Directory of Services for Black/Minority Ethnic Individuals
INTRODUCTION

This document aims to be a simple user-friendly directory of services that can be easily accessed by community workers working with or coming from BME communities. This list is by no means comprehensive but has been compiled from the experiences of community workers attending Building a Bridge training programme. It attempts to list organisations that offer a variety of advocacy, support, training and health information services specific to Black and Minority Ethnic individuals.

1. YMCA-Y WORK WITH REFUGEES Project

Y Work With Refugees
YMCA Glasgow
33 Petershill Drive
Glasgow
G21 4QQ

Contact: Lori Sullivan
Position: Volunteer Development Manager

T: 0141 557 6112
Fax: 0141 557 0874

Email: l.sullivan@ymcaglasgow.org

Website: http://www.ymcaglasgow.org/service_detail.asp?serviceID=19

The YMCA help Asylum Seekers and Refugees acquire new skills, for example language skills, to reduce social isolation and promote good mental health and well-being and easier integration into mainstream society. Here they gain the knowledge and skills to live life independently, so that they can feel empowered and take control of their life.

The YMCA-volunteer group work with different community groups such as women’s group, youth group, mother and toddler’s group, music group and English classes. The central branch space provides drop-in facilities and a range of structured educational and recreational programmes for asylum seeker residents. The
project is open to all ethnic groups with a range of African, Asian and Middle Eastern languages spoken.

2. Chinese Healthy Living Centre

312/314 Maryhill Road
Maryhill Community Central hall
Glasgow,
G20- 7YE

Contact: Stephanie Mok
Position: Centre Manager
Tel: 0141 332 3488
Fax: 0141 332 3595
Email: general@glasgowchlc.org

Web site: www.glasgowchlc.org

CHLC is a community centre that will inform and encourage Chinese people in accessing health services. It will also provide a range of health and community, social and leisure services and activities to reduce isolation and promote community building and integration. Services are available in Cantonese, Mandarin, English and Hakka. The centre carries out a number of health improvement activities such as health information talks, workshops and seminars and health awareness raising days, a one-stop clinic, exercise classes e.g. Aerobics, Yoga and Tai Chi etc. There is also a multimedia lending library for users to access Chinese health information and free access to internet.

3. Glasgow Association For Mental Health (GAMH)

St Andrews By
The Green
33 Turnbull Street
Glasgow
G1 5PR

Contact: Pratima Pershad
Position: Project Manager
Telephone: 0141 552 5592  
Fax: 0141 552 6652  
Email: info@gamh.org.uk  
Website: www.gamh.org.uk

GAMH exists to promote the health and welfare of people with mental health problems and their carers who live in the Glasgow area. Some of the services provided are emotional support, information and advice and practical assistance, young carers project, befriending services-Bridges project. Services are available in English, Urdu, Punjabi, Hindi, Cantonese and Mandarin.

4. Glasgow Association For Mental Health (GAMH)-Young Carers Project

78 Victoria Road  
Govanhill  
Glasgow  
G42 7AA

Contact: Rena Ali  
Position: Project leader

Tel: 0141 424 1708/0141 425 4850

The project is aimed at young people between the ages of 12-18 years who live with an adult who has a mental health problem. We try to maximise the opportunity for young carers to participate in social and recreational activities. All ethnic groups can access the group.

5. NCH- San Jai Chinese Family Project

53 Rose Street  
Glasgow  
G3 6SF

Tel: 0141 332 3978  
Fax: 0141 332 2665  
Email: sanjai@nch.org.uk  
Web site: www.nch.org.uk
This is a community-based service for Chinese children in Glasgow for Chinese families with children under 18 years and young people under 25 speaking Cantonese, Mandarin, English and Hakka. There is a drop-in information and advice service, advocacy on behalf of service users and free English classes. Individual/family support work is also carried out. Services include active listening/counselling, focused group work for children and parents, striving to influence policy and practice among service providers to take into account the particular needs of the Chinese community, safer care work in conjunction with social work, health and education. Child protection, Crisis intervention work, Long term focused family work

6. Shanti Bhavan

Springpark Centre
41 Doncaster Street
Queens Cross
Glasgow
G20 7DQ

Contact: Kavita Agarwal
Position: Unit Manager
Tel: 0141 946 5242
Fax: 0141 946 7116

This centre provides day care facilities for older people within a warm, friendly and secure atmosphere. The centre provides transport, health care, counselling, advice and advocacy, swimming lessons, sewing workshops, English classes and many other activities. The centre is open to all ethnic groups. Languages spoken are English, Hindi, Punjabi, Urdu, Gujarati

7. Deaf Connections-Community Development Project for Deaf Black Ethnic Minority

Deaf Connections
100 Norfolk Street
Glasgow
G5 9EJ

Contact: Tasnim Sharif
Position: Development Worker
This is the first Deaf Asian Club in Scotland (established in 1998) to meet the needs of Deaf BME people. It meets every Saturday in Deaf Connections between 1.30pm and 4.30pm. The Deaf Asian Club has a range of activities, which include access to information, events, discussion, raising self-esteem, culture, religion and trips. Deaf Asian Women's group meet once a month on a Sunday in Deaf Connections. 11.30am to 1.30pm. The club is open to all Deaf BME.

8. Deaf Connections-Community Health The Glasgow Healthy Living Centre for Deaf People

Deaf Connections
100 Norfolk Street
Glasgow
G5 9EJ

Phone: 0141 1759 (voice/text)

Email enquiries@deafconnections.co.uk or elaine@deafconnections.co.uk

The Healthy Living Centre's aim is to work with both Deaf people and Health professionals to ensure that health services and health information are accessible to Deaf people. The services targeted are: Maternity Services, Local Health Care Co-operatives, General Hospital services, community based health projects and links to other Deaf organisations.
9. Epilepsy Connections-Multicultural Outreach Project

100 Wellington Street
Glasgow
G2 6DH

Tel: 0141 248 4125

E-mail: ziqbal@epilepsyconnections.org.uk

Web site: www.epilepsyconnections.org.uk

Lack of information, language barriers and stigma are the main issues for concern for people with epilepsy within ethnic minority communities. Language and cultural barriers may prevent people accessing epilepsy services. Many people are not able to understand English; some cannot read or write their first language. Many people rely on family members or relatives translating for them when seeing a doctor. This can be embarrassing and restrictive, especially for women patients, and raises the issue of confidentiality. An outreach worker offers bilingual (Urdu and Punjabi) and culturally sensitive information and support to people affected by epilepsy within ethnic minority communities. The services are open to all ethnic groups.

10. Youth Counselling Service Agency

11 Forth Street
Pollokshields
Glasgow
G41 2SP

Tel: 0141 420 6600
Fax: 0141 420 6622

e-mail: info@ycsa.org.uk
Website: www.ycsa.org.uk

The YCSA offers free, confidential person-centred counselling and culturally sensitive counselling for young people of the ages 10-25 and families from Minority Ethnic backgrounds. Counsellors are from various ethnic backgrounds speaking Urdu, Punjabi, Arabic,
Cantonese, mandarin, Hakka and English but interpreters can also be arranged.

11. Amina – The Muslim Woman’s Resource Centre

Network House
311 Calder Street
Glasgow
G42 7NQ

Tel (office): 0141 585 8026
Tel (helpline): 0800 801 0301

E-mail (office): info@mwrc.org.uk
E-mail (help mail): helpline@mwrc.org.uk
Website: www.mwrc.org.uk

Confidential person centred counselling available in English, Urdu, Punjabi and Swahili. Also available is a telephone helpline. Service users can benefit from listening ear, practical advice, and someone to help them think through their issues. Written information is available in English, Urdu, Swahili, Farsi and French. A signer can also be arranged.

12. Ethnic Minority Enterprise Centre

40 Wellington Street
Glasgow
G2 6HJ

Tel: 0141 221 4044
Fax: 0141 221 6263

Website: www.emecglasgow.org.uk

EMEC provide training, guidance and support to members of minority ethnic communities over the age of 16. They provide one-one job support, job search assistance, career options guidance, CV preparation, mock interviews and customised training programmes.
13. Ethnic Minorities Law Centre

41 St Vincent Place
2nd Floor
Glasgow
G1 2ER
Tel: 0141 204 2888
Fax: 0141 204 2006
E-mail: admin@emlc.org.uk
Website: www.emlc.org.uk

Provides free, independent, confidential support and advice to Ethnic Minorities in various languages in culturally sensitive settings. Written information about the work of the law centre is also available in a number of languages.

14. Breakthrough for Women

4th Floor
30 Bell Street
Glasgow
G1 1LG
Tel: 0141 552 5483
Fax: 0141 552 7982

One to one counselling and support for women over 16 years of age who have been affected by child sex abuse, rape or sexual assault living in Glasgow. Languages spoken are Hindi, Urdu, Punjabi, Bengali and Cantonese but interpreters and signers can be made available by arrangement.

15. Hemat Gryffe Woman’s Aid

Flat 0/1
24 Willowbank Street
Glasgow
G3 6LZ

Tel: 0141 353 0859
Fax: 0141 564 1316
E-mail: hemat.gryffe@ntlbusiness.com
Website: www.hematgryffe.org.uk
Multi lingual staff at a drop in centre provide confidential, culturally sensitive support and information services on domestic abuse, forced marriages, temporary refuge, welfare rights, housing, immigration and legal issues. They can provide temporary refuge accommodation and a refuge after care service. Workers speak Urdu, Punjabi, Hindi, Bengali, Nepalese but an interpreter/signer can be made available by arrangement.

16. Sandyford Initiative Centre for Women’s Health

2-6 Sandyford Place
Glasgow
G3 7N

Tel: 0141 211 6700
Fax: 0141 211 6702
Website: www.sandyford.org

Sandyford South East

Govanhill Health Centre, Community Wing
233 Calder Street, Glasgow, G42
Tel: 0141 531 8349

Sandyford North

Springburn Health Centre
200 Springburn Way
Glasgow G21 1TR
Tel: 0141 531 6703

These centres provide information and services on sexual infections, family planning, reproductive health, counselling services (English, Urdu and Punjabi) and a drop-in clinic out with GP services.
17. COMPASS Asylum Seekers and Refugee Mental Health Liaison Team, NHS Glasgow

Units 34/35 Hyde Park Business Centre
60 Mollinsburn Street
Glasgow
G21 4SF

Tel: 0141 630 4985
Fax: 0141 630 4989

Provision of culturally sensitive mental health care to children/adolescents and adults across Glasgow. Aimed at people who have a past history of torture/rape/sexual assault and where traumatic events have led to mental health problems. Referral can be made by asking your GP or through social work. An interpreter is arranged but first contact must be made in English. Written material is available in French, Arabic, Kurdish, Swahili, Albanian, Russian and Farsi.

18. Victim Support Asylum and Ethnic Minority Project

131/141 Saltmarket
Glasgow
G1 5LF
Tel: 0141 553 2415
Fax: 0141 553 2045
E-mail: vsglasgowcity@victimsupport.demon.co.uk

Victim Support Glasgow North
Flat 0/2,
30 Petershill Court
Springburn
G21 4PY
Tel: 0141 557 3288
Fax: 0141 558 7298
E-mail: info@victimsupportspringburn.org.uk

Supports people who have been affected by crime, offering information, advice and support. Interpreter or signer available by arrangement with written information in 14 other languages.
19. Womens Reproductive Health Service

Counselling and support for pregnant women experiencing gender violence with an interpreter available by arrangement

Womens Reproductive health Service
Princess Royal Maternity Hospital
Tel: 0141 211 5267
Fax: 0141 211 5200

20. Bridges Project

Contact Person: Maggie Lennon

Institute for Contemporary Scotland
27 Main Street
Bridgeton
Glasgow
G40 1QA
Tel: 0141 554 5440
Email: icsadmin@contemporaryscotland.com

The Bridges Project is a work shadow/work experience scheme for asylum seekers and refugees which promotes integration through the workplace, develops skills and offers re-training and re-skilling routes for certain professionals. The project works with nearly 40 corporate partners on placements typically of 12 weeks duration.

21. British Red Cross

Contact Person: Kenny Hamilton
402 Sauchiehall Street
2nd Floor
Glasgow
G2 3JD
Tel:0141 331 4170
Email: khamilton@redcross.org.uk

The International Red Cross and Red Crescent movement is the largest Independent humanitarian network in the world. As one of its most active members, the British Red Cross provides a range of services to support asylum seekers and refugees in Scotland.
Services currently include orientation, welcome guides, tracing and message service and the production of an integration newspaper - New Voices.

22. Home Start Glasgow South – Supporting Families

Contact Person: Margaret Finlay
207 Shawbridge Street
Pollokshaws
Glasgow
G43 1QN

Tel: 0141 585 6712
Email: theteam@homestartglasgowsouth.org.uk

Home-Start Glasgow South is a befriending project for families. All befrienders are volunteers with parenting experience and offer support, friendship and practical help to families who are experiencing stress and have children under five within the family. Volunteers will visit regularly for two to three hours a week to provide support to the family. Home Start has been working with asylum seekers families since July 2001.

23. Integrating Toryglen Community Project

Contact Person: Eveline Loudon
8-34 Prospecthill Square
Toryglen
Glasgow
G42 0LE

Tel: 0141 613 2777
Email: eveline@torygleninformationstation.org.uk

ITC provides humanitarian support and orientation training to asylum seekers. This initiative integration and orientation programme has been designed in partnership by ITC and GASSP for asylum seekers and refugees living Glasgow.

24. Maryhill CAB Asylum Seeker and Refugee Project

Contact Person: Tim Cowan
1143 Maryhill Road
Maryhill CAB asylum seeker and refugee project recruits and trains asylum seekers to become volunteer advice workers within Maryhill, Parkhead and Greater Pollok CABs. It also provides support and training to CAB staff to make CAB service more accessible to asylum seekers and refugees.

25. The WISE group-ASSIGN project

58 Charlotte Street
Glasgow
G1 5DW

Contact: Farhat Khan
Position: Project Coordinator

Tel: 0141 303 3131
E-mail: nismah_nuurdin@thewisegroup.co.uk
Web site: www.thewisegroup.co.uk

The Assign project is open to asylum seekers who would like to participate in a voluntary programme which provides the chance to improve skills, confidence and employability. It is open to all ethnic groups with support available in a range of African, Asian and Middle Eastern languages.

The project delivers a range of pre-vocational support sessions, personal and social development activities and work taster opportunities to asylum seekers regardless of skills background. These include UK Labour Market Information Sessions, updating Core, basic and IT skills, English language assessment and provision, employability skills, work placement tasters. All travelling expenses are reimbursed.

Participants are able to access the programme on a flexible basis. Support and guidance is ongoing throughout the programme.
26. The Hidden Gardens

The Hidden Gardens
Via Tramway (level access)
25 Albert Drive
Pollokshields
Glasgow
G41 2PE

Tel: 0141 433 2722
E-mail: info@thehiddengardens.org.uk
Website: www.thehiddengardens.org.uk

The Hiddens Gardens new community resource, The Boilerhouse, has just opened to support and extend its ongoing community activities programme. Workshops, community programs and festival events are ongoing for the BME community.

27. Multi Cultural Elderly Care Centre

Network House
311 Calder Street
Glasgow
G42 7NQ

Tel: 0141 585 8026
Fax: 0141 585 8011
Email: islam@taleemtrust.org

Day care for ethnic minority older people (aged 50+) from a diverse range of backgrounds. Advice and information on benefits, care, disability, housing rights and money and debt. Lunch and transport to and from the centre. Help with accessing social care and health services. Home support and befriending. Support for carers. Range of activities, courses, day trips and outings. Mentally and physically ill older people from minority ethnic communities and their carers. Languages spoken are: Bengali, Hindi, Punjabi and Urdu.
28. Muslim Elderly Day Care Centre

1 Mosque Avenue
Glasgow
G5 9TA

Tel: 0141 429 3280

This day care centre provides culturally sensitive activities for muslim elderly people such as healthcare activities, socio-cultural celebration, education, welfare surgeries, advice and information, assisted transport for service users, lunch club. Main languages are Urdu and Punjabi

29. Homeless Persons Team

Homeless Person's Team
Hamish Allan Centre
180 Centre Street
Glasgow G5 8EE

Tel: 0141 287 1800
Fax: 0141 287 1894

The Homeless Persons Team provides social work services for people who are homeless. It accepts referrals for people who are: single homeless people, homeless families, individuals in placement requesting social work assistance, unaccompanied children seeking asylum.

30. Asylum Seekers and Refugees Health Visiting Team

Hydepark Business Centre
Room 17
60 Mollinsburn Street
Glasgow
G21 4SF

A Health Visiting Service is provided for asylum seekers and refugee families within the North Glasgow area
31. Scottish Refugee Council

5 Cadogan Square
170 blythswood Court
Glasgow
G2 7PH

Contact: Helen Fordyce- Refugees
Joe Brady- asylum seekers

Tel: 0141 248 9799
Asylum information line: freephone 0800 085 6087
Website: www.scottishrefugeecouncil.org.uk

Offers practical support, information and advice to those claiming asylum in Scotland. People with leave to remain can access advice on advocacy support, housing and welfare.

32. Chinese Community Development Partnership (CCDP)

Napiershall Street Centre
39 Napiershall Street
Glasgow
G20 6EZ

Tel/Fax: 0141 341 0026 (CCDP)
0141 357 1764 (Carer’s project and Youth project)

e-mail: general@ccdp.org.uk
  youth-project@ccdp.org.uk
website: www.ccdp.org.uk

This is the central point of contact and information between the Chinese community and the local authorities, public bodies, and voluntary organizations. The CCDP organise a range of projects for the Chinese community including health activities, partnership working with existing Chinese organisations, youth projects, carers projects and also provide the Chinese community with information, assistance and advice.
33. **Glasgow West Regeneration Agency**

The Open Gate  
44 Hecla Square  
Drumchapel  
G15 8NH

Contact: Mr. Shian Xu (Chinese Employment Project)

Tel: 0141 949 6388  
Tel: freephone 0800 027 5661  
Fax: 0141 944 5251

Email: [info@glasgowwest.org.uk](mailto:info@glasgowwest.org.uk)  
[Shian.xu@glasgowwest.org.uk](mailto:Shian.xu@glasgowwest.org.uk)  
Website: [www.glasgowwest.org.uk](http://www.glasgowwest.org.uk)

Glasgow West Regeneration Agency provides training, employment and education opportunities to communities living in the West and Central areas of Glasgow. This agency aims to provide disadvantaged communities with localised support through training and employment placement. It also links with employers and aids in business start up for individuals, organisations and businesses to achieve their full potential.

34. **WCHCP-Vulnerable women project**

120-130 William Street  
Glasgow  
G3 8UR

Contact: Benny Cheng  
Tel: 0141 314 6225  
E-mail: [benny.cheng@ggc.scot.nhs.uk](mailto:benny.cheng@ggc.scot.nhs.uk)

This project advocates for policy change for the delivery of culturally appropriate services from mainstream statutory organisations. It targets homecare services, transport and availability of health improvement information for disabled Chinese and South Asian women.
35. REACH-Community Health Project

Network House
311 Calder Street
Glasgow
G42 7NQ

Tel (office): 0141 585 8026
Website: www.reachhealth.org.uk

REACH community health project is a national organisation based in the South East of Glasgow which aims to provide culturally sensitive and accessible health information and services to Black and Ethnic Minority communities.

36. Cancer backup

Cancerbackup
3 Bath Place
Rivington Street
London
EC2A 3JR
United Kingdom

Tel: 0808 800 1234 freephone cancer information helpline (UK only)
020 7739 2280 (standard rate)
Website: www.cancerbackup.org.uk

Cancerbackup Scotland is based in central Glasgow. It provides a national telephone information and support from specially trained cancer information nurses to people affected by cancer. By calling the freephone number, the information helpline is available in a range of languages, an interpreter can also be arranged.

37. Pollokshields Development Association (PDA)

C/o Pollokshields Community Centre
15 Kenmure Street
Pollokshields
Glasgow
G41 2NT
Contact: Safia Ali  
Tel: 0141 429 4249

PDA provides educational and recreational classes and workshops for disadvantaged communities including lone parents and BME communities in the Pollokshields area. It holds support groups and health groups for men and women, pre-five nursery, youth group, weekend Urdu language support classes, English and I.T. courses (both accredited and non-accredited) and a range of physical activities (e.g. aerobics classes).

38. Govanhill Social Inclusion Project

Contact: Amra Nazim (Outreach Coordinator)

Tel: 0141 636 3630  
Fax: 0141 636 3685  
E-mail: gosip@govanhillha.org  
Website: www.govanhillha.org/gosip

Govanhill Social Inclusion Project (GOSIP) is a Govanhill Housing Association service. It’s aim is to prevent social exclusion by delivering an outreach service that encourages increased, effective communication with black and ethnic minority communities in the Govanhill area. GOSIP holds outreach surgeries and helps people access housing, education and employment services.