive edge in the job market.
- Information, advice, and advocacy support to ensure each person who engages on our projects is better equipped to make informative decisions that are important to them now and for the future.
- Advocacy support where appropriate.
- Life skills and Independent Living Skills.
- Sector Specific Training.
- Work Placement/Taster Opportunities with local employers.
- Volunteering Opportunities both within DEAP and with partner businesses.
- In work support and aftercare services.

Area of intervention

Dundee, Angus and Fife

5. LEAD Scotland

Aim/Mission

Discover Opportunities is the Dundee Partnership's Employability Programme. We have been set up to help people get into work and we bring together staff from various organisations to provide advice and assistance to those who have barriers to employment.

Contact information

Discover Opportunities Centre, 22-24 Crichton Street, Dundee, DD1 3AN

Tel: 01382 434460

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

Services provided

We fund a wide range of projects enabling the people of Dundee to find out what jobs are available, how to improve their skills, how to prepare for job interviews, and we can provide childcare and money advice.

Area of intervention

Dundee

6. Apex Scotland

Aim/Mission

Apex Scotland's work is about reducing re-offending, promoting desistance, tackling deprivation and making communities safer. Apex Scotland work in partnership across statutory and third sector organisation.

Contact information

Friarfield House, Barrack Street, Dundee DD1 1PQ

Tel. 01382 435085

Email: admin@apexscotland.org.uk

Website: <http://www.apexscotland.org.uk/your-local-apex/apex-tayside/>

Services provided

- adult, youth and school services as well as delivering national training packages, such as:
 - Adults Employment and Guidance
 - Veterans Service
 - Works4YOU
 - Youth Employment and Guidance
 - New Routes

Area of intervention

Dundee

Target Group
Criminal Justice System

7. Tayforth Veterans Project

See Information and Advice Item 17.

8. CAIR Scotland

See Health and Psychosocial Wellbeing Item 5.

9. Reconnection Project

See Health and Psychosocial Wellbeing Item 26.

10. Amina Muslim Women's Resource Centre

See Health and Psychosocial Wellbeing Item 28.

11. The Prince's Trust - The Fairbridge programme

See Education/Training Item 3.

12. Hot Chocolate Trust

See Education/Training Item 4.

13. Wired In

See Education/Training Item 5.

14. Craigowl Communities

See Education/Trainings Item 6.

15. Toolbox Project

See Education/Training Item 7.

16. Helm

See Education/Training Item 9.

17. Dundee Community Family Support Project
See Community Development and Networking Item 3.

Education/Training on life skills (employment, literacy)

1. Mitchell Street Centre

Aim/Mission

The aim to improve life chances for people of all ages, through help with Reading and Writing learning, personal development and active citizenship is at the heart of Community Learning and Development

Contact Information

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

Website: <https://www.dundee.gov.uk/communities/mitchellstreetcentre>

Services Provided

- Help for people who would like to be better at reading, writing, spelling or maths

Area of Intervention

Dundee

Target Group

Adults who would like help with numeracy and literacy

2. Skills Development Scotland

Contact Information

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

Tel: 01382 495050

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

Services provided

- Building Career Management Skills (CMS) through Scotland's all-age career information, advice and guidance service
- My World of Work - the SDS web service which offers the people of Scotland a unique mix of tools, features and job information to help them discover more about themselves and the future world of work
- Modern Apprenticeships - providing a way for businesses to train new entrants and existing employees to industry-recognised standards
- Our skills-force. Support for employers to recruit, develop and plan a skilled workforce through a dedicated employer team and a skills web service
- Leading delivery of PACE (Partnership Action for Continuing Employment) support for those dealing with redundancy
- Supporting individuals to secure and sustain employment through the development of employability and vocational skills through a local delivery model - the Employability Fund
- Individual Learning Accounts - providing financial support for individual learning.

Target group

General population.

3. The Prince's Trust - The Fairbridge programme

Aims/mission

Support 13 to 30 year olds who are unemployed and those struggling at school and at risk of exclusion.

Contact Information

The Prince's Trust Dundee Centre. 1B Kemback St, Dundee, Angus DD4 6ET

Tel: 01382 448110

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

Services provided

- Our programmes give young people the practical and financial support they need to stabilise their lives. We help develop key skills, confidence and motivation, enabling young people to move into work, education or training.
- The Fairbridge programme works with young people aged 13-25, giving them the motivation, self-confidence and skills they need to change their lives.

4. Hot Chocolate Trust

Aim/mission

Hot Chocolate Trust is a Youth Work organisation, based in the city centre of Dundee, operating from the Steeple Church. The values of Hot Chocolate involves 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, which are organic and reciprocal; 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

The Steeple Church, Nethergate, Dundee

Tel: 01382 223880

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

Services provided

- Work with young people ages 12-21 who hang out in the city centre. The organisation support them to develop their own opportunities – that way there's a shed load more skills and confidence developed. Most importantly, Hot Chocolate is a place where the young people feel 'at home' and feel surrounded by 'family'. Normal drop-in opening hours: Tuesdays 7-9pm / Wednesdays 7-9pm / Saturdays 2-5pm

Area of Intervention

Dundee

5. Wired-In

Contact Information:

- 24 Whitehall Crescent, Dundee (Friday 11am-1pm)
- Whitfield Church, Haddington Crescent, Dundee (Friday 11am-2pm)

Website: <http://faithincommunitydundee.blogspot.co.uk/2014/12/wired-in-job-shop-weve-been-working-in.html>

Services provided

IT Access and support

6. Craigowl Communities

Aim/Mission

We are a Dundee based charity who provide learning opportunities, training, qualifications, guidance and support to people who want to improve their circumstances.

Our aim is to support people to improve their skills and knowledge so that they can overcome disadvantages which in turn will enable them to enjoy fulfilling lives and achieve their personal potential. Our main activity is to provide vocational and employability training, adult learning and other support and guidance.

Contact information

Tel: 01382 315700

Email: info@craigowl.com

Website: <https://hillcrest.org.uk/CraigOwl/Home/>

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 we work with need advice on their financial situation. Many of the people we work with have had some set-backs in their lives.

7. Toolbox Project

Aim/Mission

The Toolbox Project aims to bridge the gap between employers and young people by sourcing work placements for 16-24 year olds in Angus & Dundee.

Contact Information

1 Explorer Road, Dundee, DD2 1EG

Tel: 01382 564700

Website: <http://www.discoveropportunities.org.uk/directory.php?id=39>

Services provided

- We source work placements by engaging with local employers in all sectors then match suitable young people. These sectors include, but are not limited to: construction; retail; motor; hospitality; industrial; care; warehouse; hair & beauty; and administration. These work placements last an average of 3 months and the ideal scenario is that the employer offers the young person a job based on their performance. However, when this is not possible then the young person can then access our Job Broker Service or other suitable training programmes.

Area of intervention

Angus and Dundee

Target group

Young people who have completed their full-time education and are looking to enter the world of work.

8. Boomerang Community Centre

Aim/Mission

Boomerang Community Centre offers the chance for people of all ages and cultures to learn, try new activities, get help and advice, improve their fitness and catch up with friends at social events.

Contact information

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

General: 01382 455656

Learning: 01382 450589

Email: boomerang110@btinternet.com

Website: www.boomerang110.co.uk/home

Services provided

- Boomerang runs youth and adult activities in the Stobswell area, covering education, health and wellbeing as well as providing activities for all.
- Boomerang is an inclusive organisation that welcomes people of all ages and abilities.

- Boomerang runs the No1 Youth Cafe on Pitkerro Road. Youth between the ages of 5 and 17 are welcome.
 - Boomerang operates the Pavilion Cafe, open from 10am-3.30pm from Monday-Friday.
 - Boomerang is always looking for new ideas and volunteers to help us implement them. If you have an idea for an activity, club or event, please get in touch.
-

9. Helm

Aim/Mission

Helm engages with individuals in fresh ways, aiming to find the spark that personally engages them. Our support is often through transitional periods in their lives. We take a holistic approach, not only focussing on career objectives but emphasising the importance of health, wellbeing and personal growth. We encourage hundreds of people each year to strive for positive results and by doing so we continue to pursue our founding and core commitment - to help more people achieve more - securing for them a better future.

Contact information

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

Text: 07597538692

Website: www.helmtraining.co.uk

Services provided

Helm delivers a range of learning services in partnership with local and national funders and continues to develop a range of pioneering social enterprises that also deliver community services.

Area of intervention

Dundee

Target group

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

10. Dundee International Women's Centre

Aim/Mission

DIWC addresses the needs of women, with an emphasis on those from black and ethnic minority communities: we work to promote and create learning opportunities for women to gain the confidence, life skills, education and employability skills to participate better in social, educational, political and economic life.

Contact information

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

Phone: 01382 462058

Email: mail@diwc.co.uk

Website: www.diwc.co.uk

Services provided

- Identifying and responding to the needs of women from marginalised communities through the provision of quality resources, services and facilities in a safe environment
- Promoting active participation, leadership and citizenship in society for women and young women
- Promoting the personal and social development of women of all age groups through a holistic, person centred approach
- Acting as a channel of communication to help promote a collective voice for women, particularly those from black and minority ethnic (BME) communities
- Raising public awareness and support for the needs and views of women, with particular emphasis on women from BME communities, through working in partnership with local and national, statutory and voluntary organisations
- Providing opportunities to explore and actively promoting diversity and multiculturalism
- Contributing to local and national policy development that is designed to promote and secure social, political and economic inclusion for women

Area of intervention

Dundee

Target group

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

11. LEAD Scotland

See Employment Item 5.

12. The Hilltown Project

Contact information

Central Library, The Wellgate, Dundee DD1 1DB

Tel. 01382 431503

Website: <https://www.dundee.gov.uk/communitycentres/hilltownproj>

Services provided

- Youth groups, IT classes and various leisure groups/classes

Target group

All the community.

13. Kirkton Community Centre

Contact information

Derwent Avenue, Dundee DD3 0AX

Tel. 01382 436453

Fax: 01382 436321

Email: kirktonadmin@dundeecity.gov.uk

Website: <https://www.dundeecity.gov.uk/communitycentres/kirktoncentre>

Services provided

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

Target group

All the community.

14. Ardler Complex

Contact information

Ardler Complex, Turnberry Avenue, Ardler Village, Dundee DD2 3TP

Tel. 01382 436442

Fax: 01382 436446

Email: ardleradmin@dundeecity.gov.uk

Website: <http://www.dundeecity.gov.uk/communitycentres/ardlercomplex>

Services provided

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

Target group

All the community.

15. Finmill Centre

Contact information

Findcastle Street, Dundee DD4 9EW

Tel. 01382 438641

Fax: 01382 438642

Email: finmilladmin@dundeecity.gov.uk

Website: <https://www.dundeecity.gov.uk/communitycentres/finmillcentre>

Services provided

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

Target group

All the community.

16. Charleston Community Centre

Contact information

Craigowan Road, Dundee DD2 4NL

Tel. 01382 436723

Email: charlestonadmin@dundeecity.gov.uk

Website: <https://www.dundeecity.gov.uk/communitycentres/charlestoncentre>

Services provided

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

Target group

All the community.

17. Menzieshill Community Centre

Contact information

Orleans Place, Dundee DD2 4BH

Tel. 01382 432967

Email: theresa.kinmond@dundeecity.gov.uk

Website: <https://www.dundeecity.gov.uk/communitycentres/menzieshillcentre>

Services provided

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

Target group

All the community.

18. The Maxwell Centre

See Information and Advice Item 15.

19. Tayforth Veterans Project

See Information and Advice Item 17.

20. Dundee Healthy Living Initiative

See Health and Psychosocial Health Item 12.

21. Reconnection Project

See Health and Psychosocial Wellbeing Item 26.

22. DEAP (Dundee Employment and Aftercare)

See Employment Item 4.

23. LEAD Scotland

See Employment Item 5.

24. Apex Scotland

See Employment Item 6.

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

See Food Assistance Item 10.

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

See Food Assistance Item 11.

Food Assistance

1. The Night Ministry

Aim/Mission

Independent, volunteer, Christian-based organisation, mission is to maintain human dignity through practical help improving the conditions of life for street homeless people at whatever level they are prepared to receive help

Contact Information

nightministriyScotland@gmail.com

Services Provided

- Volunteers work in the late evening and early morning and on call throughout the night to assist the street homeless and rough sleepers in Dundee, during the winter months
- Operates an outreach support vehicle equipped with hot drinks, food, warm clothing, hats, gloves and sleeping bags / duvets, which reaches out 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 /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

The Friary, Tullideph Road, Dundee, DD2 2PN

Services Provided

- Mondays 11:00-13:00, wholesome lunch and assistance provided and opportunity to relax with others

Area of Intervention

Dundee

Target Group

People in Dundee

3. Eagles Wings

See Information and Advice Item 9.

4. Soul Garden Kitchen

Aim/Mission

To provide free wholesome meals in a bid to tackle food poverty

Contact Information

- Ormiston Lounge, Ormiston Crescent, Whitfield, Dundee
- Dudhope Community Centre, St Mary Place, Dundee

Service Provided

- Free wholesome meals served from kitchen, every Wednesday 11:00-13:00 in Ormiston Lounge and every Thursday 11:00-14:00 in Dudhope Community Centre, ingredients grown in local allotment

Area of Intervention

Whitfield/Community surrounding Dudhope community centre

Target Group

People in need

5. Big Issue Drop-In Club

Aim/Mission

Meadowside St Paul's Church community outreach

Contact Information

Meadowside St Paul's Church, 114-116 Nethergate, Dundee, DD14EH

Services Provided

- Soup kitchen Wednesdays 14:00-16:00

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

Aim/Mission

Gate Church Outreach

Contact Information

158 Perth Rd, Dundee, DD1 4JS

Services Provided

- Hot drinks and a meal, as well as a time to chat and gain advice and information about church and the Teen Challenge Christian Rehab program, Monday and Thursday evenings at 18:30

Area of Intervention

Dundee

Target Group

People with addictions, in prostitution or who are homeless

7. Strathmore Lodge Lifehouse, Salvation Army

See Housing Support Item 4.

8. St Mary's Community Cafe

Aim/Mission

St Mary's RC church outreach

Contact Information

St Mary's Church Hall, Gray's Lane, Lochee

Service Provided

- Drop-in for food and assistance Saturdays 14:00-16:00

Area of Intervention

Lochee

Target Group

People in need in and around area of Lochee

9. 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

West Marketgait, Dundee

Services Provided

- Hot meals and drinks to the hungry people on the streets of Dundee on Saturday evenings every week

Area of Intervention

Takes place centrally but serves people from across the city

Target Group

People who are hungry in and around Dundee

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

Contact Information

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

Services Provided

- Every Sunday afternoon from 13:15 to 14:15, 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 each and every one.
- There is companionship and friendship, and a listening, compassionate ear is always there for any who is needing 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 for specialist problem centres is available

Area of Intervention

Coldside

Target Group

Anyone in the community who is in need of food and a warm welcome

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

Aim/Mission

It aims to work with families to bring positive changes to lifestyles

Contact Information

Douglas & 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 well-being

Area of Intervention

The East End of Dundee

Target Group

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

12. Menzieshill Parish Church / The Giving Garden

Aim/Mission

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

Contact Information

Menzieshill Parish Church, Charleston Drive, DD2 4BD

Services Provided

- Gardening opportunities and development opportunities for anyone wishing to volunteer. The two primary schools and 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 the Dundee Foodbank, Eagles Wings Trust and Gowriehill Primary School.

Area of Intervention

Dundee

Target Group

Local people struggling with low self-worth and confidence

13. Taught By Muhammad

Aim/Mission

An outreach programme aimed at living the Islamic message of justice, tolerance and equality

Contact Information

34 Bellfield Street, Dundee, DD1 5HZ

Services Provided

- Curry Kitchen run in partnership with the Salvation Army on the first Friday of every month
- On the second Tuesday of each month they prepare 40 hot cooked meals which are delivered to lone unemployed parents
- They also deliver food parcels 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. They support 80 households each month with emergency food parcels

Area of Intervention

Dundee

Target Group

People in need in Dundee

14. 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

42 Wilkie's Ln, Dundee, DD1 5HR

Services Provided

- Supply soup to homeless people supported by three local hotels, the Landmark, Queen's and the Apex. Also support 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

15. The Trussell Trust – The Dundee Foodbank

Aim/Mission

Schools, churches, businesses and individuals donate food to the foodbank. Volunteers prepare the parcels consisting of 3 days of emergency food ready to give to people in need.

Contact Information

- Office & Distribution Centre
Open Monday to Friday 10am to 4pm
01382 226372
- Full Gospel Church, 58 Constitution Street, DUNDEE, DD3 6NE
- Menzieshill Parish Church
Open 1-4pm Monday, Wednesday, Friday
- Chalmers Ardlar Parish Church
Open 3-5pm Monday
- St Mary's Community Church
Open 10-12am Wednesday
- The Attic, Kirkton
Open 2-4pm Thursday
- 101 Whitfield Drive, Whitfield
Open 1-4pm Tuesday & Friday

Services Provided

- Food is donated by schools, churches, businesses and individuals donate non-perishable, in-date food to the foodbank. All food given out by foodbanks is donated. Frontline care professionals, Care professionals such as doctors, health visitors, benefits advisors, homelessness workers, social workers, CAB and police identify people in crisis and contact Dundee Foodbank to arrange a referral for a food parcel.
- Once the referral is made, Foodbank clients are able to collect their food parcel from one of the Dundee Foodbank Distribution Centres, providing three days emergency food
- Volunteers working at these centres are able to signpost people to additional agencies able to assist in solving the longer-term problem

Area of Intervention

Dundee

Target Group

Care professionals such as doctors, health visitors, benefits advisors, and homelessness workers, social workers, CAB and police identify people in crisis and contact Dundee Foodbank to arrange a referral for a food parcel.

16. Fareshare/ Transform Dundee Food redistribution

Aim/Mission

The team redistributes food from both local and national suppliers, helping to address both food poverty and food waste in and around Dundee

Contact Information

95-99 Douglas Street, Dundee, DD1 5AG

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

17. Stobswell Advice Café

Contact Information

Stobswell Church Hall, Albert Street, Dundee (Tuesday 11am-1pm)

Services provided

- Advice
 - Tea, coffee, toasties
-

18. Soup 'n' Soul

Contact Information

- St Paul's Episcopal Cathedral, High Street, Dundee (Wednesday 12noon-2pm)
- Signpost Centre, Lothian Crescent, Whitfield (Friday 12.30pm-1.30pm)

Services Provided

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

19. Main Street Café

Contact Information

Coldside Parish Church, Main Street, Dundee (Thursday 11.30am-1.30pm)

Services provided

- Soup, paninis, tea, coffee
- Advice

20. Lifegate Community Café

Contact Information

Whitfield Church, Haddington Crescent, Dundee

Services provided

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

21. The Salvation Army Drop-In

Contact Information

Thurso Crescent, Menzieshill, Dundee (Friday 7pm-8.30pm)

Services provided

- Hot meal every Friday
- Taught by Muhammad Curry Kitchen 1st Friday of every month

22. Café Church

Contact Information

St Luke's Church, St Luke's Road, Downfield, Dundee (Sunday 10.30am)

Service Provision

- Doughnuts, Croissants
- Discussion and help service

23. Night Kirk

Contact Information

Meadowside St Paul's Church (Sunday 7pm-9pm)

Service Provision

- Hot food, tea and coffee
-

24. Revive and Restore Café – Coldside Church

Aim/Mission

The Revive and Restore Café (or R & R for short) is a volunteer led café 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 café, and our staff also help in the cafe.

Contact information

Coldside Parish Church of Scotland, Main Street, Dundee, DD3 7HN

Area of intervention

Dundee

Target group

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

25. Transform Community Development

See Housing Support Item 3.

26. Society of St. Vincent de Paul (SVDP)

See Health and Psychosocial Wellbeing Item 15.

27. Dundee Drop-In

See Community Development and Networking Item 4.

Community Development and Networking

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. We aim 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

Email: jacky@faithincommunitydundee.org

Tel: 01382 825351

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

Services provided

We help groups to reflect on working with the wider community in tackling poverty and support them to understand their community more, work up new ideas or develop what already exists. We also emphasize to strengthen connections and where appropriate, encourage collaborative working.

What we offer groups includes:

- Help in identifying needs in the community
- Assist in strategic and action planning
- Support in becoming constituted and in governance
- Help to identify and connect with strategic partners
- Support with fund raising and accessing information
- Contributions towards planning and monitoring
- Facilitate in volunteer development
- Develop area-specific community profiles
- Provide training and organize events on specific issues

Area of Intervention

Dundee

Target Group

The poorest communities of Dundee.

Specific Initiatives

- 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 we aim to support some in poverty to articulate what this means today and challenge our society that has seen increasing inequality over the past few decades.
- Faith in Throughcare: One of the issues that concern many people in Dundee is the high level of re-offending among former prisoners and one of the reasons suggested for this is the lack of support for those coming out of prison from sentences less than four years. To help

address this issue Faith in Community Scotland has along with local communities developed Faith in Throughcare. This is a model that uses trained volunteers, some of whom may have been in prison, to support those coming out of prison and settle in local communities.

2. Home Start Dundee

Aim/Mission

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

Contact Information

30 Whitehall Street, Dundee DD1 4AF

Phone: 01382 202040

Fax: 01382 322182

Email: admin@homestart-dundee.org.uk

Website: <http://www.homestart-dundee.org.uk/>

Services Provided

Home-Start Dundee is a unique service, offering informal, friendly support to local families with at least one child under five. Volunteers, who are normally parents themselves, undergo a course of preparation and are then matched to families whom they visit regularly in their own homes to offer support, friendship and practical help. Volunteers usually visit for two hours once a week and continue for as long as needed. Families choose to accept Home-Start Dundee's support and also choose when this support should end.

Our service is tailored to suit the family's needs and is completely confidential. Personal information about the family is not disclosed to anyone outside Home-Start Dundee without the family's consent except where there is a concern about the safety or welfare of a child.

Families can refer themselves to Home-Start Dundee, or be referred by a Health Visitor, Social Worker, Nursery Nurse, Doctor, Family Support Worker, other Voluntary Organisations, etc.

Area of intervention

Dundee

Target group

For families across Dundee with at least one child under five years of age.

3. Dundee Community Family Support Project

Aim/Mission

We deliver support and services to families who currently have fragmented services or none at all. We work in partnership with the Social Work Family Support Services of Dundee City Council, delivering innovative and preventative support to parents and children living in Fintry, Mill o' Mains, Charleston, St Mary's and Lochee.

Contact Information

Families' House, 20 Grampian Gardens, Dundee, DD4 9QZ

Tel: 01382 819121

Email: cfsp@opfs.org.uk

Website: <http://www.opfs.org.uk/service/dundee-community-family-support-project/>

Services Provided

- We brings city wide services such as legal, welfare rights, counselling, job seeking and adult learning advice to the target areas.
- We also co-ordinate services such as leisure, and culture activities in school holidays.

Target group

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

4. Dundee Drop-In

Aim/Mission

Dundee Drop In is a group of church-based projects that provide crisis help to those who are struggling to make ends meet. It serves many of the most marginalised in Dundee through the provision of food, conversation and information.

Contact Information

Locations throughout Dundee

Services provided

- Circulates information about drop-ins throughout Dundee and other relevant information
 - These drop-ins provide food, advice and support, and conversation

Area of intervention

Dundee

Target group

Marginalised groups within Dundee, including people experiencing homelessness.

5. Scottish Families Affected by Drugs and Alcohol

See Health and Psychosocial Wellbeing Item 35.
