

## 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 510 5510**

Monday: 9.10am - 4pm

Tuesday: 9.10am - 4pm

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

Thursday: 9.10am - 4pm

Friday: 9.10am - 1pm (Drop-in)

#### **CAE Leith**, 23 Dalmeny Street, EH6 8PG

Telephone: **0131 510 5510**

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

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

#### **CAE Pilton** 661 Ferry Road, EH4 2TX

Telephone: **0131 510 5510**

Monday to Friday: 9.30am - 12.30pm (Drop-in)

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

*Appointments only unless otherwise stated*

Appointments only: **0131 510 5510**

Monday: 9.30am - 4.30pm

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

Wednesday: 9.30am - 4.30pm

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

Friday: 9.30am - 4.30pm

#### **CAE Gorgie/Dalry** Fountain bridge Library Building (2<sup>nd</sup> Floor) 137 Dundee Street, EH11 1BG

*Appointments only*

Monday to Friday: 10.15am - 4.30pm

Appointments only: **0131 510 5510**

Monday: 5.30pm - 7pm

**Citizens Advice Edinburgh** also runs services in 30 outreach locations

Details: [www.citizensadviceedinburgh.org.uk](http://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 [advice.shop@edinburgh.gov.uk](mailto:advice.shop@edinburgh.gov.uk)

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

Advice Line opening hours: Monday, Wednesday, Thursday: 8.30am - 5pm; Tuesday 10am - 5pm; Friday 8.30am - 3.40pm.

Office opening hours for enquiries: Monday, Wednesday, Thursday: 8.30am - 4.30pm; Tuesday 9.30am - 4.30pm; Friday 8.30am - 3.40pm.

Information, advice and representation to access welfare benefits and deal with problematic debt. This is a free, impartial and confidential service.

**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. Please call for an appointment or information.

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

**0458** Email: [enquiries@gic.org.uk](mailto:enquiries@gic.org.uk)

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

Friday: 9.30am - 12.30pm

**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](mailto: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**.

**Money Advice Scotland Helpline**

One stop shop for those who have money problems or are seeking financial help with their financial worries Telephone **0800 731 4722** [www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk)

## Getting money:

### Department of Work & Pensions (DWP):

**Short Term Benefit Advances** you may be able to get an advance on your first benefit payment if you're in urgent financial need and have recently applied for Universal Credit Jobseeker's Allowance, Income Support, Employment and Support Allowance (ESA), Carer's Allowance, Pension Credit or State Pension. Speak to your Jobcentre Plus work coach or call the phone number for the benefit you're claiming;

- Universal Credit :**0800 3285644**
- Income support, ESA or JSA: Telephone: **0800 169 0310**
- Carer's Allowance: Telephone: **0800 731 0297**
- Pension Credit or State Pension: Telephone: **0800 731 0469**.

**Hardship payments** you may be able to get a hardship payment if your benefit payments have been stopped and you can't pay for rent, heating, food or other basic needs for you or your child. You'll have to show that you've tried to find the money from somewhere else, such as borrowing from a friend or working extra hours. Speak to your Jobcentre Plus work coach to find out how to claim a hardship payment or phone **0800 169 0310**

**Universal Credit Advance Payments** If you need help to pay your bills or cover other costs while you wait for your first Universal Credit payment, you can apply to get an advance. Speak to your Jobcentre Plus work coach or phone the Universal Credit live service helpline Telephone: **0800 328 5644**

**Severe Hardship Payments:** may be available to 16-17 year-olds living away from their family home. Phone New Claim Helpline **0800 055 6688** for advice or visit your local Jobcentre.

**Budgeting Loans** can help pay for furniture or household items (for example, washing machines or other 'white goods'), rent in advance, costs linked to moving house, costs linked to getting a new job and some other circumstances. To get a Budgeting Loan you must have been getting one of these benefits for the past 6 months: Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit or Universal Credit - only if you're claiming Pension Credit when you apply for a Budgeting Loan (otherwise claim a Budgeting Advance). Telephone: **0800 169 0140**

### Social Security Scotland Best Grant Payments

If you get certain benefits or tax credits you may be eligible for one of the following payments

**Best Start Pregnancy and Baby Payment.** You could get £600 for your first child and £300 for all other children. Call 0800 182 2222 to apply

**Early Learning Payment.** You could get £250 payment for children aged two or three years and six months. Call 0800 182 2222 to apply

**School Age Payment.** You could get £250 to help with the costs of your child starting school. Call 0800 182 2222 to apply

**Best Start Food.** Best Start Foods is a prepaid card that you can use to buy healthy foods for children under 3. You can use the card in shops and online.

You can apply for Best Start Foods when you're pregnant, or any time up to your child turning 3 years old. This goes up to 4 years old for a child:

- who's over 2 years old when you apply
- that you also get Healthy Start Vouchers for
- If you're getting Healthy Start Vouchers for a child you apply for, you'll be moved from Healthy Start Vouchers to Best Start Foods. Apply online at <https://www.mygov.scot/best-start-grant-best-start-foods/>

**Funeral Support Payment.** You could get Funeral Expenses Payment if you receive certain benefits and need help to pay for a funeral you're arranging. You (or your partner) must get or have applied for one or more of the following benefits; Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit, Housing Benefit, the disability or severe disability element of Working Tax Credit, Child Tax Credit or Universal Credit. Claim by calling the Bereavement Service helpline Telephone: 0800 731 0469

### **Scottish Welfare Fund**

The City of Edinburgh Council provides Crisis grants for people in immediate need. The grant is awarded for living expenses as a result of an emergency or disaster, where there is a serious risk to health and safety. The grant is tax free and you don't have to pay it back.

To apply for a grant, you need to be

- 16 or over
- on a low income or receiving benefits (Income Support, Job Seekers Allowance, or Pension Credit).

### **Community Care grants**

You can apply to the Scottish Welfare Fund for a Community Care Grant. The grant helps with expenses so that people can live in the community and families can stay t You must apply to the Council where you live or where you intend to live if you are in hospital, prison or residential care.

You need to satisfy one of the following criteria:

- Help establish an applicant in the community following a period of care or imprisonment
- Help an applicant stay in the community rather than going into care
- Help an applicant set up home in the community after an unsettled life, homelessness with support to sustain a tenancy.
- Help an applicant stay in their home in the face of exceptional pressure on themselves or a member of their family
- Help care for a prisoner or young offender on release or temporary licence+

Apply online at [www.edinburgh.gov.uk/swf](http://www.edinburgh.gov.uk/swf)

or by phoning the Scottish Welfare Fund on 0131 529 5299

The opening times are:

- Monday to Thursday 10am to 4:45pm

- Friday 10am to 3:40pm

### **Discretionary Housing Payments (DHP):**

DHPs may be available to people receiving Housing benefit or Universal Credit (Housing Costs) 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:

<http://www.edinburgh.gov.uk/dhp>

### **Social Work Payments:**

The City of Edinburgh 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**. The Benefits Agency and the Scottish Welfare Fund are the first point of contact (see details above).

### **Employability: Get On**

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

[geton@edinburgh.gov.uk](mailto:geton@edinburgh.gov.uk)

### **Getting Free/Cheap Food:**

#### **Foodbanks: Free food (Christmas Opening Times)**

##### **\*Basics Banks**

Please note that from 24th December – 2nd January we won't be processing any referrals.  
Portobello – closed on Tuesday 24th December & Wednesday 1st January 2020

Granton – closed on Tuesday 24th December 2019 & Wednesday 1st January 2020. Open on Friday 27th December 2019 10am-12pm

Leith – closed on Wednesday 25<sup>th</sup> December & Thursday 26th December 2019. Open on Thursday 2nd January 2020 for emergencies.

Musselburgh – tbc

Newington – tbc

Corstorphine – closed on Thursday 27th December

Bruntsfield – open on Friday 28th December 10am – 12pm

Moredun – closed on Friday 28th December

**Referral to basic food banks** Edinburgh City Mission: telephone **0131 225 9445**. . Referral Agencies please use online referral form from [www.edinburghcitymission.org.uk](http://www.edinburghcitymission.org.uk) Service-user must present with a completed signed referral form Food packs and long term provision (initially six weeks). Signposting and friendship offered at all basic banks

#### Normal Opening Hours

- **Granton (Basic Bank)** Granton Baptist Church Tues 10am-1pm
- **Portobello (Basic Bank)** Wilson Memorial Church Tuesday 10am - 1pm
- **Leith (Basic Bank)** Ebenezer United Free Church of Scotland: Wed: 11am - 2pm.
- **Newington (Basic Bank)** Edinburgh Community Church Thurs 10.30am-1pm
- **Musselburgh (Basic Bank) Musselburgh Baptist Church** Thurs 10am-12am
- **Corstorphine (Basic Bank)** Corstorphine United Free United Church Thursday 10.30am-12.30pm
- **Bruntsfield (Basic Bank)** Bruntsfield Evangelical Church: Friday: 10am - 1pm.
- **Moredun (Basic Bank) The Tron Kirk** Fri 11am-1pm

**Edinburgh Central Mosque Food Banks**, 50 Potterow, EH8 9BT. Tel 0131 667 1777. Friday 9.30am – 12.30 pm. 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. Packages up to 10 times. (Family packages must provide proof of family numbers and that they are living with them 7 days a week)

#### \*Edinburgh Food Project – Christmas Opening Times 2019

##### Festive Opening Times

From Monday 23rd December until Friday 3rd January 2020. Unless specified below, the foodbank centres days/times/locations will be as usual.

##### **South Queensferry**

Open as usual

##### **Pilton**

Closed: Wednesday 25th December, Thursday 26th December, Wednesday 1st January & Thursday 2nd of January 2020

##### **Rannoch**

Closed: Tuesday 24th December and Thursday 27th of December and Tuesday 1st of January 2020

##### **Broughton**

Closed: Monday 23rd December to Thursday 2nd January 2020. Reopens Friday 3rd January 2020

##### **Grassmarket**

Closed: Tuesday the 25th of December and Tuesday the 1st of January 2020

##### **Tollcross**

Open as usual

##### **Craigmillar**

Closed: Tuesday the 25th of December and Tuesday the 1st of January 2020

Our **warehouse/office** will be open Monday-Friday 09:00-16:00 from the 1st of December until the 20th of December, and 09:00-15:00 on the 23rd December. We will then reopen on the 3rd of January 2020 at 09:00am

Full location, days and time for each foodbank centre can be found on our website: <https://edinburghnw.foodbank.org.uk/2019/11/13/foodbank-opening-times-changes/>

**(NW, Central and East Foodbank Trussell Trust)**

For postcodes EH 1-5, 9, 10, 12, 15,16, 28-30. All Referrals only.  
Telephone **0131 444 0030**.

Normal Opening Times:

- **Rannoch Community Centre**, Rannoch Terrace, EH4 7ER. Tuesday and Thursday: 1pm - 3pm
- **The Priory Church**, Hopetoun Road, South Queensferry, EH30 9RA Thursday: 11am - 1pm
- **Pilton**, 34A Muirhouse Crescent (next to Muirhouse Social Work Centre)  
EH4 4QL Monday: 1pm - 3pm and Friday: 10am -1pm
- **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 11-12am  
and Saturday 12.30pm – 2.30pm.
- **Grassmarket Community Project**, 86 Candlemaker Row, EH1 2QA,  
Tuesday and Friday: 2pm - 4pm
- **Tollcross Distribution Centre**, 2 West Tollcross (entrance via corner shop under Central Hall)  
EH3 9BP, Monday: 2pm - 4pm, Thursday: 10am -12 noon
- **Broughton St Mary's Parish Church**, 12 Bellevue Crescent, EH3 6NE  
Wednesday: 10am -1pm and Thursday: 1pm - 4pm

**SW Foodbank (Trussell Trust) Salvation Army** 431 Gorgie Road, EH11 2RB. Telephone  
**0131 346 2875**.

Open Monday 23<sup>rd</sup> December: 2pm - 4pm, **Wednesday 25<sup>th</sup> December – Closed** 11am - 1pm  
and Friday 27<sup>th</sup> December 10am - 12 noon. Monday 30<sup>th</sup> December 2pm-4pm. **Wednesday 1<sup>st</sup>  
January 2020 –Closed**. Reopens Friday 3<sup>rd</sup> January 2020 10am -12 noon.

**SE Foodbank (Trussell Trust)** Postcodes EH16, 17 Blytheswood Care, 47 Southhouse  
Broadway, EH17 8AS.

Monday 23<sup>rd</sup> December 11am-2.30pm, **Tuesday 24<sup>th</sup> December Closed, Thursday 26<sup>th</sup>  
December closed**. Monday 30<sup>th</sup> 11am -2.30pm Telephone: **0131 664 9353** or **07305192237**

**NE Foodbank (Trussell Trust)** Main contact 6 Henderson Street, Leith EH6 6BS  
Telephone: **0131 554 2578**. Referrals only. [www.edinburghne.foodbank.org.uk](http://www.edinburghne.foodbank.org.uk)

Monday: 1pm - 2.30pm	<b>South Leith Parish Church</b> , 6 Henderson Street.EH6 6BS
Tuesday: 10am - 12 noon	<b>North Leith Parish Church</b> , 1a Madeira Place EH6 4AW
Tuesday: 1pm - 2.30pm	<b>Leith St. Andrews Parish Church</b> , 410-412 Easter Rd EH6 8HT
Wednesday: 4.30pm - 6pm	<b>Pilrig St. Pauls Church</b> , 1b Pilrig Street EH6 5AH
Wednesday: 11am - 12.30pm	<b>St. Margaret Parish Church</b> , McLaren Halls, 48 Restrig Rd Sth
Thursday: 10am-11.30am	<b>Leith St. Andrews Parish Church</b> , 410-412 Easter Road
Friday: 10am - 12 noon	<b>North Leith Parish Church</b> , 1a Madeira Place.
Friday: 3pm - 5pm	<b>South Leith Parish Church</b> , 6 Henderson Street.

**Broomhouse Community One Stop Shop (COSS)** 3 Broom house Market EH11 3UU.  
Mon to Thurs: 9am - 3pm, Wed 5pm-8pm, Friday:9am - 12pm, Sat 9am-2pm Self-referral.  
There is also an adviser and employability worker present for support and help.  
CHAI Advice: Wed 5pm-8pm and Sat 9am -2pm. Appointments only.  
Telephone: **0131 443 6223**. E-mail: [cossinfo@ymail.com](mailto:cossinfo@ymail.com)

**Free food:**

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



Every day at 4pm, except Wednesdays and Thursdays. **Closed from 23<sup>rd</sup> December to 4<sup>th</sup> January 2020.** No referral needed. **Christmas party on 31<sup>st</sup> December 2019 at 3.30pm** for homeless people

### **Bethany Care Van**

In Partnership with Edinburgh City Mission, the care van operates

Mon, Wed, Thurs and Sat lunchtimes: 12.30pm Market St, 1-2pm King Stables Road Grassmarket, The Bridges, 2pm Leith Walk (north of McDonald Road)

Every Evening- 9pm Waverly Bridge, 9.50pm-10.30pm King Stables Road Grassmarket, The Bridges

**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).

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

Sunday: 9.30am - 10am, Free takeaway breakfast. Free Xmas Lunch – no referral required

**Grassmarket Centre:** 86 Candlemaker Row, drop in -hot meal Mon 5.30pm, Free film showing 7pm for 7.30 start (closes for the festival) Telephone: **0131 225 3626.**

### **Social Bite: 0131 220 8206**

- **Takeaways:** 89 Shandwick Place and 131 Rose Street) free bacon roll and tea/coffee. From 2 pm onward suspended items can be claimed from notice board in stores. Any leftover items can be collected from 3.30 pm.
- **Mixed Social Supper:** Tuesday 4 pm - 5.30 pm (89 Shandwick Place EH2 3DT) - homeless and vulnerable customers welcomed for hot food, sandwiches, tea/coffee, chat, and advice (in partnership with Cyrenians).
- **Women's Social:** Wednesday 4 pm - 5.30 pm (131 Rose Street, EH2 4JN) - homeless and vulnerable customers welcomed for hot food, sandwiches, tea/coffee, chat, and advice.

### **VESTA Sit-in T:0131 220 0773**

Monday 3 pm – 4.30 pm (**VESTA Restaurant 7-8 Queensferry Street**) - homeless and vulnerable customers can self-refer in one of our cafes to come to HOME for sit down two course meal.

### **Cheap food**

**Salvation Army**, 25 Niddrie Street: Monday - Friday, 9am - 10am, breakfast £1.25, 12 noon - 1pm, lunch £1 Telephone: **0131 523 1060.** Provides clothing, a shower and advice also and crisis intervention

**Salvation Army** 431 Gorgie Road, EH11 2RB. Telephone **0131 346 2875.** Drop in Cafe every day 10-3- tea coffee, soup, cake – low prices

**Healthy Start Vouchers**, you get free vouchers every week to spend on milk, 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/> T:**0345 607 6823**

### **Free Clothing**

**Edinburgh School Uniform Bank** provides new school uniforms for children in families who are experiencing financial hardship. The uniforms are distributed by referral from professionals, such as head teachers, pupil support officers, social workers, support workers, health visitors, Third Sector workers. Children must attend a school managed by the City of Edinburgh Council.

email: [edinburghbtosb@gmail.com](mailto:edinburghbtosb@gmail.com)

**website: [www.edinburghuniform.org](http://www.edinburghuniform.org)**

Edinburgh Clothing Store

Edinburgh Police Fund

Grassroots Clothing

Edinburgh and Lothians Trust fund

Kids Love Clothes

Smartworks

### **Fuel poverty and keeping warm:**

**Change works 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 T: **0131 555 4010** or email [ask@changeworks.org.uk](mailto:ask@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 **0345 0520000** 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. Evening and daytime Edinburgh-wide home visits are available by arrangement. To make an appointment, email: [ian.waugh@caed.org.uk](mailto: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](http://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](http://www.ehap.org.uk)

#### The Access Point (TAP): 17-23 Leith Street Edinburgh

Anyone 18+ without children and homeless in Edinburgh  
For Health **T:0131 240 2810 at Spittal street only.**  
Housing and Social Work **T: 0131 5297438.**  
Out of hours (City of Edinburgh Council's out of hours' service) **T: 0800 032 5968.**

#### Housing Options Team

Anyone over 16 for advice about homelessness, temporary accommodation and benefits visit any of the 4 main Locality Housing offices.

South West, 10 Westside Plaza  
North East, 101 Niddrie Mains Road  
South East, 40 Captains Road  
North West, 8 West Pilton Gardens  
**:0131 529 7125**

Out of hours, call the City of Edinburgh Council's out of hours service on **T: 0800 032 5968.**

#### Streetwork - Holyrood Hub

24-hour provision of advice and support. Crisis line 24/7: **T: 0808 178 2323**  
Food, laundry, showers and lockers available for those accessing support.  
22 Holyrood Road. **T: 0131 557 6055.**  
Opening Mon- Fri: 7.15am-10pm Sat and Sun 8am-4pm.

**Streetwork- Cowgate** Centre Drop in at 22 Holyrood Road Edinburgh EH8 8AF.

Call: **0131 557 6055** Freephone: **0808 179 2323.**

[mail@nullstreetwork.org.uk](mailto:mail@nullstreetwork.org.uk)

#### 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.  
**T: 0131 557 4059.** Mon- Fri 9am-4pm

#### Council Housing Officer

Your local neighbourhood council Housing Officer can help with housing needs.

South West, 10 Westside Plaza T: **0131 529 3800**

North East 101 Niddrie Mains Road T: **0131 529 3111**

South East 40 Captains Road T: **0131 529 5151**

North West, 8 West Pilton Gardens T: **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](mailto:hps@cyrenians.org.uk) ends **28 February 2020**

from **1<sup>st</sup> March 2020 Foursquare** 67 Logie Green Road, EH7 4HF T: **0131 557 7914**

### **Shelter's Free Housing Advice Line**

Provides free and confidential advice on housing problems and rights. T:**0808 800 4444**

Monday to Friday: 9am - 4pm

## **Emergency Accommodation and Overnight Shelters**

### **City of Edinburgh Council Temporary Accommodation Service**

You can seek advice to access temporary accommodation.

**South West**, 10 Westside Plaza T: **0131 529 7008**

**North East** 101 Niddrie Mains Road T: **0131 529 4848**

**South East** 40 Captains Road T: **0131 529 7010**,

**North West**, 8 West Pilton Gardens T: **0131 529 4371**.

Email [Temporary.Accommodation@edinburgh.gov.uk](mailto:Temporary.Accommodation@edinburgh.gov.uk)

Call 0800 032 5968. If you require emergency accommodation out of working hours.

**Salvation Army**, 25 Niddrie Street: Telephone: **0131 523 1060**. Provides clothing, a shower and advice also and crisis intervention

## **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- Drop ins Monday-Friday 0900-1245 and 1.45pm to 5pm 22-24 Spittal Street EH3 9DU Edinburgh or The Access Point, 23 Leith Street, Edinburgh. T: **0131 240 2810**

### **Breathing Space**

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

**The Samaritans**

If someone is feeling distressed, in a state of despair, suicidal or need of emotional support, 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.

T: **0131 475 2370** (Monday to Friday :10am - 4pm)

E: [grapevine@lothiancil.org.uk](mailto:grapevine@lothiancil.org.uk)

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

For women and their children experiencing or at risk of domestic abuse phone Edinburgh Women's Aid. T: **0131 315 8110**; E: [info@edinwomensaid.co.uk](mailto:info@edinwomensaid.co.uk).

**In an emergency** phone the Police on **999**.

For advice and support call:

National Domestic Abuse Helpline T: **0800 027 1234** (24 hours)

Shakti Women's Aid T: **0131 475 2399** (Black and Ethnic minority)

Bright Choices T: **0131 622 7500** (honour based violence)

Fearless T: **0131 624 7266** (survivors of domestic abuse)

**Cranston Street Womens Hostel** -2 Cranston St, Edinburgh EH8 8BE

T: **0131 556 8939**

temporary accommodation Housing Support Service for single women only, who wish to access support to enable them to move into more sustainable accommodation. The hostel is staffed 24 hours a day, 7 days a week and there is a curfew in place

**The Edinburgh 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**

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. Drop-in (no appointment needed) [wc@nhslothian.scot.nhs.uk](mailto:wc@nhslothian.scot.nhs.uk) Both centres T: **07769887112**

- Wednesday: 1.30pm-4pm Chalmers Sexual Health Centre 2A Chalmers St Edinburgh EH3 9ES
- Thursday: 2pm - 7.30pm. 22-24 Spittal Street, Edinburgh EH3 9DU.

**Rape Crisis Scotland National Helpline**

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

Local Office helpline **0131 557 6737**. Email: [support@ercc.scot](mailto:support@ercc.scot)

**For more information contact**

[Sylvia.Baikie@nhslothian.scot.nhs.uk](mailto:Sylvia.Baikie@nhslothian.scot.nhs.uk) Telephone: **0131 537 9326**

Correct at time of print: December 2019 (updated version)