

A quick guide to “crisis response” resources to help individuals with immediate essential living costs

Getting advice:

Citizen Advice Edinburgh (CAE)

For money (debt, benefits, tax) **Family** (relationships, health, housing, education) **Daily life** (employment, consumers affairs, communication, travel) **Your rights** (civil rights, immigration, legal rights and responsibilities)

CAE Dundas Street, 58 Dundas Street, EH3 6QZ

Appointments only, unless otherwise noted

Appointments only: **0131 558 3681**

Monday: 9.10am - 4pm

Tuesday: 9.10am - 4pm

Employment Clinic: **0131 603 7714**

Wednesday: 9.10am - 1pm | 1.30pm - 4pm (Drop-in) | 6pm - 8pm

Thursday: 9.10am - 4pm | 6pm - 8pm (Employment Clinic, Fuel Bills Clinic)

Friday: 9.10am - 1pm (Drop-in) 1pm - 4pm (appointment only)

CAE Leith, 23 Dalmeny Street, EH6 8PG

Telephone: **0131 554 8144**

Monday to Friday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Tuesday: 5.00pm - 8pm (Legal/Employment/Money Clinics, appointment only)

CAE Pilton 661 Ferry Road, EH4 2TX

Telephone: **0131 202 1153**

Monday to Friday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

CAE Portobello 8a-8b Bath Street, EH15 1EY

Appointments only unless otherwise stated

Appointments only: **0131 669 9503**

Monday: 9.30am - 4.30pm

Tuesday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Wednesday: 9.30am - 4.30pm | Evening clinic 6.30pm - 7.30pm fortnightly

Thursday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Friday: 9.30am - 4.30pm

CAE Gorgie/Dalry Fountainbridge Library Building (2nd Floor) 137 Dundee Street, EH11 1BG

Appointments only

Monday to Friday: 10.15am - 4.30pm

Appointments only: **0131 474 8081**

Monday: 5.30pm - 7pm

Citizens Advice Edinburgh also runs services in 30 outreach locations

Details: www.citizensadviceedinburgh.org.uk

Citizens Advice Direct

A national service for help and assistance Telephone: **0808 800 9060**. Calls from all UK landlines are free. Mobiles may vary. Open Monday to Friday: 9am - 8pm and Saturday: 10am - 2pm.

The Advice Shop Edinburgh City Council

249 High St, Edinburgh, Midlothian EH1 1YJ. Telephone: **0131 200 2360**

Opening hours for enquiries: Monday, Wednesday, Thursday: 8.30am - 4.30pm; Tuesday 10am - 4.30pm; Friday 8.30am - 3.40pm. Information, advice and representation to access welfare benefits and deal with debt. This is a free, impartial and confidential service. Drop-in service

available for more in-depth enquiries Monday, Thursday and Friday 9am. Tuesday 1pm. This is on a first come first served basis.

Granton Information Centre

Granton Information Centre (GIC) provides free, impartial and confidential expert advice, information and representation to the residents of North Edinburgh on a range of issues: welfare benefits, housing advice and debt/money advice.

134-138 West Granton Road, Edinburgh EH5 1PE. Telephone: **0131 5512459 / 0131 552 0458**

Email: enquiries@gic.org.uk

Monday to Thursday: 9.30am - 12.30pm and 1.30pm - 4pm

Friday: 9.30am - 12.30pm

To make an appointment contact GIC.

CHAI – Community Help and Advice Initiative

For advice on housing, welfare benefits, debt/money, employability. They offer appointments and operate a drop-in service on Wednesday morning (from 9.30am). Please call for information or an appointment. CHAI Head Office, ELS House, 555 Gorgie Road, Edinburgh EH11 3LE

Telephone: **0131 442 2100** Email: chai@chaiedinburgh.org.uk

CHAI Advice Service: **0131 442 1009**

Income Advice Team, Edinburgh City Council

For advice about applying for housing benefit and council tax reduction or other benefits, including tax and pension credits. They also let you know about other ways you might be able to get financial help. For City of Edinburgh Council Tenants only. Telephone: **0131 529 7463**.

Scotland's Financial Health Service

www.scotlandsfinancialhealthservice.gov.uk/ Talk to Scotland's Financial Health Service advisers directly by calling **0800 707 6696**.

Getting money:

Scottish Welfare Fund (SWF):

Crisis Grants for people on income-related benefits who, due to an emergency or disaster, have no money to pay for immediate essential living costs, or **Community Care Grants** to pay for essential items to help a vulnerable person to leave care or supported accommodation, or remain in their own home.

Contact: SWF is administered by Edinburgh City Council; telephone: **0131 529 5299**

Department of Work & Pensions (DWP):

Short Term Benefit Advances: may be available if someone has applied for benefits or has had a recent change to their benefit entitlement but hasn't had their first payment yet.

Hardship Payments: may be available to people claiming Job Seekers Allowance / Employment Support Allowance whose benefit has been suspended or "**sanctioned**." To receive a hardship payment, you must prove that without it you are in danger of going without essentials, like food or heat.

Severe Hardship Payments: may be available to 16-17 year-olds living away from their family home.

To find out more or apply, contact the local job centre: Telephone: **0345 608 8545**

Social Fund:

Budgeting loans (minimum £100 - maximum £1,500) for people who have been claiming income-related benefits for at least 26 weeks to help pay for larger items or can cover certain debts, like utility bills or rent arrears. Budgeting loans are interest-free but need to be repaid.

Funeral payments: if you get certain benefits and are responsible for arranging a family funeral (maximum £700).

Sure Start Maternity Grants: For new mothers on income-related benefits (up to £500)

Contact the Social Fund; telephone: **0843 515 8360** (or application forms from Job Centre).

Discretionary Housing Payments (DHP):

DHPs may be available to people receiving Housing benefit who are having trouble paying their rent, for example due to the “bedroom tax” or other shortfalls between their rent and housing benefit payments.

For further details or to apply online, visit the City of Edinburgh Council's website at:

www.edinburgh.gov.uk

Social Work Payments:

Edinburgh City Council has a statutory duty to support vulnerable adults or children in need if there is an emergency. To ask about Section 12, 22 or 27 social work payments, contact Social Care Direct; telephone **0131 200 2324** or, if homeless, The Access Point; telephone **0131 529 7438**. Out of office hours, call the Out of Hours Social Work service (**emergencies only**) on **0800 731 6969**.

Employability: Get On

Support for getting into work or training. Telephone: **0131 529 6161** or email:

geton@edinburgh.gov.uk

Getting Free/Cheap Food:

Foodbanks: Free food

Referral to basic food banks: E: referrals@ecm.org.uk or Edinburgh City Mission: telephone **0131 225 9445**. Service-user must present with a completed referral form. Please phone or email for a form which must be signed by a third party. Emergency food packs and long term provision (initially a maximum of six weeks). Financial and welfare advice from Citizen Advice Edinburgh available at all basic banks

- **Granton (Basic Bank)** Granton Baptist Church, 99 Crewe Road North EH5 2NW.
Tuesday 10am - 1.30pm, For referral details, see above
- **Newington (Basic Bank)** Edinburgh Community Church, Kings Hall, 41a South Clerk Street, EH8 9NZ Thursday 10:30am - 1.30pm. For referral details, see above.
- **Leith (Basic Bank)** Ebenezer United Free Church of Scotland, 31 Bangor Road EH6 5JX
Wednesday: 11.30am - 2pm. Referral details, as above.
- **Bruntsfield (Basics Bank)** Bruntsfield Evangelical Church, 70 Leamington Terrace EH10 4JU Friday: 10am - 2pm. Referral details, as above.
- **Portobello (Basics Bank)** Wilson Memorial Church, 7 Kekewich Avenue (corner of Moira Terrace), Portobello EH7 6TZ: Tuesday 10am - 1pm. Referral details as above
- **Corstorphine (Basic Banks)** Corstorphine United Free Church, 7 Glebe Terrace EH12 7SQ.
Thursday 10.30am-12.30pm Referral details as above.

Edinburgh Central Mosque Food Banks, 50 Potterow, EH8 9BT. Tel 0131 667 1777. Friday 9.30am – 12noon. Referral needed. Muslims from whole of Edinburgh welcome. Non Muslims from South east Edinburgh only.

Wester Hailes Holy Trinity Church, Hailesland Place, Wester Hailes EH14 2SL.

Telephone **0131 442 3304**. Tuesday: 2pm - 3pm. No referral needed, not specifically for Wester Hailes. Fortnightly packages up to 10 times.

NW Foodbank (Trussell Trust) For postcodes EH 1-5, 9, 10, 12, 28-30. Referrals only.
Telephone **0131 444 0030**.

- **Rannoch Community Centre**, Rannoch Terrace, EH4 7ER.
Tuesday and Thursday: 1pm - 3pm, referrals only. Tel: 07794849945
- **The Priory Church**, Hopetoun Road, South Queensferry, EH30 9RA
Thursday: 11am - 1pm, referrals only. T: 07837532169
- **Pilton**, 34A Muirhouse Crescent (next to Muirhouse Social Work Centre)
EH4 4QL Monday: 1pm - 3pm and Friday: 10am -1pm, referrals only. T: 07794850009
- **Kirkliston**, Kirkliston Parish Centre, The Square, Kirkliston EH29 9AS.
Tuesday: 2.30pm - 4pm. Referrals only
- **Oxgangs**, All Nations Christian Fellowship, 1c Oxgangs Avenue EH13 9JA.
Tel: 07904538996, Wednesday: 10am – 2pm. Referrals only.
- **Craigmillar, Bristo Church**, 196 Peffermill Road EH4 3DJ. Tuesday and Thursday 12pm – 3pm and Saturday 11am – 2pm. Opening 7th November 2016

SW Foodbank (Trussell Trust) 431 Gorgie Road, EH11 2RB. Telephone **0131 346 2875**.
Open Monday: 2pm - 4pm, Wednesday 11am - 1pm and Friday 10am - 12 noon.

SE Foodbank (Trussell Trust) Blytheswood Care, 47 Southhouse Broadway, EH17 8AS.
Monday, Tuesday, Thursday: 11am - 2.30pm Telephone: **0131 664 9353** or **07521 097 670**

Central Foodbanks (Trussell Trust) Telephone: **0131 440 0030**.

- **Grassmarket Community Project**, 86 Candlemaker Row, EH1 2QA,
Tuesday and Friday: 2pm - 4pm. Referrals only. T: 07805203852
- **Tollcross Distribution Centre**, 2 West Tollcross (entrance via corner shop under Central Hall) EH3 9BP, Monday: 2pm - 4pm, Thursday: 10am -12 noon. Referrals only.
T:07805203744
- **Broughton St Mary's Parish Church**, 12 Bellevue Crescent, EH3 6NE
Wednesday: 10am -1pm and Thursday: 1pm - 4pm. T:07805204009

Salvation Army (Trussell Trust) Slateford Longstone Church, 52 Kingsknowe Road North, EH14 2DF, Telephone: **07752 314 497**. Referrals only
Monday: 10am -12pm.

NE Foodbank (Trussell Trust) Main contact 6 Henderson Street, Leith EH6 6BS
Telephone: **0131 554 2578**. Referrals only.

Monday:	1pm - 2.30pm	South Leith Parish Church , 6 Henderson Street.
Tuesday:	10am - 12 noon	North Leith Parish Church , 1a Madeira Place.
Tuesday:	1pm - 2.30pm	Leith St. Andrews Parish Church , 410-412 Easter Road.
Wednesday:	4.30pm - 6pm	Pilrig St. Pauls Church , 1b Pilrig Street.
Wednesday:	11am - 12.30pm	St.Marys Parish Church , McLaren Halls, 48 Restlrig Road South
Thursday:	1pm - 2.30pm	Leith St. Andrews Parish Church , 410-412 Easter Road.
Friday:	10am - 12 noon	North Leith Parish Church , 1a Madeira Place.
Friday:	3pm - 5pm	South Leith Parish Church , 6 Henderson Street.

Broomhouse Community One Stop Shop (COSS) 3 Broomhouse Market EH11 3UU.

Monday to Thursday: 9am - 5pm,

Friday: 9am - 12pm.

Self-referral. Telephone: **0131 443 6223**. E-mail: **cossinfo@ymail.com**

There is also a CAB adviser and employability worker present for support and help.

Westerhailes Healthy Living Centre 30 Harvesters Way, EH14 3JF

Telephone: **0131 453 9400**. Referral only; must be living in Wester Hailes area.

Monday to Thursday: 10am - 5pm, Friday: 10am - 12.30pm.

Free food

St Catharine's Convent: 4 Lauriston Gardens. Monday - Friday: 9am -11.30am and 5.30pm - 6.30pm (closed July and August). Hot meal (showers available)

Telephone: **0131 229 2659**.

Destiny Angels: 106 Salamander Street, Leith. Telephone: **0131 454 2001**

Ladies Coffee Stop - referral needed.

Missionaries of Charity: 18 Hopetoun Crescent. Telephone: **0131 556 5444**

Every day at 4pm, except Wednesdays and Thursdays. No referral needed.

Bethany Care Van

Lunchtime: Monday, Wednesday, Thursday and Saturday: 12.40pm from Waverley Bridge, then George Street, Lothian Road, King's Stable's Road, George IV Bridge, Chamber Street, North Bridge / Royal Mile Junction; reaching Leith Walk (just North of McDonald Road) at 2pm. Evening follows same route as lunchtime, minus Leith Walk and George Street. Starts at 9pm on Lothian Road.

Jericho House, 53 Lothian Street, entrance on Bristo Place. Telephone: **0131 225 8230**

Sunday: 10am - 2pm – coffee/lunch.

Carrubbers Christian Centre: 65 High Street, Royal Mile, EH1 1SR. Telephone: **0131 556 2626**.

Free breakfast every Sunday: 8am - 9.30am (men's clothes and blankets provided at breakfast).

Free lunch Tuesdays from 12pm - 1pm (not July/August - runs roughly with school term time).

South Leith Parish Church, 6 Henderson Street. Telephone: **0131 554 2578**

Sunday: 9.30am - 10am, Takeaway breakfast.

Grassmarket Centre, 86 Candlemaker Row, Monday: 4pm - 5.30pm, (closes for the festival), soup, sandwiches, biscuits and cake. Telephone: **0131 225 3626**.

Social Bite, offers free coffee and food, but not always guaranteed.

131 Rose Street, Edinburgh, EH2 4JN, 89 Shandwick Place, Edinburgh EH2 3DT.

Telephone: **0131 220 8206**. Monday - Friday: 7am - 11am and 3pm - 5pm

Cheap food

Salvation Army, 25 Niddrie Street: Monday - Friday, 9am - 10am, breakfast £1.25,

12 noon - 1pm, lunch £1 (vouchers available). Telephone: **0131 523 1060**. Provides clothing, a shower and advice also.

Vouchers

With **Healthy Start**, you get free vouchers every week to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins.

Pregnant or have children under the age of four? You could qualify if you're on benefits, or if you're pregnant and under 18. Speak to your midwife or health visitor for an application form or visit

<http://www.healthystart.nhs.uk/> Telephone: **0345 607 6823**

Fuel poverty and keeping warm:

Changeworks Affordable Warmth Service:

provides specialist advice and practical support to help people stay affordably warm in their homes. They can help people to manage fuel debt and avoid disconnection and to access winter fuel and cold weather payments, discounts and grants. To make a referral, contact Jane Adams Telephone: **0131 555 4010** or email warmth@changeworks.org.uk

Additional emergency credit for pre-payment meters

In an emergency, if a vulnerable person or family has no money for a pre-payment gas or electric meter, it may be possible to negotiate a small amount of extra emergency credit by contacting their energy supplier (although this needs to be repaid).

Freephone contact numbers for the main domestic fuel suppliers, for help with paying for gas/electric

British/Scottish Gas: telephone **0800 107 3391**; EDF Energy: telephone **0800 269 450**;

EON: telephone **0800 051 1480**; Npower: telephone **0800 073 3000**;

Scottish Power: telephone **0800 027 0139** or Scottish Hydro Electric: telephone **0800 622 838**

Energy matters - the fuel bills advice service

A Citizens Advice Edinburgh project providing free, specialist support about how to reduce household fuel costs. Negotiating with energy suppliers, avoiding disconnection, switching tariffs, managing arrears and billing issues, accessing grants and increasing household income. Service is available via Thursday evening advice clinics at CAE Dundas Street and via Edinburgh-wide home visits by arrangement. To make an appointment, email: ian.waugh@caed.org.uk or telephone **07825 519 081**.

Home Energy Scotland

Home Energy Scotland from the Scottish Government is a free, impartial energy advice service to help people save money and stay warm in their homes. Home Energy Scotland offers a wide range of support and advice, for example, it provides energy saving tips and advice, carries out home energy checks to identify energy efficiency measures and improvements, provides guidance on what funding and support is available and makes referrals to the relevant funding streams. Free phone Home Energy Scotland on **0808 808 2282** or visit www.homeenergyscotland.org

Homelessness and at risk of losing your home:

Edinburgh Housing Advice Partnership

If someone is at risk of losing their home because their landlord or mortgage company is taking legal action to evict them, they should immediately contact Edinburgh Housing Advice Partnership, telephone **0131 442 1009** or **0845 302 4607**, who can provide advice and arrange for someone at risk of losing their home to be represented at court hearings. Advice also provided on a wide range of housing issues - phone for an appointment with an Adviser at venues across the City. www.ehap.org.uk

The Access Point (TAP)

Anyone 18+ without children and homeless in Edinburgh can register here. Advice about entitlements, eligibility for temporary accommodation and benefits. 17 and 23 Leith Street. Telephone **0131 5297438**. They also offer medical and social work support. Out of hours, call the City of Edinburgh Council's out of hours service on **0800 032 5968**.

Housing Options Team

For under 18s or those with children. Advice about entitlements, eligibility for temporary accommodation and benefits. 1a Parliament Square. Telephone: **0131 529 7368**. Out of hours, call the City of Edinburgh Council's out of hours service on **0800 032 5968**.

Streetwork Crisis Service

24 hour provision of advice and support. Food, laundry, showers and lockers available for those accessing support. 22 Holyrood Road. Telephone: **0131 557 6055**.
Crisis line 24/7: telephone **0808 178 2323**.

The Rock Trust

The Rock Trust works with young people (16- 25) who are homeless or at risk of becoming homeless. They provide advice, educate and support for young people. 55 Albany Street. Telephone **0131 557 4059**.

Council Housing Officer

Your local neighbourhood council Housing Officer can help with housing needs.
West: telephone **0131 529 7440**, East: telephone **0131 529 3111**
South: telephone: **0131 529 5151**, South West: telephone **0131 527 3800**
Leith: telephone **0131 529 6170**, North: telephone **0131 529 5050**.

Cyrenians Homeless Prevention Service

For Edinburgh East and South residents who are at risk of losing their home.
Telephone: **0131 475 2556** Email: hps@cyrenians.org.uk

Gateway Visiting Support

For Edinburgh City and North residents who are at risk of losing their home.
Telephone: **0131 561 8910** Email: gvs@bethanymchristiantrust.com

Shelter's Free Housing Advice Line

Provides free and confidential advice on housing problems and rights. Telephone: **0808 800 4444**
Monday to Friday: 9am - 4pm

Health and Wellbeing:**Health Concerns:**

If financial difficulties are affecting someone's health they should speak to their GP (many advisors are based in GP Practices) or other health practitioner (e.g. Health Visitor or Community Psychiatric Nurse) or contact the NHS inform helpline for advice on **0800 22 44 88**. 8am - 10pm 7 days a week. For urgent medical advice out of hours, phone NHS 24 on **111** (free).

The Access Practice

If you are homeless and need a GP or medical attention, contact The Cowgate, 20 Cowgate, Edinburgh or The Access Point, 23 Leith Street, Edinburgh. Telephone: **0131 240 2810**

Mental Health

24/7 from the Edinburgh Crisis Centre, Freephone helpline: telephone **0808 801 0414**,
Text 0797 442 9075, email crisis@edinburghcrisiscentre.org.uk

As well as phone support, face-to-face support is available in the centre and people can stay at the centre for up to a week, whilst in crisis.

Mental Health

If you require an emergency mental health assessment, your GP can refer you to the Mental Health Assessment Service based at the Royal Edinburgh Hospital. Self referrals may also be made by telephoning **0131 537 6000**. This may result in you being offered an appointment for an assessment or you may be signposted to other more appropriate services.

Breathing Space

is a phone-line for people feeling anxious or depressed. Telephone **0800 83 85 87**
Monday to Friday: 6pm - 2am: Weekends Friday 6pm - Monday 6am (24 hours).

The Samaritans

If someone is feeling depressed or suicidal, the Samaritans provide a confidential listening service at any time (24/7). Telephone Free: 116 123.

Grapevine Disability Information Service

Providing up-to-date, reliable and accessible information to disabled people and their supporters in Edinburgh, East Lothian and Midlothian.

Telephone: 0131 475 2370 (Monday to Thursday: 10am - 4pm)

E: grapevine@lothiancil.org.uk

Women's Services:**Domestic Abuse:**

If a woman and/or her children are experiencing or at risk due to domestic abuse, they can phone Edinburgh Women's Aid. Telephone **0131 315 8110**;

email: info@edinwomensaid.co.uk. **In an emergency** phone The Police on **999**. Other contacts are the National Domestic Abuse Helpline: telephone **0800 027 1234** (24 hours) or for all black / minority ethnic women, Shakti Women's Aid: telephone **0131 475 2399**.

Streetwork Women's Project

Advice, support to women in a crisis situation: risk of violence and physical/mental health issues, addictions, housing, benefits, sex work. Telephone **0131 3440825**. email: mail@streetwork.org.uk
18 South Bridge, EH1 1LL

The Access Practice Women's Clinic

17 Leith Street, Edinburgh. Telephone **0131 240 2810** Thursday: 1.45pm - 4pm.

For homeless women and pregnant women only.

Women's Clinic Spittal Street

Specifically for women who are affected by substance use (alcohol and drugs) or/and are involved in sex work. A holistic service with mental health, sexual health, women's health, social support, including welfare advice and employability issues and 1:1 support.

Thursday: 2pm - 7.30pm. Drop-in (no appointment needed) 22-24 Spittal Street, Edinburgh EH3 9DU. Telephone: **0131 537 8300**.

Rape Crisis Scotland National Helpline

Phone free any day between 6pm and midnight on **08088 01 03 02**

Local Office helpline **0131 556 9437**.

Email: support@ercc.scot

For more information contact

Sylvia.Baikie@nhsllothian.scot.nhs.uk

Telephone: **0131 537 9326**

Sabina.McDonald@nhsllothian.scot.nhs.uk

Telephone: **0131 537 9403**

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