

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

Correct at time of print September 2014



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

Advice Line: **0131 557 1500**

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)

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

CAE Leith 12 Bernard Street, EH6 6PY

Telephone: **0131 554 8144**

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

Tuesday pm: 5.30pm – 7pm

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 = b Bath Street, EH15 1EY

Appointments only unless otherwise stated

Appointments only: **0131 669 9503**

Monday: 9.30am - 4.30pm

Advice Line: **0131 669 7138**

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 - 12.30pm

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

Appointments only

Monday to Friday: 10.15am - 4.30pm

Appointments only: **0131 474 8081**

Monday: 5.30pm – 7pm

Advice Line: **0131 474 8080**

Citizens Advice Edinburgh also runs services in 17 outreach locations, including some GP surgeries, housing associations and Veterans 1st Point. 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 - 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: 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.

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 T: **0131 552 0458** Email: info@gic.org.uk

Monday - Thursday: 9.30am - 1pm and 1.30pm - 4pm Appointments only

Wednesday: 9.30am - 12.30pm

Drop in for housing issues only

Friday: 9.30am - 1pm

Appointments only

CHAI – Community Help and Advice Initiative

For advice on housing, welfare benefits, debt/money, employability. They offer appointments and operate a drop in service. Please call for information. CHAI Head Office, ELS House, 555 Gorgie Road, Edinburgh EH11 3LE Tel: **0131 442 2100** Email: chai@mail.wh1.org.uk CHAI Advice Service: **0131 442 1009**

Income Maximisation 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. Telephone: **0131 529 7304** or **0131 529 7474**

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: **0845 604 3719**

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 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, contact the City of Edinburgh Council: Telephone: **0131 200 2000**

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**.

Getting Free/Cheap Food:

Foodbanks: Free food

Granton (Basics Bank) Granton Baptist Church, 99 Crewe Road North EH5 2NW.
Tuesday 10am - 1.30pm, Telephone 0131 243 9145 or stevebasicsbank@gmail.com
Service-user must present with a completed referral form (on first presentation the food bank will assist with this) Emergency food packs and long term provision (initially a maximum of six weeks).

Newington (Basic Bank) Community Church, Kings Hall, 41a South Clerk St, EH8 9NZ
Thursday 10:30am - 1.30pm. For referral details, see above.

Leith (Basic Bank) Ebenezer United Free Church of Scotland, 31 Bangor Road EH 6 5JX
Wednesday: 12 noon – 2pm. Referral details, as above.

Bruntsfield (Basics Bank) Bruntsfield Evangelical Church, 70 Leamington Terrace EH10 4JU
Friday: 11am - 2pm. Referral details, as above.

Portobello (Basics Bank) Wilson Memorial Church, 127 Moira Terrace (corner of Keikewich Avenue), Portobello: Tuesday 10am - 1pm. Referral details as above

Wester Hailes Holy Trinity Church, Hailesland Place, Wester Hailes EH14 2SL.
Telephone **0131 442 3304**. Tuesday and Thursday: 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 202 9130**.

- **Rannoch Community Centre**, Rannoch Terrace EH4 7ER.
Tuesday and Thursday: 1pm - 3pm, referrals only.
- **The Priory Church**, Hopetoun Road, South Queensferry, EH30 9RA
Thursday: 11am - 1pm, referrals only.
- **Pilton Distribution Centre Room 6**, The Prentice Centre, 1 Granton Mains Avenue, EH5 2PW,
Monday: 1pm - 3pm and Friday: 10am -1pm, referrals only.

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

SE Foodbank (Trussell Trust) 47 Southhouse Broadway EH17 8EW.
Monday, Tuesday, Thursday: 11am - 2.30pm Telephone: **0131 664 9353** Referrals only

Central Foodbanks (Trussell Trust) Telephone: **0131 202 9130**.

- **Grassmarket Community Project** 86 Candlemaker Row, EH1 2QA,
Tuesday and Friday: 2pm - 4pm. Referrals only.
- **Tollcross Distribution Centre**, 2 West Tollcross (entrance via corner shop under Central Hall) EH3 9BP, Monday: 2pm - 4pm, Thursday: 10am -12 noon. Referrals only.
- **Broughton St Mary's Church**, 12 Bellevue Crescent, EH3 6NE Wednesday: 10am -1pm and Thursday: 1pm - 4pm.

New - Kingsknowe Foodbank (Salvation Army) Slateford Longstone Church, 52 Kingsknowe Road North, EH14 2DF, Telephone: **07752 314 497**.

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.
Thursday:	10am - 11.30am	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 – Thursday: 9am - 4pm. Self-referral. Telephone: **0131 443 6223**. There is also a CAB adviser and employability worker present for support and help email: **crossinfo@ymail.com**

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

Need referral for emergency food parcels or pop in Friday between 1pm and 3pm.

Gorgie food parcels to start soon too.

Cyrenian's Good Food Programme 84-86 Jane Street, Edinburgh. EH6 5HG

Any time. Emergency one-off food package. Call to refer someone. Telephone: **0131 554 3900**

John Aitcheson – Stored at Healthy Living Centre. Telephone: **07946 667 940**.

John will contact client and arrange a time for delivery. Referral needed.

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 T: **0131 454 2001**

Ladies Coffee Stop – referral needed.

St Mary's Cathedral: 61 York Place T: **0131 556 1798**

Daily 5pm

Missionaries of Charity: 18 Hopetoun Crescent T: **0131 556 5444**

Every day at 4pm, except Wednesdays and Thursdays

Bethany Care Van

Lunchtime: Monday, Wednesday 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 12.45pm – 1.30pm (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 - 6pm, (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. Telephone: **0131 220 8206**. Monday - Friday: 9am - 5pm

89 Shandwick Place, Edinburgh EH2 3DT. Telephone: **0131 220 8206**. Monday - Friday: 9am - 5pm

Cheap food

Salvation Army, 25 Niddrie Street: Monday - Friday, 9am - 10am, breakfast £1.25, 12 noon - 1pm, lunch £1.00 (vouchers available). Telephone: 0131 523 1060. Provides clothing, a shower and advice also.

Carrubbers Christian Centre: 65 High Street, Royal Mile, EH1 1SR. Telephone: **0131 556 2626**. Monday – Friday: 10.30am - 2.30pm, cheap cost price lunches available.

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 application form or visit

<http://www.healthystart.nhs.uk/>

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 0072** or Scottish Hydro Electric: telephone **0845 0707 395** (local rate number only).

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 St and via Edinburgh-wide home visits on Fridays. To make an appointment email: iain.waugh@caed.org.uk or telephone **07825 519 081**.

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 **08453 024 607**, who can provide advice and arrange for someone at risk of losing their home to be represented at court hearings. 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 Council 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 (from 24th Nov 14) Telephone **0131 529 7368**. Out of hours call council 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 residents at risk of losing home. Telephone **0131 475 2556** hps@cyrenians.org.uk

Shelter's Free Housing Advice Line

Provides free and confidential advice on housing problems and rights. Telephone **0808 800 4444** 9am 5pm Mon - Friday.

Health and Wellbeing:

Health Concerns:

If financial difficulties are affecting someone's health they should speak to their GP 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**.

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. Telephone **0131 240 2810** or

The Access Point, 23 Leith Street, Edinburgh. Telephone **0131 529 7747**.

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 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** from 6pm - 2am Monday to Thursday, and 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 **0131 221 9999**.

Local Community Health Initiatives

There are four Community Health Flats across the city of Edinburgh where people can access health information, advice and support:

Craigour Community Health Flat, 01 Little France House, 4 Craigour Place, Edinburgh, EH17 7RR. Telephone **0131 672 2146**, email: craigourcf@btconnect.com (contact: Alistair McIntyre)

Piershill Community Health Flat, 6/2 Piershill Square West, Edinburgh, EH8 7AZ. Telephone **0131 661 9910** (contact: Alistair McIntyre)

Persevere Community Health Flat, Persevere Court, Edinburgh, EH6 6JY. Telephone **0131 555 6042** (contact: Linda Newlands)

Oxgangs (Virtual Flay). Telephone **07738 762 001**, email: heatherlevy@hotmail.co.uk (contact: Heather Levy).

For contact details and information on local community and health initiative projects, please visit <http://www.lchif.org.uk/membership/current-members/>

Women's Services:

Domestic Abuse:

If a woman or her children are at risk due to domestic violence and are seeking safe accommodation they can phone Edinburgh Women's Aid. Telephone **0131 315 8110**; email: info@edinwomensaid.co.uk. **In an emergency** phone 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 Service

Advice, support to women in a crisis situation: risk of violence and physical/mental health issues, housing, benefits, prostitution. Telephone **0131 3440825**. email: marzena@streetwork.org.uk

The Access Practice Women's Clinic

17 Leith Street, Edinburgh. Telephone **0131 529 7747** 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 prostitution. A holistic service with mental health, sexual health, women's health, social support including welfare advice and employability issues and 1:1 support. Wednesday 1.30 - 4pm and 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** or if you are deaf or hard of hearing on minicom number **0141 353 3091**. Local Office helpline **0131 5569437** email: support@ewrasac.org.uk

For more information contact

Sylvia.Baikie@nhslothian.scot.nhs.uk

Telephone: **0131 537 9326**

Sabina.McDonald@nhslothian.scot.nhs.uk

Telephone: **0131 537 9403**

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