

Crisis Support Edinburgh Guide



Edinburgh **Health and
Social Care** Partnership



August 2020

NOTE

In March, as a result of Covid-19 and the Lockdown, databases of support and services in the City of Edinburgh went out of date.

To take account of this and the ongoing changes we have changed the format of the Crisis Guide so that you have easy access to the website of each entry and you can go there to get an update on what is currently on offer for each service. Alongside this we have listed the contact details.

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 us with any changes or additions that you are aware of – see details below- and we will update the entry.

DISCLAIMER

The inclusion of services or projects in this booklet is in no way a commercial endorsement on the part of Edinburgh Health and Social Care Partnership. We are unable to guarantee the quality of service provided by 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 this 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 Edinburgh Health and Social Care cannot accept liability for errors or omissions and any resulting harm.

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Pages

4

Name Finder

Searching for a service by name? Take a look in the Name Finder pages

6

Abuse

Domestic Abuse and Violence
Services for Male Survivors

6

Carers

Carers Services and Support

7

Counselling Services

7

Food

Foodbanks
Food Distribution

More Organisations providing food

7

Disability Services

7

Employability

11

Health and Wellbeing Homelessness Housing

12

Money Advice

Debt Counseling
Energy Advice

Helpline
Income Maximisation

Welfare Benefits
Welfare Benefits Advice Services

Name Finder

Additional emergency credit for pre-payment meters	12
Advice Shop	14
Basic Foodbank - Main Contact: Edinburgh City Mission	7
Basic Foodbank - Bruntisfield Evangelical Church	7
Basic Foodbank - Corstorphine Community Church	7
Basic Foodbank - Craigenlinny - Wilson Memorial Church	7
Basic Foodbank - Granton - Granton Baptist Church	7
Basic Foodbank - Leith - Ebenezer United Free Church of Scotland	7
Basic Foodbank - Mussleburgh Baptist Church	7
Basic Foodbank - Moredun - The Tron Kirk	7
Basic Foodbank - Newington - Edinburgh Community Church	7
Basic Foodbank - Portobello - Wilson Memorial Church	8
Basic Foodbank - Wester Hailes	8
Bethany Care Van : (Lunch) Van - Lunchtime; (Soup) Van - Evenings	9
Bethany Care Shelter	9
Bethany Christian Trust - Gateway to Homes and Communities	11
Breathing Space Phonenumber	7
Bright Choices	7
Broomhouse Community One Stop Shop	9
CHAI - Community Help and Advice Initiative	13
Changeworks - Fuel poverty services	12
Christians Against Poverty UK	12
Citizens Advice (CABE)	14
Citizens Advice Direct	14
City of Edinburgh - Discretionary Housing Payments (DHP)	13
City of Edinburgh - Social Work Payments	13
Department of Work and Pensions (DWP) - Funeral Support Payment	13
Department of Work and Pensions (DWP) - Hardship payments	13
Department of Work and Pensions (DWP) - Severe Hardship payments	13
Department of Work and Pensions (DWP) - Pregnancy and Baby Grant	13
Department of Work and Pensions (DWP) - The Nursery and Early Learning Grant	13
Edinburgh Coronavirus Support	10
Edinburgh Crisis Centre	11
Edinburgh Cyrenians Fareshare	10
Emergency Mental Health Assessment	11
Employability Hubs - Community Renewal - Next Step Edinburgh	7
Employability Hubs - Edinburgh College	7
Empty Kitchens, Full Hearts	10
Four Square Connected - Edinburgh Housing Advice	11
Grapevine Disability Information Service	7
Granton Information Centre (GIC)	14

Name Finder

Grassmarket Community Project	10
Guru Nanak - Free Kitchen	10
Health Concerns - Helpline	11
Healthy Start Vouchers	10
Home Energy Scotland	12
Income Advice Team - (City of Edinburgh Council Tenants only)	14
Locality Team (Housing) - City of Edinburgh Council	11
Money Advice Scotland	12
Money Talk Team - Citizens Advice	13
Missionaries of Charity	10
National Debt Helpline	12
National Domestic Violence Helpline (24 Hour	6
NE Edinburgh Foodbank (Trussell Trust - Main Contact - South Leith Parish Church	8
Halls NE Edinburgh Foodbank (Trussell Trust - Leith Saint Andrews Church	8
NE Edinburgh Foodbank (Trussell Trust - North Leith Parish Church	8
NE Edinburgh Foodbank (Trussell Trust - Pilrig Saint Pauls Church	8
NE Edinburgh Foodbank (Trussell Trust - Saint Margaret Parish Church	8
NW Central and East Foodbank - Main Contact: Edinburgh Food Project	9
NW Central and East Foodbank - Broughton, St Mary's Parish Church	9
NW Central and East Foodbank - Craigmillar, Bristo Church	9
NW Central and East Foodbank - Grassmarket Community Project	9
NW Central and East Foodbank - Fetlor Youth Centre	9
NW Central and East Foodbank - Rannoch Community Centre	9
NW Central and East Foodbank - Central Hall Tollcross	9
Rock Trust	11
Ps & Gs Church – Saturday Meal	10
Salvation Army Niddry Street Wellbeing Centre	10
Salvation Army (East Adam Street	10
Samaritans Scotland	11
Scottish Welfare Funds Team	14
Shelter's Free Housing Advice Line	11
Social Bite - Rose Street	10
Soul Food Edinburgh	10
Souper Saturday, Old Saint Paul's Episcopal Church	10
SE Edinburgh Foodbank (Trussell Trust - Blythswood Care	9
SW Edinburgh Foodbank (Trussell Trust - Salvation Army	9
St Catherine's Convent	10
St Salvadors Episcopal Church - The Community Food Initiative	10
Streetwork - Holyrood Hub	11
The Access Point (TAP)	11
Universal Credit - Helplines	14
Vocal Carers Hub	6

Abuse

Domestic Abuse and Violence

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

Edinburgh Rape Crisis Centre
T: 0808 801 0302 - Helpline
T: 07537410027 - Text
E: support@ercc.scot
Helpline open: Open daily 6.00pm to 12 midnight
W: www.ercc.scot

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

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

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

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

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

Services for Male Survivors

Men's Advice Line
T: 0808 801 0327 - Helpline
E: info@mensadviceline.org.uk
Helpline open: Mon to Fri: 9.00am to 5.00pm
W: www.mensadviceline.org.uk

Carers

Carers Services and Support

Edinburgh Carer Support Team
T: 0131 536 337
E: carer.support@luht.scot.nhs.uk
Open: Mon to Fri : 09.00-5.00pm
W: services.nhslothian.scot/supportingcarers/CarerSupportServices/Pages/CarerSupportTeam.aspx

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

Counselling Services

Bright Choices
T: 0131 662 7500
E: brightchoices.scot/contact-us
W: brightchoices.scot

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

Disability Services

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

Employability Hubs

Community Renewal - Next Step Edinburgh
T: 0300 365 0025
E: admin@communityrenewal.org.uk
W: www.nextstepedinburgh.org/

Edinburgh College
T: 0131 297 9555
T: 0131 332 8773
E: Route2@edinburghcollege.ac.uk
W: www.edinburghcollege.ac.uk/Welcome/WEACT

Food - Foodbank

Basic Foodbank

MAIN CONTACT
Edinburgh City Mission
T: 0131 225 9446
E: mail@edinburghcitymission.org.uk
Open: Between 09.00am - 2.00pm with any query
W: www.edinburghcitymission.org.uk/where-tofind-help/basics-bank.php

Basic Foodbank
Bruntisfield Evangelical Church
T: 0131 564 1399
Open: Fri: 10.00am - 1.00pm

Basic Foodbank
Corstorphine Community Church
M: 07849 851 231 E: duncanwhitty@hotmail.com
Open: Thurs: 11.15am - 12.45pm

Basic Foodbank
Craigentinny - Wilson Memorial Church
T: 0131 442 3304
E: info@wilsonmemorial.org.uk
Open: Tues: 10.00am - 1.00pm

Basic Foodbank
Granton - Granton Baptist Church
T: 0131 552 0915
Open: Tues: 10.00am - 1.00pm

Basic Foodbank
Leith - Ebenezer United Free Church of Scotland
T: 0131 305 0458
Open: Wed: 11.00am - 2.00pm

Basic Foodbank
Musselburgh Baptist Church
W: musselburghbaptist.org/basics-bank/
Open: Wed: 09.00-12.00 – 19.30-21.00;
Thurs: 10.00-12.00

Basic Foodbank
Moredun - The Tron Kirk
T: 0131 664 7538
Open: Fri: 10.30am - 1.00pm

Basic Foodbank
Newington - Edinburgh Community Church
T: 0131 466 8600
Open: Thurs: 10.30am - 12.30

Food - Foodbank

Basic Foodbank
Portobello - Wilson Memorial Church
Open: Tues: 10.00am - 1.30pm;
Sun: 11.00am - 12.30; 6.30pm - 7.30pm

Basic Foodbank
Wester Hailes
T: 0131 442 3304
E: admin@holyltrinitywesterhailes.org.uk
W: holytrinitywesterhailes.org.uk
Open: Tues: 2.00pm - 3.00pm

Foodbank North East Edinburgh

North East Edinburgh Foodbank
(Trussell Trust) Main Contact:
South Leith Parish Church Halls
T: 0131 554 2578
E: info@edinburghne.foodbank.org.uk
W: edinburghne.foodbank.org.uk

North East Edinburgh Foodbank
Leith Saint Andrews Church
Open: Tues: 1.00pm - 2.30pm;
Thurs: 10.00am - 11.30am

North East Edinburgh Foodbank
North Leith Parish Church
Open: Tues: 10.00am - 12.00;
Fri: 10.00am - 12.00

North East Edinburgh Foodbank
Pilrig Saint Pauls Church
Open: Wed: 4.30pm - 6.00pm

North East Edinburgh Foodbank
Saint Margaret Parish Church
Open: Wed: 11.00am - 12.30

North East Edinburgh Foodbank
South Leith Parish Church
Open: Mon to Thurs: 1.00pm - 2.30pm;
Fri: 3.00pm - 5.00pm

NB: Assistance is available from North East Foodbanks by referral only.
Please visit the website below for more details: W: www.edinburghne.foodbank.org.uk

Foodbank North West Edinburgh

North West Central and East Foodbank
(Trussell Trust) - Main Contact:
Edinburgh Food Project
T: 0131 444 0030
E: info@edinburghnw.foodbank.org.uk
W: edinburghnw.foodbank.org.uk

North West Central and East Foodbank
Broughton, St Mary's Parish Church
T: 07805 204 009
Open: Currently Closed

North West Central and East Foodbank
Craigmillar, Bristo Church
T: 07946 628 976
Open: Closed on Sat, Open Tues and Thur

North West, Central and East Foodbank
Grassmarket Community Project
Open: Currently Closed

North West Central and East Foodbank
Fetlor Youth Centre
Open: Currently Closed

North West Central and East Foodbank
Rannoch Community Centre
Open: Currently Closed

North West Central and East Foodbank
Central Hall Tollcross
Open: Mon: 2.00pm - 4.00pm
Thurs: 10.00am - 12.00pm

**NB: Assistance is available from the North
West Central and East Foodbanks by referral
only.**

Please visit the website below for more details:
W: www.edinburghnw.foodbank.org.uk

Foodbank South West and South East Edinburgh

South East Edinburgh Foodbank
(Trussell Trust) - Blythswood Care
T: 0131 664 9353
T: 07521 097 670
E: jrossapc@googlemail.com
Open: Mon, Thurs: 11am - 2.30pm
W: edinburghse.foodbank.org.uk

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

More Organisations providing food

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

The care van route is: King's Stables Road, Grassmarket,
Market Street and Leith Walk (North McDonald Road)

Every day: 12.30 at Market Street,
Every Evening 21.00 at Waverley Bridge,
21.50 - 22.30 at Kings Stables Road, Grassmarket, The
Bridges

Bethany Care Shelter
W: www.bethanychrisitantrust.com

Broomhouse Community One Stop Shop
T: 0131 443 6223
E: cossinfo@ymail.com
Open: Mon to Thurs: 9am - 3pm, Fri: 9am - 12pm
W: www.coss-broomhouse.org.uk

More Organisations providing food cont.

Edinburgh Coronavirus Support

E: edinburghsupport.com/contact

W: covoledinburgh.wixsite.com/community

Edinburgh Cyrenians Fareshare

T: 0131 554 3900

E: fareshare@cyrenians.scot

W: cyrenians.scot/community-andfood/good-food/fareshare

Empty Kitchens, Full Hearts

T: 0789 534 7157

E: emptykitchens@hotmail.com

W: www.emptykitchens.co.uk

Grassmarket Community Project - Worried about food?

T: 0745 527 541 or

Text: 07860 021 262

W: www.grassmarket.org/planc

Guru Nanak - Free Kitchen

Open: Fri: 5.00pm - Kirkgate

W: www.facebook.com/gnfkedinburgh

Healthy Start Vouchers

T: 0345 607 6823

E: www.healthystart.nhs.uk/contact-us

W: www.healthystart.nhs.uk

Missionaries of Charity

T: 0131 556 5444

Open: Mon, Tues and Fri: 4.00pm - 5.00pm

Ps & Gs Church – Saturday Meal

Open: Sat: 4.30pm - 6.00pm

E: anneburnett56@gmail.com

W: www.psandgs.org.uk

Salvation Army Niddry Street

Wellbeing Centre

T: 0131 523 1060

E: edinburghcity@salvationarmy.org.uk

W: www.salvationarmy.org.uk/niddry-street

Open: Mon-Fri, 10-3pm

Salvation Army (East Adam Street)

T: 0131 667 4313

E: edinburghcity@salvationarmy.org.uk

Job Club open - Thurs 10am to 1pm; Lunch

Club open - Fri 12.30 pm (Fortnightly - please phone for exact date)

Social Bite - Rose Street

T: 0131 220 8206

E: info@social-bite.co.uk

W: social-bite.co.uk

Open: Mon-Fri 2.00pm - 4.00pm

Free food pack take away

Soul Food Edinburgh

E: hello@soulfoodedinburgh.org

Open: Tues (outside Carrubbers Christian

Centre, High Street, 5:30pm); Wed (outside

The City of Edinburgh Methodist Church,

Nicolson Square, 5:30pm); Thurs (outside St

Margaret's Episcopal Church, Easter Road,

5:30pm)

W: www.soulfoodedinburgh.org/

Souper Saturday

Old Saint Paul's Episcopal Church

E: admin@soupersaturday.org.uk

Open: Sat: 10.00am - 1.00pm

Food - Free or Low Cost Food

St Catherine's Convent

T: 0131 229 2659

Open: Currently Closed due to Covid-19 W:

mercycentre.org.uk/

St Salvadors Episcopal Church

The Community Food Initiative

Open: Wed between 12 noon and 1.30 pm.

The Church is also open every Sunday

between 11 and 11.30am

W: stsalvadors.org.uk/?page_id=11

Health and Wellbeing

Health

The Access Practice - Spittal Street

T: 0131 240 2810

Open: Mon to Fri: 9.30am - 12.45am & 1.45pm - 4.30pm

(closed lunch: 12.45am -1.45pm)

W: www.edinburghaccesspractice.scot.nhs.uk

Health - Helpline Health Concerns

T: 0800 22 44 88 - NHS Inform Helpline

T: 111 - NHS 24

Helpline open: 8.00am - 10pm, 7 days a week

Mental Health

Edinburgh Crisis Centre

T: 0808 801 0414 - Helpline

T: 07974429075 - Text Messaging

E: crisis@edinburghcrisiscentre.org.uk

Helpline open: 24 hours a day, 7 days a week

W: www.edinburghcrisiscentre.org.uk

Emergency Mental Health Assessment

T: 0131 537 6000

Open: 24 hours 7 days a week

Samaritans Scotland

T: 116 123 - Helpline

E: jo@samaritans.org

Helpline open: 24 hours a day

W: www.samaritans.org

Homelessness

Bethany Christian Trust

Gateway to Homes and Communities

T: 0131 561 8930

E: info@bethanychristiantrust.com

W: www.bethanychristiantrust.com

Rock Trust

T: 0131 557 4059

E: admin@rocktrust.org

Open: Mon to Fri: 8.45am - 5.00pm

W: www.rocktrust.org/

FB: www.facebook.com/TheRockTrust

Shelter's Free Housing Advice Line

T: 0808 800 4444 - Helpline

Open: Mon - Fri: 9.00am - 5.00pm

W: scotland.shelter.org.uk/about_us/contact_us/

Streetwork - Holyrood Hub

T: 0808 178 2323 - Crisis line 24/7

W: www.streetwork.org.uk/contact-us/

Helpline open: 24/7

Housing

Four Square Connected

Edinburgh Housing Advice

T: 0131 557 7900

E: info@foursquare.org.uk

W: www.foursquare.org.uk/our-services/

Locality Team (Housing - City of Edinburgh

Council - Office Closed due to COVID-19

The Access Point

T: 0131 529 7438 - Housing and Social Work

T: 0131 240 2810 - Health

T: 0800 032 5968 - Out of hours (City of Edinburgh Council's out of hours service)

E: accesspoint@edinburgh.gov.uk

Open: Mon, Wed, Thus, Fri: 9.00am - 5.00pm, Tues:

10am - 4pm. Contact them to make an appointment.

W: www.edinburgh.gov.uk/homeless-risk/access-point/1

Money Advice

Debt Counseling

Christians Against Poverty UK

T: 0800 328 0006 - Debt Helpline

Open: Mon to Thurs: 9.30am - 5.00pm

Fri: 9.30am - 3.30pm

W: capuk.org/

National Debt Helpline

T: 0808 808 4000

Open: Mon - Fri: 9.00 am - 8.00pm;

W: [www.nationaldebtline.org/S/Pages/](http://www.nationaldebtline.org/S/Pages/default.aspx)

[default.aspx](http://www.nationaldebtline.org/S/Pages/default.aspx)

Money Advice

Energy Advice

Additional emergency credit
for pre-payment meters

T: British Gas: 0330 100 0303

T: EDF Energy: 0800 269 450

T: EON: 0345 052 0000

T: Npower: 0800 073 3000

T: Scottish Power: 0800 027 0072

Changeworks - Fuel poverty services

T: 0131 555 4010

E: ask@changeworks.org.uk

W: www.changeworks.org.uk/

FB: www.facebook.com/changeworksUK

Home Energy Scotland

T: 0808 808 2282 - Helpline

Open: Mon - Fri: 8.00 am - 8.00 pm;

Sat: 9.00am - 5.00pm

E: advice@se.homeenergyscotland.org

W: www.homeenergyscotland.org

FB: www.facebook.com/HomeEnergyScotlandSouthEast/

Money Advice

Helpline

Money Advice Scotland

T: 0141 572 0237

E: info@moneyadvicescotland.org.uk

W: www.moneyadvicescotland.org.uk/

WC: www.moneyadvicescotland.org.uk/

[webchat](#)

Money Advice

Advice Shop

T: 0131 200 2360

E: advice.shop@edinburgh.gov.uk

Helpline open: Mon, Wed and Thurs: 8.30am to 4.30pm; Tues: 10am to 4.30pm;

Fri: 8.30am to 3.30pm

W: www.edinburgh.gov.uk/advice-shop

CHAI - Community Help and Advice Initiative

T: 0131 442 1000 - Telephone appointments

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

E: chai@chaiedinburgh.org.uk

Open: The office is closed but staff are available to provide advice and information over the phone.

W: www.chaiedinburgh.org.uk

Income Maximisation

Money Talk Team - Citizens Advice

T: 0800 085 7145

W: www.parentclub.scot/articles/who-are-money-talk-team

Money Advice

Welfare Benefits

City of Edinburgh

Discretionary Housing Payments

T: 0800 0147299 - Freephone

T: 0131 608 1111 - For Help*

*Helpline Open - Mon-Thurs: 10.00am - 4.00pm and Fri 10.00am - 3.00pm

W: www.edinburgh.gov.uk/welfare-reform/discretionary-housing-payments-dhp-form

City of Edinburgh

Social Work Payments

T: 0131 200 2324 - Social Care Direct*

T: 0131 529 7438 - The Access Point (if homeless)

T: 0800 731 6969 - Out of office hours, call the Out of Hours Social Work service (emergencies only)

Open*: Mon - Thurs: 8.30am - 5.00pm,

Fri: 8.30am - 3.55pm

Department of Work and Pensions (DWP)

Funeral Support Payment

T: 0800 731 0469 - Bereavement Service helpline

Open: Mon-Fri: 08.00am - 06.00pm

W: www.gov.uk/funeral-payments

Department of Work and Pensions (DWP)

Hardship payments

T: 0800 169 0310 - Hardship payments

Department of Work and Pensions (DWP)

Severe Hardship payments

T: 0800 055 6688 - Severe Hardship Payments

Department of Work and Pensions (DWP)

Pregnancy and Baby Grant

T: 0800 1822 2222

Open: Mon - Fri: 9.00am - 3.00pm

W: www.mygov.scot/best-start-grant-best-start-foods/

Department of Work and Pensions (DWP)

The Nursery and Early Learning Grant

T: 0800 1822 2222 - Free phone

W: www.mygov.scot/childcare-costs-help/funded-early-learning-and-childcare/

Money Advice

Welfare Benefits cont.

Scottish Welfare Funds Team (SWFT)

T: 0131 529 5299

E: welfarefundteam@edinburgh.gov.uk

W: www.edinburgh.gov.uk/benefits-grants/scottish-welfare-fun

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>

Granton Information Centre (GIC)

The GIC office is currently closed to the public because of COVID-19, If you need telephone advice or you are an existing client or you require a food bank referral please phone GIC on:

T: 0131 551 2459

T: 0131 552 0458

E: info@gic.org.uk

W: www.gic.org.uk

Income Advice Team

(City of Edinburgh Council Tenants only)

T: 0131 529 7463

Money Advice

Welfare Benefits Advice Services

Advice Shop

T: 0131 200 2360

E: advice.shop@edinburgh.gov.uk

Helpline open: Mon, Wed and Thurs: 8.30am to

4.30pm; Tues: 10am to 4.30pm;

Fri: 8.30am to 3.30pm

W: www.edinburgh.gov.uk/benefits-grants/advice-shop

Citizens Advice Bureau

Due to COVID-19, Citizens Advice Edinburgh are now operating a telephone only advice service, until the restrictions on social distancing and self isolation are lifted.

In the meantime we will be providing telephone helpline between 09:30am and 4:30pm Monday to Friday delivered by our local advisers in Edinburgh Please call: 0131 510 5510 to book an appointment or go to:

www.citizensadviceedinburgh.org.uk/contact-us-covid to log a call back.

Citizens Advice Direct

T: 0808 800 9060 - Helpline

E: advice@advice.scot

Helpline open: Mon to Fri: 9.00 am to 6.00 pm

W: www.advice.scot/



Edinburgh **Health and**
Social Care Partnership

