



Christmas opening times 2024

Organisations providing advice & support to refugees and asylum seekers in Glasgow



British Red Cross

Supporting asylum seekers in Scotland with emergency, one-off or long-term casework.

Phone number: 07590 445367

Monday 9.30am - 1pm and 2pm - 4.15pm

Tuesday 9.30am - 1pm and 2pm - 4.15pm

Thursday 9.30am - 1pm and 2pm - 4.15pm

Last day Thursday 12th December

Open Monday 6th January



British RedCross

Community Info Source & ASH Project

Projects- Challenging Violence Against Women (CVAW), Women & Asylum Seeker Housing (ASH), and Wellbeing Projects. ASH to help asylum seekers report housing repairs and issues.

CVAW - 07745854055 or 07518160916

Wellbeing - 07306356840

ASH - 07736646197

Phone numbers will be monitored at reduced capacity in case of emergency

Last Day Tuesday 24th December

Open Monday 6th January

Wellbeing walks might be taking place over the Christmas period- please check online



ASYLUM SEEKER HOUSING PROJECT

Cranhill Development Trust

Providing learning opportunities and advice for refugees, asylum seekers and people from other countries in Glasgow, and especially in the east of the city (G31, G32, G33, G34, G40, G69 postcodes).

Phone number: 0141 774 3344

Email: info@cranhilldt.org.uk

Monday-Friday 9am - 5pm

Last day Tuesday 24th December

Open Monday 6th January



CRANHILL DEVELOPMENT TRUST

CWIN (Central & West Integration Network)

CWIN offers advice, food, wellbeing activities and English classes. We run services that address our community's immediate needs, and offer a variety of opportunities that enhance social connection, skills development and wellbeing

Phone number: 01415730978

Email: info@cwin.org.uk

Monday-Friday 9.30am to 4.30pm

Last day Friday 20th December

Open Monday 6th January



Govan Community Project

Advice on applying for Home Office support and accommodation & information on foodbanks, English classes and social groups.

Phone number: 0800 310 0054

Monday -Thursday 10am - 1pm

Last Helpline Day: Thursday 19th December

Helpline Reopens Monday 6th January

Community Groups Restart Monday 13th January



LGBT Health and Wellbeing- New Scots

Individual support, social spaces and practical support for LGBTQ+ asylum seekers and refugees (16+)

General Helpline- 0800 464 7000

(Opening times: Tuesday, Wednesday & Thursday 12-9pm, & Sunday 1pm-6pm)

New Scots Worker- Stella Kyalikunda: stella@lgbthealth.org.uk



Helpline closed 25th/26th December and 1st/2nd January

Maryhill Integration Network

Offers Information, support, advice, and advocacy to people seeking asylum and refuge. Activities include; ESOL Classes, Women's Group, Family Group, Men's Group, MIN Voices Peer-Support Group, Art Group, Gardening Club and a Community Choir.

Phone number: 0141 946 9106

Email: hello@maryhillintegration.org.uk

Monday-Friday 10am - 4pm

Closed Thursday 19th December

Open Monday 6th January



Maslow's Community Shop and Community Hub

Second-hand shop with free clothing & household goods for asylum seekers and people in the local community.

Phone number: 0141 387 0978

Email: maslowscommunity@gmail.com

Monday- Friday 10am - 4pm

Except Wednesday 1pm- 4pm

Last day Friday 20th December

Open Monday 6th January



Migrant Help

Offers advice on how to claim asylum, applying for asylum support, reporting problems with your accommodation, problems with your ASPEN card and making complaints.

Phone: 0808 8010 503, **open 24 hours a day, 7 days a week, 365 days a year.**

The number is free and interpreters are available.



Positive Action in Housing (PAIH)

Offers advice and support for asylum seekers and refugees facing housing issues and destitution. Community Hosting available through Rooms For Refugees

Phone: 01413532220

Email: home@positiveactionh.org / roomforrefugees@positiveactionh.org

Closed Friday 20th December

Opens Monday 6th January



Refuweegee

Support with entertainment, prams, clothing, household items, welcome Packs, volunteering and events.

Shop appointment bookings: <https://www.refuweegee.co.uk/shop>

Phone: 0141 391 3386

Email: enquiries@refuweegee.co.uk



Please note- Refuweegee's Hang-out space (249 W. George Street) has closed. Emergency services are available by delivery only until New Year, or from the shop address on Tuesdays and Thursdays. Free shop is open for appointments as normal. All info regarding the new space will be communicated in the new year

Last Day Friday 20th December

Scottish Refugee Council

Offers information, support, advice and advocacy to asylum seekers and refugees. We can signpost, refer or offer you services directly.

Scottish Refugee Council's free helpline: 0808 1967 274

Monday-Friday 9am-5pm

0141 223 7979 for agencies or through our website contact section or chat.



Please note- SRC's office is temporarily closed for refurbishment from 7th November until Friday 3rd January- all services will be provided on the telephone during this period

Helpline will close at 2pm on 24th December

Open Friday 3rd January between 9-2pm and fully open Monday 8th Jan

Ubuntu Women's Night Shelter

Provides practical support, including emergency housing for destitute women and people of other marginalised genders who have no recourse to public funds and insecure immigration status in Scotland.

Phone for emergency housing- +44 7570 87717

Phone for other support- 07835 160913 (10am-5pm weekdays)

Email: info@ubuntu-glasgow.org.uk



Please note- Ubuntu will be moving offices in January. They will be able to confirm their new address in the New Year

Last day Friday 20th December

Open Monday 6th January

Social Work/ Homelessness Support

Social Care Direct: 0141 287 0555

Social Care Direct Out of Hours: 0300 343 1505

Emergency homelessness services Out of hours: 0800 838 502

socialcaredirect@glasgow.gov.uk

sdcchildrenandfamilies@glasgow.gov.uk



Simon Community Access Hub

Offering a wide range of support to people experiencing, or at risk of, homelessness, including connecting people to legal services, addiction teams, healthcare and other resources.

HUB Address- 74-80 Brown Street, Glasgow, G2 8PD

Helpline: 0800 027 7466



Street Team available everyday over the Christmas period

The HUB is closed 25th and 26th December and 1st and 2nd January

Glasgow City Mission

City Centre Project Day Centre, offering hot food and homelessness support through their project workers

Address: 20 Crimea Street, G2 8PW

Hot Meals are provided Monday- Thursday:

Lunch 1-2pm

Dinner: 6.30pm-8pm



Last day Tuesday 24th December

Open Monday 6th January

Shelter

Housing and homelessness advice- including for new refugees

Shelter Helpline: 0808 800 4444.

Monday to Friday, 9am to 5pm.

Open Tues 24th Dec - 9-1pm

Closed Wed 25th Dec, Thurs 26th Dec,

Open Fri 27th Dec - 9-5pm

Closed Sat 28th, Sun 29th Dec

Open Mon 30th and Tues 31st Dec - 9-5pm

Closed Wed 1st Jan '25, Thurs 2nd Jan '25

Fri 3rd Jan '25 - Normal Service resumes



Helplines

- **Barnardos Boloh** 0800 151 2605 (Monday–Friday 10am-8pm, Saturday 10am-3pm). Mental Health helpline for asylum seekers. Open everyday except Christmas Day, Boxing Day and New Years Day
- **Breathing Space** 0800 838 587 (Monday-Thursday 6pm-2am, Friday 6pm-Monday 6am). Mental health helpline- interpreters available.
- **Samaritans** 116 123 (Open 24 hours a day, 365 days a year)
- **Glasgow Disability Alliance** Helpline: 0141 556 7103 or Text Support: 07958 299 496 (Monday-Friday 9am-5pm)
- **Citizens' Advice Scotland** 0800 028 1456 (Monday- Friday 9am-6pm)
- **Rape Crisis Scotland** 0808 801 0302 (5pm-midnight) except for 25th and 31st December when they will close at 11pm
- **NSPCC Helpline** 0808 800 5000 (Monday-Friday 10am-4pm)
- **Childline** 0800 1111 (Open 24 hours a day, 365 days a year)
- **Scottish Domestic Abuse Helpline** 0800 027 1234 (Open 24 hours a day, 365 days a year)



Pantries and Foodbanks- non exhaustive list

- **Govan Pantry** : Closing 19th December @ 3pm and reopening Wednesday 8th January
- **Castlemilk Pantry**: Tuesday 24th December open until noon. Open on Monday 30th and Tuesday 31st December. Normal reopening on 6th January
- **Courtyard Pantry**: Open 17th, 18th and an extra day on 19th December 10-3 and reopening 7th January
- **Garnethill Multi-cultural food hub @ CWIN**: Last day 20th December and reopens 8th January
- **Destiny Hope Hub**: Last day 23rd December and reopen 6th January
- **Govanhill People's Pantry**: Last day 20th December and opening on 6th January. Double shops available in last week of December and first week of January
- **North West Pantry**: Last day Thursday 19th December and reopen on Tuesday 7th January
- **Pollok Pantry**: Normal operating hours apart from Christmas Day and Boxing day and the 1st and 2nd of January when it will be closed
- **Royston Pantry**: Closed 23rd December - Opening 6th January
- **Ruchazie Pantry**: Exact dates not confirmed, but definitely closed Christmas Day and Boxing day and the 1st and 2nd of January

Trussel Trust South East Foodbanks: Final day is Friday 23rd December; Reopen on Friday 3rd January

Trussel Trust South West Foodbanks: Sessions over the Christmas break as follows:

Ibrox Parish Church- 30th December (12pm-2pm);

Penilee- 31st December (10.30am-12.30pm);

Lighthouse Housing Association- 24th December (12pm-2pm) and 31st December (2-4pm)

Cardonald (Hillington Park Parish Church)- 24th December (10am-12noon) and 27th Dec (10am-12.45pm)

Trussel Trust North West: Sessions at Blawarthill Parish Church between 12pm-2pm on 24th/27th/31st December and 3rd January. Session at Victory Family Centre between 12pm-2pm on 23rd December

Trussel Trust North East: Sessions on Monday 23rd/30th and Tuesday 24th/31st December. Closed 25-27th Dec and 1-3 Jan. Extra sessions on Wednesdays for first 3 weeks of December between 1:30pm-3pm

Baby Food Bank: Closed through Christmas period 20th December to 6th January. Emergency referrals can potentially be arranged during this period.