Crisis Support Edinburgh Guide

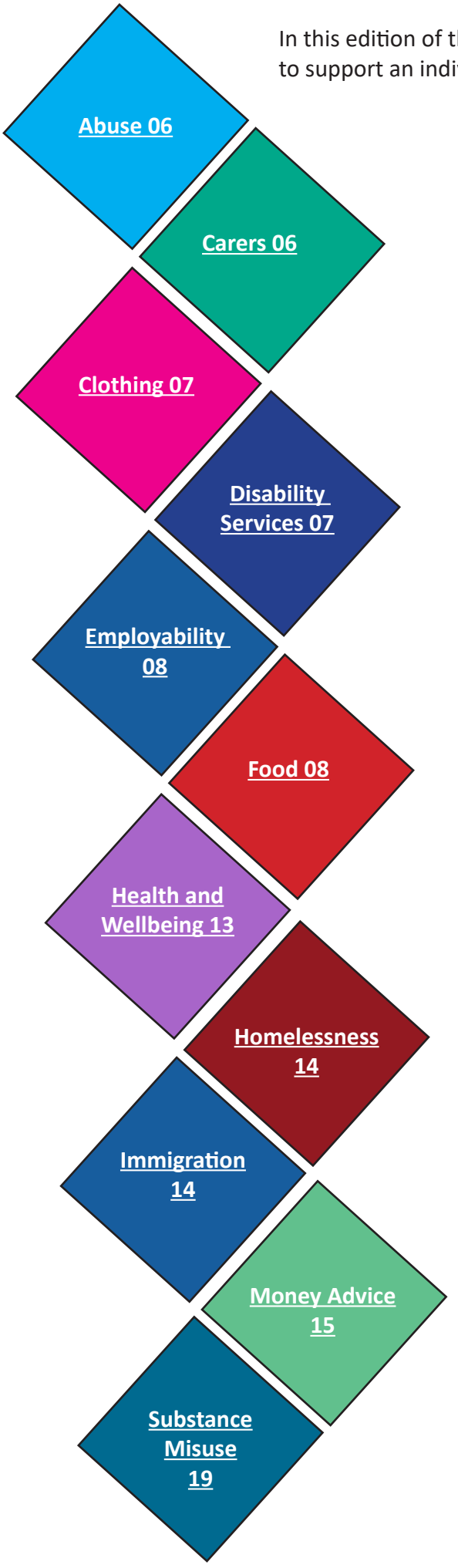
CONNECT HERE

Edinburgh **Health and Social Care** Partnership

February 2023

Introduction

In this edition of the Crisis Guide for professionals we list services that will help to support an individual in crisis.



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Keeping the Guide Updated
We have included services and projects in this Crisis Guide with the intention of providing as comprehensive, useful, and accurate a listing as possible. Please email (with hyperlink) any additions or entry update changes for consideration.
ConnectHereUpdates@nhslothian.scot.nhs.uk

Disclaimer
The inclusion of services or projects in this booklet is in no way a commercial endorsement on the part of the Edinburgh Health and Social Care Partnership. We are unable to guarantee the quality of service provided by the organisations listed. If you have concerns about a service listed here, please contact the service provider in the first instance and then their professional body if one exists. Please update us on your experience by emailing us and we will take account of these when we compile the next update to the guide. Whilst every effort has been made to ensure the accuracy and reliability of the information in this booklet the Edinburgh Health and Social Care Partnership cannot accept liability for errors or omissions and any resulting harm.

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06 Abuse

Domestic Abuse and Violence

24 Hour National
Domestic Violence Helpline
T: 0808 200 0247 - Helpline
Helpline open: 24 Hours
W: https://www.nationaldahelpline.org.uk/

Edinburgh Rape Crisis Centre
T: 0808 801 0302 - Helpline
T: 07537 410 027 - Text
Helpline open: Open daily
6.00pm to 12 midnight
E: support@ercc.scot
W: https://www.ercc.scot/

Edinburgh Women's Aid
T: 0131 315 8110 - Helpline (Local)
T: 0800 027 1234 - Helpline - (National)
T: 0131 315 8111 - Office
Helpline open: Mon, Wed, Thurs,
Fri: 10am - 3pm; Tues: 10am - 7pm;
Sat: 10am - 1pm; Sun: Closed
E: info@edinwomensaid.co.uk
W: https://edinwomensaid.co.uk

Fear Free
T: 0131 624 7270
E: fearfree@sacro.org.uk
W: https://fearfree.scot

Scottish Domestic Abuse
and Forced Marriage Helpline
T: 0800 027 1234 - Helpline
Helpline open: 24 Hours / 7 days a week
E: helpline@sdafmh.org.uk
WC: https://sdafmh-chat.devsoc.org/
W: https://sdafmh.org.uk/

Saheliya
T: 0131 556 9302
Helpline open: Mon - Fri: 9.00am - 4.30pm
E: info@saheliya.co.uk
W: http://www.saheliya.co.uk
FB: https://www.facebook.com/saheliya.bme.women

Shakti Women's Aid
T: 0131 475 2399
T: 0800 027 1234 - Helpline
Helpline open: 24 Hours
Open: Mon: 9.30am - 4.00pm;
Tue: 1.00pm - 4.00pm; Wed - Fri: 9.30am - 4.00pm
E: info@shaktiedinburgh.co.uk
W: https://shaktiedinburgh.co.uk

Services for Male Survivors

Respect - Men's Advice Line
T: 0808 801 0327 - Helpline - Freephone
Helpline open: Mon to Fri: 9.00am to 8.00pm
E: info@mensadviceline.org.uk
WC: Wed, Thurs, and Fri: 10-11am and 3-4pm
W: https://www.mensadviceline.org.uk

06 Carers

Carers Services and Support
Edinburgh Carer Support Team
T: 0131 536 3371
Open: Mon to Fri: 09.00-5.00pm
E: carer.support@luht.scot.nhs.uk
W: https://services.nhslothian.scot/supportingcarers/CarerSupportServices/Pages/CarerSupportTeam.aspx

Vocal Edinburgh Carers' Hub
T: 0131 622 6666
E: centre@vocal.org.uk
W: www.vocal.org.uk

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07 Clothing

Baby Clothing Bank
T: 0131 557 2060
E: info@counsellingandcare.co.uk
W: https://www.counsellingandcare.co.uk/practical-help/

Edinburgh Clothing Store
T: 0131 552 1111
Opening: 10:00am -to- 12:30pm, Tuesday, Thursday and Friday
W: http://www.edinburghclothingstore.org/

Edinburgh School Uniform Bank
W: https://edinburghuniform.org/

Kids Love Clothes
W: https://www.kidsloveclothes.co.uk/

Interview Clothing

Grassroots Clothing Project
T: 07887 492 411
E: grassrootsclothingedinburgh@gmail.com
W: https://grassrootsclothingedinburgh.co.uk/

Smart Works
T: 0131 516 7787
E: edinburgh@smartworks.org.uk
W: https://smartworks.org.uk/edinburgh-smart-works/

07 Disability Services

Disability Information Scotland
T: 0300 323 9961
Open: Monday - Friday 10.00am to 4.00pm
W: https://www.disabilityscot.org.uk
FB: https://www.facebook.com/disabilityinfoscot

Fair Advice
T: 0131 662 1962
Open: Monday – Friday: 9.00am to 5.00pm
W: https://www.fairadvice.org.uk/

Grapevine Disability Information Service
T: 0131 475 2370 – Adviceline
Open: Advice line open: 5 days a week: Mon - Fri: 10am-4pm (answer machine available during busy times).
E: grapevine@lothiancil.org.uk
W: https://www.lothiancil.org.uk/how-we-help/grapevine-disability-information/

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08 Employability

Joined up for Jobs
E: joinedupforjobs@capitalcitypartnership.org
W: www.joinedupforjobs.org

All in Edinburgh
T: 0300 0200 101
E: info@allinedinburgh.org.uk
W: allinedinburgh.org.uk
FB: www.facebook.com/AllinEdinburgh/
Tw: twitter.com/allinedinburgh?lang=en

Forth Sector
T: 0131 201 2450
E: info@forthsector.org.uk
W: http://www.forthsector.org.uk/
Tw: https://twitter.com/forthsector

Next Step Edinburgh
T: 0300 365 0025
E: info@communityrenewal.org.uk
W: https://www.nextstepedinburgh.org/

Real Jobs, (part of the Action group)
T: 0131 475 2315
E: info@actiongroup.org.uk
W: https://actiongroup.org.uk/real-jobs/
FB: https://www.facebook.com/theactiongroup1/

Big Issue
T: 0131 225 6714 (Edinburgh)
W: https://www.bigissue.com
FB: https://www.facebook.com/bigissueuk/
Tw: https://twitter.com/BigIssue

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08 Food

Basic Foodbanks

Edinburgh City Mission
MAIN CONTACT
T: 0131 225 9445
Open: Between 09.00am - 2.00pm
E: mail@edinburghcitymission.org.uk
W: https://www.edinburghcitymission.org.uk/

Edinburgh City Mission operate a referral-only service. Local agencies and practitioners e.g., doctors, support workers, social workers or church ministers can refer using the online referral system.

Edinburgh Food Project - Foodbanks

Edinburgh Food Project – Warehouse and Office
MAIN CONTACT
No Food distribution from here
T: 0131 444 0030
Open: Mon - Fri: 9am - 4pm
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project – Craigmillar
Potter's House Church from 7th Feb 2023
T: 07946 628 976*
Open: Tues and Thurs: 11.30am to 1.30pm
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project – Broughton
Broughton St Mary's Parish Church
T: 07805 204 009*
Open: Mon and Thurs: 1pm - 3pm
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project – Clermiston
St Andrew's Church
(Buttercup Hall)
T: 07794 849 945*
Open: Tue and Thurs: 1pm to 3pm
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project – Grassmarket
St Columba's by the Castle
(Enter via Victoria Terrace, the church with the blue door down the hill)
T: 07805 203 852*
Open: Tues and Fri: 2pm to 4pm
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project – Pilton
St Margaret Mary
T: 07794 850 009*
Open: Mon, Wed: 1pm - 3pm,
Fri: 10am to 12 Noon
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project – Prestonfield
Priestfield Parish Church
T: 07933 707 819*
Open: Wed: 1.30pm to 3.30pm
W: https://edinburghfoodproject.org/locations/

Edinburgh Food Project - South Queensferry
The Priory Church
T: 07837 532 169*
Open: Thurs: 11am - 1pm
W: https://edinburghfoodproject.org/locations/

NB*: Foodbank mobiles will only be on during their opening hours, out with this time please contact our main office 0131 444 0030. Please do not contact the host buildings directly.

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Foodbank – North East Foodbank

North East Edinburgh Foodbanks (Trussell Trust) MAIN CONTACT
No Food distribution from here
E: Info@edinburgh.foodbank.org.uk
T: 0131 553 5694

North East Edinburgh Foodbank South Leith Parish Church Halls
T: 0131 554 2578
Open: 3pm - 5pm
W: https://edinburghne.foodbank.org.uk

North East Edinburgh Foodbank Leith Saint Andrews Church
T: 0131 553 8839
Open: Tues: 1.00pm - 2.30pm;
Thurs: 10.00am - 11.30am
W: https://edinburghne.foodbank.org.uk

North East Edinburgh Foodbank North Leith Parish Church
T: 0131 553 7378
Open: Tues: 10.00am - 12.00;
Fri: 10.00am - 12.00
W: https://edinburghne.foodbank.org.uk

North East Edinburgh Foodbank Pilrig Saint Pauls Church
Open: Wed: 4.30pm - 6.00pm
W: https://edinburghne.foodbank.org.uk

North East Edinburgh Foodbank Saint Margaret Parish Church
T: 0131 554 7400
Open: Wed: 11.00am - 12.30
W: https://edinburghne.foodbank.org.uk

North East Edinburgh Foodbank South Leith Parish Church
T: 0131 554 2578
Open: Mon to Thurs: 13.00-2pm;
Fri: 3pm - 5pm
W: https://edinburghne.foodbank.org.uk

NB: Assistance is available from North East Food-banks by referral only. Please visit the website below for more details:
W: https://edinburghne.foodbank.org.uk

Foodbank - South West and South East Edinburgh

South East Edinburgh Foodbank (Trussell Trust) - Blythswood Care
T: 0131 664 9353
Open: Mon, Tue, Thurs: 10am - 1.30pm
E: https://edinburghse.foodbank.org.uk/contact-us/
W: https://edinburghse.foodbank.org.uk

South West Edinburgh Foodbank (Trussell Trust) - Salvation Army
T: 0131 346 2875
Open: Mon: 2pm - 4pm, Wed: 11am - 1pm
and Fri 10am -12 noon
E: Edinburgh.Gorgie@salvationarmy.org.uk

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Food Pantries

Broomhouse Pantry
T: 0131 443 6223
E: broomhousepantry@gmail.com
W: https://www.yourlocalpantry.co.uk/find-a-pantry/broomhouse-pantry/

Fresh Start Pantry
Opening hours: Mon 10-3pm, Tues 12-4pm, Friday 9am-1.30pm
E: pantry@freshstartweb.org.uk
W: https://www.freshstartweb.org.uk/fresh-start-pantry

Goodtrees Neighbourhood Centre
T: 07306 133 260
E: info@goodtrees.org

Granton Community Hub - Community Pantry
E: community@grantonhub.org
W: https://grantonhub.org/2020/05/14/community-pantry/

Greenhouse Pantry
T: 07754713920
E: pantry@communityalliancetrust.org.uk
W: https://www.yourlocalpantry.co.uk/find-a-pantry/greenhouse-pantry/

The Hays Community Pantry
T: 07738 760601
Open Hours: Wed (excluding holidays): 11am -2pm
E: pantry@community.org.uk
W: https://stayhappening.com/e/the-hays-community-pantry-E2ISTLGHPNR

Pennwell Pantry (now Community Renewal)
T: 0131 332 8773
E: pennywellpantry@communityrenewal.org.uk
W: https://www.yourlocalpantry.co.uk/find-a-pantry/pennywell-pantry/

PCHP Pantry
T: 0131 551 1671
E: pantry@pchp.org.uk
W: https://www.yourlocalpantry.co.uk/find-a-pantry/pchp-pantry/

More Organisations providing food

Bethany Care Van:
(Lunch) Van - Lunchtime
(Soup) Van - Evening
T: 0131 561 8930
E: carevan@bethanychristiantrust.com

Lunch time:
Market Street: Mon, Wed, Thu, Sat & Sun - 12:30pm
King's Stables Road, Grassmarket, The Bridges: Mon, Wed, Thu, Sat and Sun - 1.00-2.00pm
Tesco Car Park Easter Road: Mon, Wed, Thu, Sat & Sun - 2.00pm

Evenings:
Waverley Bridge: every evening: 9.00pm
King's Stables Road, Grassmarket, The Bridges: every evening, 9.50pm - 10.30pm

The Rapid Re-accommodation Welcome Centre
W: https://www.bethanychristiantrust.com/services/crisis-intervention/
T: 07919 557 673 - Bethany Christian Trust
Provides emergency accommodation with support to anyone who would otherwise be rough sleeping in Edinburgh. Runs October to May.

Broomhouse Community One Stop Shop
T: 0131 443 6223
Open: Mon, Tue, Thurs: 9.30am - 2.30pm,
Wed: 9.30am - 2.30pm then 5pm - 7.30pm
E: cossinfo@ymail.com
W: https://www.coss-broomhouse.org.uk

Carrubers Christian Centre
T: 0131 556 2626
Open: Sun: 9.00am - 10am
E: office@carrubbers.org
W: http://www.carrubbers.org/

Edinburgh Cyrenians Fareshare
T: 0131 554 3900
E: Fareshare@cyrenians.scot
W: https://cyrenians.scot/social-enterprise/fareshare

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Empty Kitchens, Full Hearts
T: 07895347157
E: hello@emptykitchen.co.uk
W: https://www.emptykitchens.co.uk

Missionaries of Charity
T: 0131 556 5444
Open: Sun 3.30pm, Mon/Tue/ Wed 4.00pm
E: info@staned.org.uk

Salvadors Episcopal Church
The Community Food Initiative Open: Wed between 12 noon and 1.30 pm. The Church is also open every Sunday between 11 and 11.30am
W: https://stsalvadors.co.uk/community/community-food-initiative

Salvation Army - Granton
Open: Fri 11.00 am
E: lorraine.duncan@salvationarmy.org.uk

Salvation Army - Niddry Street
T: 0131 523 1060
Open: Mon-Fri, 09.45am -1.00pm
E: info@salvationarmy.org.uk
W: https://www.salvationarmy.org.uk/niddry-street-wellbeing-centre

Social Bite - Rose Street
T: 0131 220 8206
Open: Mon-Fri 8.00am - 9.30 am; Mon-Thu 4.00-4:45pm Free food pack take away Sat and Sun closed
E: info@social-bite.co.uk
W: https://social-bite.co.uk

Soul Food at Central Hall
Open Time: Fri: 5.30pm - 6.30pm
E: soulfood@centralchurch.co.uk
W: https://www.centralchurch.co.uk/care-support/

Soul Food at St Paul's and St George's
T: 0131 556 1335
Open: Sat: 5pm - 6pm
E: office@psandgs.org.uk
W: https://www.psandgs.org.uk/

Soul Food - Mustard Seed at St Margaret 's Church
T: 07407 213 397
Open: Thurs, 5.30pm - 7.00pm; Fri: 10.00am - 11.00am; Sat 4.30pm -18.30pm
E: hello@soulfoodedinburgh.org
W: https://www.mustardseededinburgh.org/sundays-mid-week-events

Soul Food - City of Edinburgh Methodist Church
T: 07917 563 202
Open: Wed 5.30pm - 7.00pm
E: hello@soulfoodedinburgh.org

Steps to Hope
Old St Paul's Episcopal Church
Open: Sat 08.20am-1.00pm
E: info@stepstohope.co.uk
W: https://www.stepstohope.co.uk/

Steps to Hope
St Columba's by the Castle
T: 07494 838 666
Open: Mon 7.00pm - 10.00pm
E: info@stepstohope.co.uk
W: https://www.stepstohope.co.uk/

Steps to Hope
St Cuthbert's Church
T: 07494 838 666
Open: Sun 5.00pm - 8.00pm
E: info@stepstohope.co.uk
W: https://www.stepstohope.co.uk/

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13 Health and Wellbeing

Health

The Access Place –
6 South Gray's Close
T: 0131 529 5015
Open: Mon, Tues, Thus, Fri: 9am - 5pm
Wed: 10am – 5pm (closed lunch: 1pm -2pm)
W: www.edinburghaccesspractice.scot.nhs.uk

Health - Helpline Health Concerns
T: 0800 22 44 88 - NHS Inform Helpline
T: 111 - NHS 24
Helpline open: 8.00am - 8pm 7 days a week

Mental Health

Breathing Space Phoneline
T: 0800 838 587 - Helpline
Helpline open: Mon to Thurs: 6pm to 2am;
Fri 6pm-Mon 6am
W: https://www.breathingspace.scot/

Edinburgh Crisis Centre
T: 0808 801 0414 - Helpline
Helpline open: 24 hours a day, 7 days a week
E: crisis@edinburghcrisiscentre.org.uk
W: www.edinburghcrisiscentre.org.uk/

Emergency Mental Health Assessment
T: 0131 286 8137
Open: During this time, we are unable to offer a 24-hour walk-in service and ask people to call the above number to speak to a mental health nurse.

NHS24: T:111

Papyrus – Prevention of Young Suicide
T: 0800 068 4141
Open: 9am – midnight every day of the year
(Weekends and Bank Holidays included)
E: pat@papyrus-uk.org
W: www.papyrus-uk.org

Samaritans Scotland
T: 116 123 - Helpline
Helpline open: 24 hours a day
E: jo@samaritans.org
W: www.samaritans.org

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14 Homelessness

The Rapid Re-accommodation Welcome Centre
W: https://www.bethanychristiantrust.com/services/crisis-intervention/
T: 07919 557 673 - Bethany Christian Trust
Provides emergency accommodation with support to anyone who would otherwise be rough sleeping in Edinburgh.
Runs October to May.

Bethany Christian Trust
Gateway to Homes and Communities
T: 0131 561 8930
E: info@bethanychristiantrust.com
W: http://www.bethanychristiantrust.com

Rock Trust
T: 0131 557 4059
Open: Mon to Fri: 8.45am - 5.00pm
E: admin@rocktrust.org
W: www.rocktrust.org/
FB: https://www.facebook.com/TheRockTrust

Shelter's Free Housing Advice Line
T: 0808 800 4444 - Helpline
Open: Mon - Fri: 9.00am - 5.00pm
W: https://scotland.shelter.org.uk/about_us/contact_us/call_our_free_helpline?referral=contact_us

Streetwork - Holyrood Hub
T: 0808 178 2323 - Help line 24/7
W: https://www.simonscotland.org/our-services-and-activities/edinburgh/

The Access Place - 6 South Gray's Close
T: 0131 529 5015
Open: Mon, Tues, Thus, Fri: 9am - 5pm
Wed: 10am – 5pm (closed lunch: 1pm -2pm)

Street Support Network
E: edinburgh@streetsupport.net
W: https://streetsupport.net/edinburgh/

14 Immigration

Refugee Survival Trust
E: info@rst.org.uk
W: https://www.rst.org.uk/
FB: https://www.facebook.com/refugeesurvivaltrust/
Tw: https://twitter.com/RefugeeSurvival

Scottish Refugee Council – Help and advice
T: 0808 196 7274 – Telephone Advice Service
W: http://scottishrefugeecouncil.org.uk
Tw: https://twitter.com/scotrefcouncil
FB: https://www.facebook.com/ScottishRefugeeCouncil

The Welcoming
T: 0131 346 8577
Opening Hours: 9:00am – 5:00pm, Monday – Friday
E: info@thewelcoming.org
W: https://www.thewelcoming.org

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15 Money Advice

Debt Counselling

Advice Shop
T: 0131 200 2360
Helpline open: Check website for opening times.

E: advice.shop@edinburgh.gov.uk
W: https://www.edinburgh.gov.uk/adviceshop

Citizens Advice Edinburgh (CAE)
T: 0131 510 5510 – To book an appointment
For CAE Services. For current CAE Services Sheet, visit:
W: https://www.citizensadviceedinburgh.org.uk/locations

CHAI - Community Help and Advice Initiative - See *Accessibility Guidance.

T: 0131 442 2100 - Telephone appointments
T: 0131 442 1009 - Advice line, for advice on Housing, welfare benefits, debt/money, employability.

Granton Information Centre (GIC) - See *Accessibility Guidance.

Our office is closed to the public unless you have a pre-arranged appointment, if you need to speak to a staff member, call us on:
T1: 0131 551 2459 T2: 0131 552 0458
Open: Mon-Thurs: 9.30am - 12.30pm, 1.30pm - 4pm
Fri: 9.30am - 12.30pm
E: info@gic.org.uk W: http://gic.org.uk

Christians Against Poverty UK
T: 0800 328 0006 - Debt Helpline
Open: Mon to Thurs: 9.30am - 5.00pm
Fri: 9.30am - 3.30pm
W: https://capuk.org/

National Debt Helpline
T: 0808 808 4000
Open: Mon - Fri: 9.00 am - 8.00pm
W: https://www.nationaldebtline.org/S/Pages/default.aspx

***Accessibility Guidance**

Chai: A telephone appointment can be booked if you satisfy one of the following criteria:

- You live within: Sighthill, Winpark, Westerhailes or Brunton Place/Leith GP surgeries, the Surgery will make an appointment for you with the Welfare Benefits Advisor.
- If you are a mental health patient and are under the care of a mental health professional and attending one of the following Clinics: Cambridge Street, Inchkeith, Ballandin or Craigroyston.
- An appointment relating to wider Chai services can be booked if you live in the South West area of Edinburgh, but this appointment cannot be booked too far in advance.
- Chai has a limited number of appointments available weekly for people who live outwith the South West of Edinburgh.

People living in EH 5-8 are advised to use '**Granton Information Service**'

Those who are registered with the following GP surgeries can access Welfare Benefit advice services provided by '**Citizen Advice Edinburgh**' The surgeries are:

Craigmillar Medical Practice,
Gracemount Medical Practice,
Inchpark Surgery,
Niddrie Medical Practice,
Milton Medical Practice,
Southfield Medical Practice,
Ferniehill Medical Practice, and
South Queensferry Medical Practice

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Energy Advice

Additional emergency credit for pre-payment meters
W: https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/you-cant-afford-to-top-up-your-prepayment-meter/

Changeworks - Fuel poverty services
T: 0131 555 4010
E: ask@changeworks.org.uk
W: https://www.changeworks.org.uk/what-we-do/energy-and-fuel-poverty/fuel-poverty-services
FB: https://www.facebook.com/changeworksUK

Home Energy Scotland
T: 0808 808 2282
Open: Mon - Fri: 8.00 am - 8.00 pm;
Sat: 9.00am - 5.00pm
W: http://www.homeenergyscotland.org

Financial Support

TURN TO US - Edinburgh Trust Fund
E: edinburgh@turn2us.org.uk
W: https://www.turn2us.org.uk/get-support/Turn2us-Funds/ Edinburgh-Trust
FB: https://www.facebook.com/turn2us
Tw: https://twitter.com/turn2us_org
Inst: https://www.instagram.com/turn2us_org/
YT: https://www.youtube.com/user/Turn2us

Helpline

Money Advice Scotland
T: 0141 572 0237
E: info@moneyadvicescotland.org.uk
W: https://www.moneyadvicescotland.org.uk/

Income Maximisation

Advice Shop
T: 0131 200 2360
Helpline open: Check website for opening times.

E: advice.shop@edinburgh.gov.uk
W: https://www.edinburgh.gov.uk/adviceshop

CHAI - Community Help and Advice Initiative - See Page 15 Accessibility Guidance:
T: 0131 442 2100 - Telephone appointments
T: 0131 442 1009 - Advice line, for advice on Housing, welfare benefits, debt/money, employability.
Phonelines are open 9.30am to 3pm Monday to Friday
E: chai@chaiedinburgh.org.uk
W: http://www.chaiedinburgh.org.uk/

Citizens Advice Edinburgh (CAE)
T: 0131 510 5510 – To book an appointment
For advice online visit:
W:https://www.citizensadviceedinburgh.org.uk/locations

Granton Information Centre (GIC) - See Page 15 Accessibility Guidance:

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Fri: 9.30am - 12.30pm
E: info@gic.org.uk
W: http://gic.org.uk

Money Talk Team - Citizens Advice
T: 0800 085 7145
W: https://moneytalkteam.org.uk/

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Access to Benefits

Scottish Welfare Funds Team (SWFT)
E: welfarefundteam@edinburgh.gov.uk
W: https://www.edinburgh.gov.uk/benefits-grants/scottish-welfare-fund

City of Edinburgh:
Discretionary Housing Payments (DHP)
W: https://www.edinburgh.gov.uk/discretionaryhousing-payments

Free School Meals, milk and clothing grant
W: https://www.edinburgh.gov.uk/schoolgrants

How to get a direct payment
T: 0131 469 3334
E: fundingindepentliving@edinburgh.gov.uk
W: https://www.edinburgh.gov.uk/paying-care/get-direct-payment-1/1

Department of Work and Pensions (DWP):
Hardship payments
T: 0800 169 0310 - Hardship payments

Severe Hardship payments
T: 0800 055 6688 - Severe Hardship Payments

Short Term Benefits Advance
T: 0800 169 0310 - Income support, ESA or JSA
T2: 0800 731 0297 - Carer's Allowance
T3: 0800 731 0469 - Pension Credit or State Pension

Universal Credit - Helplines
T: 0800 328 5644
Text: 0800 328 1344
Relay UK (if you cannot hear or speak on the phone):
18001 then 0800 328 5644
Open: Mon to Fri: 8am to 6pm
W: https://www.gov.uk/universal-credit

Social Security Scotland

Best Start Grant and Best Start Foods
T: 0800 182 2222
Open: Mon - Fri: 8.00am - 6.00pm
W: https://www.mygov.scot/contact-social-security-scotland
W: https://www.mygov.scot/browse/benefits

If You Need Help from Social Security Scotland – Local Delivery
W: https://www.mygov.scot/if-you-need-help-from-social-security-scotland

Best Start Grant and Best Start Foods
W: https://www.mygov.scot/best-start-grant-best-start-foods

Best Start Grant Pregnancy and Baby Payment
W: https://www.mygov.scot/best-start-grant-best-start-foods

Best Start Grant Early Learning Payment
W: https://www.mygov.scot/best-start-grant-best-start-foods

Best Start Grant School Age Payment
W: https://www.mygov.scot/best-start-grant-best-start-foods

Best Start Foods
W: https://www.mygov.scot/best-start-grant-best-start-foods

Funeral Support Payment
W: https://www.mygov.scot/funeral-support-payment

Job Start Payment
W: https://www.mygov.scot/job-start-payment

Carer's Allowance Supplement
W: https://www.mygov.scot/carers-allowance-supplement

Young Carer Grant
W: https://www.mygov.scot/young-carer-grant

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Social Security Scotland continued

Child Winter Heating Assistance
W: https://www.mygov.scot/child-winter-heating-assistance

Scottish Child Payment for low-income families with children under 16 years
W: https://www.mygov.scot/scottish-child-payment

Child Disability Payment
W: https://www.mygov.scot/help-apply-child-disability-payment

Adult Disability Payment
W: https://www.mygov.scot/browse/benefits/adult-disability-payment

Short-Term Assistance - a temporary payment you can apply for when you ask to challenge a decision to reduce or stop a Disability Payment
W: https://www.mygov.scot/short-term-assistance

Your Benefit is Moving to Social Security Scotland
W: https://www.mygov.scot/browse/benefits/benefit-transfer

Winter Heating Payment
W:https://www.mygov.scot/winter-heating-payment

Funded early learning childcare
W: https://www.mygov.scot/childcare-costs-help/funded-early-learning-and-childcare/
W: https://www.edinburgh.gov.uk/earlyyears

Welfare Benefits Advice Services

Advice Shop
T: 0131 200 2360
E: advice.shop@edinburgh.gov.uk
Helpline open: Mon to Wed 10am to 2pm; Thurs to Fri: 10am to 12noon
W: https://www.edinburgh.gov.uk/adviceshop

Citizens Advice Edinburgh (CAE)
T: 0131 510 5510 – To book an appointment
For : For current CAE Services Sheet, visit:
W:https://www.citizensadviceedinburgh.org.uk/locations

Granton Information Centre (GIC) - See Page 15
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Fri: 9.30am - 12.30pm
E: info@gic.org.uk
W: http://gic.org.uk

Income Advice Team
(City of Edinburgh Council Tenants only)
T: 0131 529 7463

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Alcohol Dependency

Alcoholics Anonymous Edinburgh
T: 0800 917 7650 - Helpline
E: https://aa-edinburgh.org.uk/contact-us/
W: https://aa-edinburgh.org.uk/

Rowan Alba
T: 0131 229 7554
E: info@rowanalba.org
W: https://rowanalba.org/
FB: www.facebook/RowanalbaLtd
Tw: https://twitter.com/rowanalba

Family Support

Al-Anon
T: 0800 0086 811 - Helpline
Opening Hours: Every day, 10.00 am – 10.00 pm, 365 days a year.
E: helpline@al-anonuk.org.uk
W: https://www.al-anonuk.org.uk/
FB: http://www.facebook.com/AlAnonFamilyGroupsUK
Tw: https://twitter.com/AlAnonukandEire
Inst: www.instagram.com/alanonukandeire/

Recovery

CGL (Change Grow Live)
T: 0131 469 5044 - North West Recovery Service
T: 0131 661 5294 - South East Recovery Service
T: 0131 453 9406 - South West Recovery Service
Opening Hours: Our Hubs are closed for now, but our service is running, we have shifted to telephone-based support and a limited number of face-face appointments
W: https://www.changegrowlive.org/advice-info/coronavirus
FB: https://www.facebook.com/changegrowlive
Tw: https://twitter.com/changegrowlive

North Edinburgh Drug and Alcohol Centre
T: 0131 629 4581
E: mail@nedac.co.uk
W: http://www.nedac.co.uk/

Turning Point Scotland
North East Edinburgh Recovery Service
T: 0131 554 7516
E: edinburgh@turningpointscotland.com
W: https://www.turningpointscotland.com/our-work
FB: https://www.facebook.com/turningpointscotland
Tw: https://twitter.com/turningpointsco

Out of Hours Support

Abuse

24 Hour National Domestic Violence Helpline (Page 6),
Respect - Men's Advice Line (Page 6),
Scottish Domestic Abuse and Forced Marriage Helpline (Page 6)

Homelessness

Bethany Care Shelter (Pages 11, 14),
Bethany Care Van (Page 11),
Streetwork - Holyrood Hub (Page 12)

Mental Health

Breathing Space Phone line (Page 13),
Edinburgh Crisis Centre (Page 13),
Samaritans Scotland (Page 13) , Papyrus – Prevention of Young Suicide (Page 13),
Emergency Mental Health Assessment – Royal Edinburgh Hospital (Page 13),
Health Concerns: NHS Inform Helpline (Page 13)