

# Crisis Support Edinburgh Guide



Edinburgh **Health and  
Social Care** Partnership



**October 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](mailto: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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## 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](mailto: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](mailto:info@edinwomensaid.co.uk)

W: <https://edinwomensaid.co.uk>

#### **Fear Free**

T: 0131 624 7270

E: [fearfree@sacro.org.uk](mailto: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](mailto: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](mailto: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](mailto: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-Fri 10.00am-5.00pm

E: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

WC: Wed 10-11.30am and , Thurs 3.00pm-4.00pm

W: <https://www.mensadviceline.org.uk>

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## Carers

#### **Carers Services and Support**

##### **Edinburgh Carer Support Team**

T: 0131 536 3371

Open: Mon to Fri: 09.00-5.00pm

E: [carer.support@nhslothian.scot.nhs.uk](mailto:carer.support@nhslothian.scot.nhs.uk)

W: <https://services.nhslothian.scot/supportingcarers/edinburgh-carer-support-services/>

#### **Vocal Edinburgh Carers' Hub**

T: 0131 622 6666

E: [centre@vocal.org.uk](mailto:centre@vocal.org.uk)

W: [www.vocal.org.uk](http://www.vocal.org.uk)

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## Clothing

### **Baby Clothing Bank**

T: 0131 557 2060

E: [info@counsellingandcare.co.uk](mailto: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](mailto:grassrootsclothingedinburgh@gmail.com)

W: <https://grassrootsclothingedinburgh.co.uk/>

### **Smart Works**

T: 0131 516 7787

E: [edinburgh@smartworks.org.uk](mailto:edinburgh@smartworks.org.uk)

W: <https://smartworks.org.uk/edinburgh-smart-works/>

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## 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](mailto:grapevine@lothiancil.org.uk)

W: <https://www.lothiancil.org.uk/how-we-help/grapevine-disability-information/>

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## Employability

### Joined up for Jobs

E: [joinedupforjobs@capitalcitypartnership.org](mailto:joinedupforjobs@capitalcitypartnership.org)

W: [www.joinedupforjobs.org](http://www.joinedupforjobs.org)

### All in Edinburgh

T: 0300 0200 101

E: [info@alinedinburgh.org.uk](mailto:info@alinedinburgh.org.uk)

W: [alinedinburgh.org.uk](http://alinedinburgh.org.uk)

FB: [www.facebook.com/AllinEdinburgh/](http://www.facebook.com/AllinEdinburgh/)

Tw: [twitter.com/allinedinburgh?lang=en](https://twitter.com/allinedinburgh?lang=en)

### Forth Sector

T: 0131 201 2450

E: [info@forthsector.org.uk](mailto: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](mailto: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](mailto: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>





## Food

### Basic Foodbanks

#### **Edinburgh City Mission**

##### **MAIN CONTACT**

T: 0131 225 9445

Open: Between 09.00am - 2.00pm

E: [mail@edinburghcitymission.org.uk](mailto: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: 9.00am - 4.00pm

W: <https://edinburghfoodproject.org/locations/>

#### **Edinburgh Food Project – Craigmillar Thistle Centre of Wellbeing**

T: 07805 203744\*

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: 1.00pm - 3.00pm

W: <https://edinburghfoodproject.org/locations/>

#### **Edinburgh Food Project – Clermiston**

##### **St Andrew's Church**

(Buttercup Hall)

T: 07794 849 945\*

Open: Tue and Thurs: 1.00pm to 3.00pm

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: 2.00pm to 4.00pm

W: <https://edinburghfoodproject.org/locations/>

#### **Edinburgh Food Project – Pilton**

##### **St Margaret Mary**

T: 07794 850 009\*

Open: Mon, Wed: 1.00pm - 3.00pm,

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: 11.00am - 1.00pm

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.

## **Foodbank – North East Foodbank**

### **North East Edinburgh Foodbanks (Trussell Trust)**

#### **MAIN CONTACT**

No Food distribution from here

E: [Info@edinburgh.foodbank.org.uk](mailto: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>

## **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](mailto:Edinburgh.Gorgie@salvationarmy.org.uk)

NB: Assistance is available from North East Foodbanks by referral only. Please visit the website below for more details:

W: <https://edinburghne.foodbank.org.uk>

## **Food Pantries**

### **Broomhouse Pantry**

T: 0131 443 6223

E: [broomhousepantry@gmail.com](mailto: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](mailto:pantry@freshstartweb.org.uk)

W: <https://www.freshstartweb.org.uk/fresh-start-pantry>

### **Goodtrees Neighbourhood Centre**

T: 07306 133 260

E: [info@goodtrees.org](mailto:info@goodtrees.org)

### **Granton Community Hub - Community Pantry**

E: [community@grantonhub.org](mailto:community@grantonhub.org)

W: <https://grantonhub.org/2020/05/14/community-pantry/>

### **Greenhouse Pantry**

T: 07754713920

E: [pantry@communityalliancetrust.org.uk](mailto: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](mailto: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](mailto: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](mailto: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](mailto:carevan@bethanychristiantrust.com)

### **Lunch time:**

Mon, Wed, Thu, Sat and Sun. Market Street: 12:30pm

King's Stables Road: 1.00pm Grassmarket: 1.20pm Tesco Car

Park Easter Road: 2.00pm, leaving no earlier than 2.15pm

### **Evenings:**

Waverley Bridge: every evening: 9.00pm

King's Stables Road: 10.00pm, Grassmarket: 10.25pm, North-

Bridge: every evening, leaving no earlier than 11.00pm.

### **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](mailto: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](mailto:office@carrubbers.org)

W: <http://www.carrubbers.org/>

### **Edinburgh Cyrenians Fareshare**

T: 0131 554 3900

E: [Fareshare@cyrenians.scot](mailto:Fareshare@cyrenians.scot)

W: <https://cyrenians.scot/social-enterprise/fareshare>

### **Empty Kitchens, Full Hearts**

T: 07895347157

E: [hello@emptykitchen.co.uk](mailto: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](mailto: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 11.00am 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:hello@soulfoodedinburgh.org)

### **Steps to Hope**

Old St Paul's Episcopal Church

Open: Sat 08.20am-1.00pm

E: [info@stepstohope.co.uk](mailto: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](mailto: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](mailto:info@stepstohope.co.uk)

W: <https://www.stepstohope.co.uk/>

### 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](http://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 Phonenumber**

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](mailto:crisis@edinburghcrisiscentre.org.uk)

W: [www.edinburghcrisiscentre.org.uk/](http://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](mailto:pat@papyrus-uk.org)

W: [www.papyrus-uk.org](http://www.papyrus-uk.org)

#### **Samaritans Scotland**

T: 116 123 - Helpline

Helpline open: 24 hours a day

E: [jo@samaritans.org](mailto:jo@samaritans.org)

W: [www.samaritans.org](http://www.samaritans.org)

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## 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](mailto: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](mailto:admin@rocktrust.org)

W: [www.rocktrust.org/](http://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](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](mailto:edinburgh@streetsupport.net)

W: <https://streetsupport.net/edinburgh/>

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## Immigration

### **Refugee Survival Trust**

E: [info@rst.org.uk](mailto: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](mailto:info@thewelcoming.org)

W: <https://www.thewelcoming.org>

## Money Advice

### Debt Counselling

#### **Advice Shop**

T: 0131 200 2360

Helpline open: Check website for opening times.

E: [advice.shop@edinburgh.gov.uk](mailto:advice.shop@edinburgh.gov.uk)

W: <https://www.edinburgh.gov.uk/advice-shop>

#### **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](mailto: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

## **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](mailto: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](mailto: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](https://twitter.com/turn2us_org)

Inst: [https://www.instagram.com/turn2us\\_org/](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](mailto: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](mailto:advice.shop@edinburgh.gov.uk)

W: <https://www.edinburgh.gov.uk/advice-shop>

### **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](mailto: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:**

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:

T: 0131 551 2459 T: 0131 552 0458

Open: Mon-Thurs: 9.30am - 12.30pm, 1.30pm - 4pm

Fri: 9.30am - 12.30pm

E: [info@gic.org.uk](mailto:info@gic.org.uk)

W: <http://gic.org.uk>

### **Money Talk Team - Citizens Advice**

T: 0800 085 7145

W: <https://moneytalkteam.org.uk/>



## **Access to Benefits**

### **Scottish Welfare Funds Team (SWFT)**

E: [welfarefundteam@edinburgh.gov.uk](mailto: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: [fundingindependentliving@edinburgh.gov.uk](mailto:fundingindependentliving@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**

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>

#### **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>

#### **Child Winter Heating Assistance**

W: <https://www.mygov.scot/child-winter-heating-assistance>

#### **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>

## **Social Security Scotland continued**

### **Carer's Allowance Supplement**

W: <https://www.mygov.scot/carers-allowance-supplement>

### **Young Carer Grant**

W: <https://www.mygov.scot/young-carer-grant>

### **Job Start Payment**

W: <https://www.mygov.scot/job-start-payment>

### **Funeral Support Payment**

W: <https://www.mygov.scot/funeral-support-payment>

## **Welfare Benefits Advice Services**

### **Advice Shop**

T: 0131 200 2360

E: [advice.shop@edinburgh.gov.uk](mailto:advice.shop@edinburgh.gov.uk)

Helpline open: Mon 9.00am-1.00pm Tues 10.00am-1.00pm Wed 9.00am-1.00pm Thurs 9.00am-1.00pm  
Closed Fri.

If you need urgent advice about benefits or debt call:  
0131 200 2360

Face to face: Tuesdays and Thursdays from 9.30am to 1pm  
on a walk-in basis

W: <https://www.edinburgh.gov.uk/advice-shop>

### **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**

#### **Access Rules:**

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:

T: 0131 551 2459 T: 0131 552 0458

Open: Mon-Thurs: 9.30am-12.30pm, 1.30pm-4pm

Fri: 9.30am-12.30pm, 1.30pm-3.30pm

E: [info@gic.org.uk](mailto:info@gic.org.uk)

W: <http://gic.org.uk>

### **Income Advice Team**

(City of Edinburgh Council Tenants only)

T: 0131 529 7463

### 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](mailto:info@rowanalba.org)

W: <https://rowanalba.org/>

FB: [www.facebook.com/RowanalbaLtd](http://www.facebook.com/RowanalbaLtd)

Tw: <https://twitter.com/rowanalba>

#### **North Edinburgh Drug and Alcohol Centre**

T: 0782 161 0167

E: [mail@nedac.co.uk](mailto:mail@nedac.co.uk)

W: <http://www.nedac.co.uk/>

#### **Turning Point Scotland**

North East Edinburgh Recovery Service

T: 0141 427 8200

T: 0800 6523757 (Support Line)

E: [info@turningpointscotland.com](mailto:info@turningpointscotland.com)

W: <https://www.turningpointscotland.com/our-work>

FB: <https://www.facebook.com/turningpointscotland>

Tw: <https://twitter.com/turningpointscotland>

### 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](mailto: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/](http://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: All of the Recovery Hubs are open:

W: <https://www.changegrowlive.org/local-support/find-a-service>

FB: <https://www.facebook.com/changegrowlive>

Tw: <https://twitter.com/changegrowlive>

## **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)