


How to use this guide

This guide gives contact details for services that provide advice and support to Edinburgh residents. Most services are free.

The guide is split into various sections, roughly corresponding to common causes of homelessness or at-risk groups. However, most organisations listed can provide support across a range of areas and if they are unable to help, they will direct to a service that can.

Use the Quick Reference page to find contacts for specific issues. Underlined links will take you quickly to the correct page. Click  at the top and bottom of every page to return to the Quick Reference page.

If somebody you are working with asks for help, or you identify a possible unmet support need, you can use this guide in one of 3 ways:

Signposting

- If your service user is capable, you can provide contact details and direct them to the appropriate place. This empowers people to seek help themselves, but carries the risk that they may not engage

Referral

- You can complete a formal referral to the appropriate service and request that they make contact with your service user. This may mean they are more likely to receive the appropriate support, but you will need consent to do this. Some service providers require a formal referral.

Advice

- If you are confident to do so, or if you have built a good relationship with your service user and fear they may not engage easily with a 3rd party, you can request the appropriate information and provide advice yourself

However you use this guide, the important thing is that those in need can access the necessary help, no matter where they go to ask for it.

Key:

Click links to go to website or send email

Name of Service

Brief description of services if necessary

 phone number

 email address

 website

Address if relevant

With early intervention, homelessness *is* preventable

Quick Reference

<u>General Advice & Support</u>	3	<u>Food</u>	14-15
<u>Advice</u>	3	<u>Clothing</u>	15
<u>Advice & Support</u>	3	<u>Furniture</u>	23
<u>Advocacy Services</u>	3		
<u>CEC Services</u>	4-5	<u>Domestic Abuse</u>	15-16
<u>Family Household Support</u>	4	<u>Relationship Breakdown</u>	16-17
<u>Locality housing teams</u>	4		
<u>Repairs</u>	4	<u>Health</u>	17-19
<u>Private rented sector team</u>	4	<u>Mental health</u>	17-18
<u>HP&HOT</u>	5	<u>Disabilities</u>	18-19
<u>The Access Place</u>	5	<u>Learning Disabilities</u>	18
<u>Early Intervention Team</u>	5	<u>Neurological inc brain injury</u>	19
<u>Young Persons Service</u>	7	<u>Cancer</u>	19
<u>Housing Access Referral Team</u>	21	<u>CEC Health & Social Care</u>	17
<u>Temporary Accommodation</u>	5		
<u>Advice Shop</u>	11	<u>Addiction</u>	20
<u>Edindex</u>	22	<u>Gambling</u>	20
<u>Visiting Housing support</u>	5	<u>Edinburgh Alcohol & Drug Partnership</u>	20
<u>Rough Sleeping</u>	6		
<u>EEA Nationals</u>	6	<u>Veterans</u>	21
<u>NRPF</u>	6	<u>Care Leavers</u>	21
<u>Housing rights / legal advice</u>	6	<u>Leaving hospital</u>	22
<u>Social Work</u>	7	<u>Leaving prison</u>	22
<u>Young people</u>	7	<u>Moving on from homelessness</u>	23
<u>Older people</u>	8	<u>Downsizing</u>	23
<u>Parents & Carers</u>	9-10	<u>Overcrowded</u>	23
<u>Financial</u>	10-13	<u>Mutual Exchange</u>	23
<u>Benefit claims</u>	10		
<u>Benefit Calculators</u>	10	<u>Removing Barriers</u>	24-25
<u>Financial advice</u>	10-11	<u>Digital exclusion</u>	24
<u>Debt</u>	11	<u>Language barriers</u>	25
<u>Income maximisation</u>	10-11	<u>Literacy & numeracy</u>	25
<u>Cost of living</u>	12	<u>Bereavement</u>	25
<u>Employability</u>	12-13		
<u>Emergency Assistance</u>	13-15		
<u>Financial</u>	13		



General Advice & Support

The following agencies can provide advice and support on a range of issues, from benefits & employability to housing support & homeless prevention. If the service is unable to help, they can direct to a suitable service. These are a good first point of contact for anybody requiring advice or support.

Advice

Citizens Advice Edinburgh

Advice on: Welfare Rights, Debt, Budgeting, Employment, Housing, Energy, Immigration, Consumer Rights and Health. Phone, online & face to face. Home visits for people with reduced mobility.

☎ 0131 510 5510 [appointments]

☎ citizensadviceedinburgh.org.uk/phone for specialist telephone services

✉ citizensadviceedinburgh.org.uk/contact-us-email for online form

📄 citizensadviceedinburgh.org.uk

Advice Direct Scotland

Online advice hub providing information on wide range of issues. Includes Benefit Calculator

☎ 0808 800 9060 ✉ <https://advice.scot/contact-us/>

📄 advice.scot British Sign Language users can contact via: www.contactsotland-bsl.org

Advice and Support

Four Square [South-West]

☎ 0131 285 1227

✉ [Digital Form](https://foursquare.org.uk/digital-form)

📄 foursquare.org.uk/our-services

Rightthere [North-West & East, South-East]

☎ 0131 603 9815

✉ hello@rightthere.org / [Digital Form](https://rightthere.org/digital-form)

📄 rightthere.org/in-the-community/

Crisis Skylight Edinburgh

☎ 0131 209 7700

✉ edinburgh@crisis.org.uk

📄 crisis.org.uk/get-help/edinburgh

Bethany Christian Trust

☎ 0131 561 8930

✉ info@bethanychristiantrust.com

📄 bethanychristiantrust.com

CHAI

☎ 0131 442 2100 / 0131 442 1009 (Advice)

✉ chai@chaiedinburgh.org.uk

📄 chaiedinburgh.org.uk

CrossReach

☎ 0131 657 2000

✉ info@crossreach.org.uk

📄 crossreach.org.uk

Community One Stop Shop – Broomhouse & surrounding area

☎ 0131 443 6223 ✉ info@coss-broomhouse.org.uk 📄 www.coss-broomhouse.org.uk

Advocacy Services

Advice on service users' rights. An advocacy worker can attend interviews and speak on their client's behalf to ensure access to required support and services.

AdvoCard

☎ 0808 196 3525

✉ www.advocard.org.uk/referral-form/

📄 www.advocard.org.uk

Partners In Advocacy

☎ 0131 478 7723

✉ edinburgh@partnersinadvocacy.org.uk

📄 www.partnersinadvocacy.org.uk





CEC Housing, Homelessness & Support Services

Edinburgh Council has several services that give advice and assistance to households who are at risk of becoming homeless or who need advice on housing options.

Family and Household Support Service

Locality based support service offering a single point of contact to help people access the right support at the right time.

Can provide support with:

- housing
- parenting
- debt and benefits
- school attendance
- neighbour disputes
- community mediation
- family relationships
- health and wellbeing
- accessing work and learning

South-West

☎ 0131 469 5150

✉ southwestFHS@edinburgh.gov.uk

South-East

☎ 0131 529 5123

✉ southeastFHS@edinburgh.gov.uk

North-West

☎ 0131 529 5014

✉ northwestFHS@edinburgh.gov.uk

North-East

☎ 0131 529 7168

✉ northeastFHS@edinburgh.gov.uk

Locality Housing Teams

Advice, support and tenancy management service for Council tenants. Every Council tenant has a named Housing Officer who can assist with:

Locality Offices

South-West - 10 Westside Plaza

☎ 0131 527 3800

✉ southwest.locality@edinburgh.gov.uk

South-East - 40 Captain's Road

☎ 0131 529 5151

✉ southeast.locality@edinburgh.gov.uk

North-West - 8 West Pilton Gardens

☎ 0131 529 5050

✉ northwest.locality@edinburgh.gov.uk

North-East - 101 Niddrie Mains Road

☎ 0131 529 3111

✉ northeast.locality@edinburgh.gov.uk

- rent and arrears
- repairs
- neighbour disputes
- housing options advice

Repairs

Report repairs and maintenance issues in Council homes

Repairs Direct

☎ 0131 200 2345

☎ 0131 200 2000 [out of hours]

🔗 edinburgh.gov.uk/councilhourepareps

Private Rented Sector Team

Service for private tenants and landlords to prevent homelessness from PRS tenancies. Can assist potentially homeless household to access the private sector

- Intensive homeless prevention support for private tenants at risk of becoming homeless
- Financial support and assistance to tenants to maintain PRS tenancy
- Assistance to access [Mid-Market Rent](#) tenancies
- Advice to landlords and letting agents on how to support tenants and increase access for homeless or potentially homeless households.

CEC Private Rented Sector Team

☎ 0131 529 7036

✉ Homelessness.PRS@edinburgh.gov.uk





Homelessness Prevention & Housing Options Team

CEC Homeless Prevention & Housing Options Team [HP&HOT]

☎ 0131 529 7036

✉ homeless.support@edinburgh.gov.uk

🔗 edinburgh.gov.uk/homeless-risk/homeless-risk-becoming-homeless

- pre-booked advice appointments and daily emergency duty service in all **four locality offices**
- advice on housing options and rights
- homeless prevention work with potentially homeless households
- homeless assessment and provision of temporary accommodation if homelessness cannot be prevented
- Specialist services for **Young Persons** and **EEA Nationals**

Early Intervention Team

Advice Service for council, housing association tenants and owner occupiers who may be experiencing housing difficulties and to try stop these issues leading to homelessness. Can assist potentially homeless household to access alternative accommodation.

- Advice on alternative options
- Priority to try keep people in their homes
- Offer support referrals, including employment, addiction services and financial.

Early Intervention Team

☎ 0131 529 7036

✉ early.intervention@edinburgh.gov.uk

The Access Place

Partnership with Housing, Social Work and Health for those with multiple complex needs including long-term rough sleeping, mental health issues, alcohol or drug use, behavioural issues, or survivors of sexual or physical abuse.

- same services as HP&HOT team
- access to GP and CPN services
- access to Housing First
- not suitable for households with children

The Access Place

☎ 0131 529 5015

✉ tapdutyhousingteam@edinburgh.gov.uk

6 South Grays Close EH1 1TQ

🔗 www.edinburgh.gov.uk/homeless-risk/access-

Temporary Accommodation

Households who have already been assessed as homeless can access temporary accommodation at any of the four **locality offices**.

Temporary Accommodation Service

☎ 0131 529 7125

✉ homeless.support@edinburgh.gov.uk

Officers at all 4 **locality offices**

Support and advice for households already living in temporary accommodation

- repairs
- rent & arrears
- neighbour disputes
- transfers [under certain circumstances]

Support in Temp

Various organisations offer support for people living in temporary accommodation, including follow on support for move to new tenancy. One point of contact for all services.

Visiting Housing Support

Simon Community, Rightthere, 4square, TurningPoint, Link Living

☎ 0131 603 0400

🔗 [One Way In VHS Referral Form \(Page 1 of 3\) \(office.com\)](#)

Growing Not Waiting

Support for single mums with children under 5

☎ 07909 112 036

✉ Jenifer.hamilton@opfs.org.uk

🔗 [Changing lives, challenging poverty - One Parent Families Scotland \(opfs.org.uk\)](#)





Roofless/rough sleeping

Anybody who is sleeping rough should be encouraged to go to the nearest locality office or The Access Place to access temporary accommodation.

Emergency Accommodation – Out of Hours

☎ 0131 200 2000 ☎ 0800 032 5968

Street Support Edinburgh

Services directory, advice and signposting.

📍 streetsupport.net/edinburgh

Streetwork Holyrood Hub

Practical support and advice to people who are homeless or roofless. Laundry, showers, storage, phones and computers. Food.

☎ 0808 178 2323

✉ mail@streetwork.org.uk

📍 simonscotland.org/edinburgh

22 Holyrood Road

EEA Nationals

Eligibility to access homeless assistance, benefits and some other services for EEA nationals can be complicated, and specialist advice is recommended

HP&HOT EEA Team

Part of HP&HOT. Specializing in housing advice & homeless assistance for EEA Nationals

✉ EEATeam@edinburgh.gov.uk

Chartered Institute of Housing

Online guide to housing rights and options for non-British Citizens

📍 housing-rights.info/scotland/index.php

EU Citizens Support Service - CAE

Advice and support for European citizens living in the UK. Including Settlement Scheme

☎ 0800 916 9847 / 0131 550 1000

📍 <https://www.citizensadvice.org.uk/scotland/immigration/applying-to-the-eu-settlement-scheme/staying-in-the-uk-if-youre-from-the-eu/>

No Recourse to Public Funds

Households with at least one member classed as No Recourse To Public Funds (NRPF) may have difficulty accessing housing and benefits. For households including dependent children or vulnerable adults, Social Care Direct may be able to assist, but specialist advice should always be sought.

Refugee & Migration Team

CEC service advice & support for migrants

☎ 0131 529 2524

✉ resettlement@edinburgh.gov.uk

Ethnic Minorities Law Centre

☎ 0141 204 2888

✉ admin@emlc.org.uk

📍 emlc.org.uk/

No Recourse To Public Funds Network

Information on benefits & services. Signposting to legal advice

📍 nrpfnetwork.org.uk/information-and-resources

✉ cristina@cosla.gov.uk

Fair Way Scotland

Advice & signposting

☎ 0808 196 7274

📍 homelessnetwork.scot

Housing rights / legal advice

Shelter

Online information on all aspects of housing law and tenants' rights.

Advice line. Advocacy & legal representation.

☎ 0808 800 4444 📍 <https://scotland.shelter.org.uk/>

Civil Legal Assistance Office

Legal advice & representation
[must be eligible for legal aid]

☎ 0131 240 1960 📍 clao.org.uk

✉ edinburgh@clao.org.uk



Social Work

Advice and support to **vulnerable adults or children** and their **carers**. Support for people requiring **social care**, or who have **mental health** or **addiction issues**. Can be contacted to request assistance for yourself or somebody else.

Contact Social Care Direct if you have concerns that somebody is at **risk of harm**

Social Care Direct

☎ 0131 200 2324

☎ 0800 731 6969 [out of hours]

✉ socialcaredirect@edinburgh.gov.uk

🌐 edinburgh.gov.uk/get-care-support

If the risk is immediate & life threatening:

Police Scotland / Ambulance service ☎ 999

Non-critical medical emergency:

NHS24 ☎ 111

Mental Health Assessment ☎ 0131 537 6000

Young People

Young people [16-25 year olds] are over-represented in the homeless population. This age group may be at greater risk of homelessness due to a lack of experience, lower income, or volatile home life. The experience of homelessness is detrimental to education, employment prospects, health, and relationships. It can also be a predictor of homelessness in later life.

Young people may be more likely to be sofa surfing or staying temporarily with family. Young people may benefit from a referral to the PRS Team, income maximisation and employability services. There are also several specialist services:

CEC Young Person Service

Housing service for all 16-17 year olds and care-experienced young people up to 21. Focus on prevention and support to remain in the family home, where safe to do so. Access to specialist accommodation and support.

☎ 0131 529 7355 or 0131 529 7829

✉ homelessness.youngperson@edinburgh.gov.uk

Cyrenians Mediation & Support

☎ 0131 475 2354

✉ mediationandsupport@cyrenians.scot

🌐 cyrenians.scot/how-we-help/

Granton Youth

Support for young people (11-27) in North Edinburgh (Granton, Pilton, Royston, Muirhouse & Wardieburn)

☎ 0131 552 6741

✉ mary@grantonyouth.com

🌐 grantonyouth.com

Royston Wardieburn Community Centre
11 Pilton Drive North, EH5 1NF

Rock Trust Youth Housing Hub

Support, advocacy and training for young people. Includes Housing First for Youth & Nightstop accommodation

☎ 0345 222 1425

✉ hello@rocktrust.org

🌐 rocktrust.org

55 Albany Street, EH1 3QY

Citadel Youth

Support for young people (6-18) in Leith area. Includes employability

☎ 0131 554 0510

🌐 citadelyouthcentre.org.uk

175 Commercial Street, EH6 6JE





The Junction

Health advice, education and support for young people (12-21)

☎ 0131 553 0570

✉ info@the-junction.org

🌐 the-junction.org

82-86 Great Junction Street, EH6 5LJ

Circle Young Persons' Service

Support and advice around substance and alcohol use for young people (16-25). Also Mentoring Service.

☎ 0131 552 0305

✉ info@circlescotland.org

🌐 circle.scot

6VT Youth Cafe

1-stop drop-in support service

☎ 07708179357

✉ contact@6vt.info

🌐 6vt.info

Space – Broomhouse Hub

Counselling, befriending & youth club for young people in South West Edinburgh. Citywide support for kinship care.

☎ 0131 455 7731 ✉ admin@spacescot.org

🌐 spacescot.org/youthandfamilies 79-89 Broomhouse

Older People

Older people may be more likely to face issues such as loneliness, isolation, bereavement, and long-term health conditions. Many will be on low income and may be struggling with the rising cost of living. Older people may not be aware of available help or may find it difficult to access online support and services. All these factors may contribute to a risk of homelessness.

The FHS Service can provide support.

If you have concerns about somebody's welfare, contact Social Care Direct

City of Edinburgh Council

CEC Health & Social care Partnership offers a range of services including: Lunch Clubs, Day Centers, Small Group Care & Be Able

☎ 0131 200 2324

🌐 edinburgh.gov.uk/adults-older-people/

Sheltered or Retirement Housing

There are several housing providers offering homes for older people. Including:

Bield, CEC, Hanover, Hillcrest, Places For People, Trust and Viewpoint

Most are advertised through edindexhousing

Also see: housingcare.org

Golden Years Community Connecting

Befriending service tackling isolation & loneliness for 60+. Helping people stay independent, safe and warm at home

✉ goldenyears@cyrenians.scot

🌐 <https://cyrenians.scot/how-we-help/130-golden-years-community-connecting>

Age Scotland

Information & advice. Links to local services

☎ 0800 12 44 222

Lifecare

Citywide service offering care and support

☎ 0131 343 0940

✉ enquiries@lifecare-edinburgh.org.uk

🌐 lifecare-edinburgh.org.uk

Pilton Equalities Project

Services for older and other vulnerable adults in North Edinburgh, supporting Mental Health; Community Transport and Lifelong Learning

☎ 0131 315 4466

✉ hello@pepscot.org

🌐 [Pilton Equalities Project \(pepscot.org\)](http://Pilton Equalities Project (pepscot.org))

3 West Pilton Park, EH4 4EL





Parents and Carers

Providing care for another person, whether as a parent or carer, can put strain on household finances, relationships, and mental health. Anybody in these circumstances may benefit from an **entitlement check** or **income maximisation** interview.

See edinburgh.gov.uk/children-families for support and advice for parents, kinship-carers, foster parents and looked after young people. The following services can also offer practical advice and support.

VOCAL

Support, information, training and access to services for unpaid carers

☎ 0808 196 6666

✉ centre@vocal.org.uk

🌐 vocal.org.uk/

VOCAL Carers' Hub, 60 Leith Walk, EH6 5HB

Edinburgh Young Carers

Respite and support for young people between the ages of 5 and 25 who care for somebody at home

☎ 0131 475 2322

✉ info@youngcarers.org.uk

🌐 youngcarers.org.uk/

Minority Ethnic Carers of Older People Project

Advice for Black and Minority Ethnic carers to access appropriate supports and services.

☎ 0131 467 2994

✉ info@mecopp.org.uk

🌐 mecopp.org.uk

Home Link Family Support

Support for families with young children. Includes antenatal and early years support, befriending and family counselling services.

☎ 0131 661 0890

✉ info@homelinkfamilysupport.org

🌐 homelinkfamilysupport.org/

One Parent Families Scotland

Advice and practical support for single-parents

☎ 0808 801 0323 Lone Parent Helpline

☎ 0131 556 3899

✉ info@opfs.org.uk

🌐 [Changing lives, challenging poverty - One](https://www.opfs.org.uk)

Circle – Haven Project

Support for children & families in Muirhouse / Pilton. Includes support for babies, early years & primary age. Support for fathers.

☎ 0131 552 0305

🌐 [Circle's Haven Project - Circle Scotland](https://www.circle-scotland.org.uk)

Positive Transitions

Support for children, young people and families

☎ 0131 569 0525

✉ positive.transitions@peopleknowhow.org

🌐 peopleknowhow.org/positive-transitions

Stepping Stones

Support for young parents in North Edinburgh

☎ 0131 551 1632

✉ www.steppingstonesnorthedinburgh.co.uk

🌐 info@steppingstonesnorthedinburgh.co.uk

G3 Inchgarvie Court, Ferry Road Drive, EH4 4DA

Citadel Families Project

Support for families with children aged 5-12 in Leith.

Young Mums Project

Support for mums up to 21 in Leith

☎ 0131 554 0510

🌐 citadel youthcentre.org.uk

175 Commercial Street, EH6 6JE

Edinburgh Fostering [CEC]

Information and advice for foster parents. Links to support.

☎ 0800 174 833

✉ fosterchildren@edinburgh.gov.uk

🌐 edinburghfostering.org.uk/carers





Dr Bell's Family Centre

Community center, supporting parents of young children in the Leith area. Includes Group and Family Support, Creche and counselling service.

☎ 0131 553 0100

✉ info@dbfc.org.uk

📍 drbells.co.uk 15 Junction Place, EH6 5JA

Space – Broomhouse Hub

Support for carers in South-West Edinburgh
Young Carers Service

Help & advice for young carers [5-25].

Adult Carers Service

Information & advocacy for carers [25+].

Peer support group. Mental health & wellbeing advice.

☎ 0131 455 7731

✉ admin@spacescot.org

📍 spacescot.org/youthandfamilies

Broomhouse Hub, 79-89 Broomhouse Crescent,
EH11 3RH

Kinship Support Team [CEC]

Support for relatives and family friends temporarily caring for children

☎ 0131 529 2588

📍 edinburgh.gov.uk/children-families/kinship-carers

✉ kinshipsupport@edinburgh.gov.uk

Financial

Financial worries can be detrimental to physical and mental health. Households who are struggling financially often face a choice between food, heating or rent. Unemployment or low income can lead to rent arrears and homelessness. Debt can be a barrier to accessing the full range of housing options if a household needs to find new accommodation.

Receiving financial advice and support can help maintain tenancies and give greater freedom of choice if a move is required. An estimated £1.7 billion in financial assistance goes unclaimed each year, so any household may benefit from an entitlement check.

Benefit claims

Department of Work & Pensions

Benefits administered by UK Government inc. Universal Credit, State Pension, DLA & PIP

New claims & eligibility

📍 gov.uk/browse/benefits

Challenge a decision [seek independent advice]

📍 <https://www.gov.uk/appeal-benefit-decision>

Existing claims

📍 gov.uk/browse/benefits/manage-your-benefit

Social Security Scotland

Benefits administered by Scottish Government inc.: Adult & Child Disability Payments, Scottish Child Payment, Best Start Grants & Carer's Allowance Supplement

☎ 0800 182 2222

British Sign Language via:

www.contactscotland-bsl.org

📍 mygov.scot/browse/benefits

📍 socialsecurity.gov.scot/benefits

Benefit calculators

Online calculators can give an indication of what benefits may be available depending on each household's specific circumstances

EntitledTo

📍 entitledto.co.uk/benefits-calculator/

Turn2Us

📍 benefits-calculator.turn2us.org.uk





Advice & assistance with benefits, debt and income maximisation

The benefits system can be complicated and hard to navigate. It is a good idea to access expert advice before making a claim, or to challenge a decision. Many social landlords will have in-house income-maximisation services.

The Advice Shop

CEC's financial information, advice, and advocacy service:

- assistance with all aspects of welfare rights including income maximisation
- assistance with rent and mortgage arrears. Debt advice including credit cards, bank loans, personal loans, store cards, catalogues
- financial help for people affected by cancer [in partnership with Macmillan]

☎ 0131 200 2360

✉ advice.shop@edinburgh.gov.uk

🌐 edinburgh.gov.uk/benefits-grants/advice-shop

249 High Street, EH1 1YP

CHAI

Advice, information & support. Welfare benefits, money, housing & employability.

[Maximise!](#) Service for families

[Outreach](#) service in numerous locations

☎ 0131 442 2100

✉ chai@chaiedinburgh.org.uk

🌐 chaiedinburgh.org.uk 28 Westfield Avenue, EH11 2QH

Granton Information Centre

Free, confidential advice, advocacy, and representation service for residents of North Edinburgh, assisting with benefit issues, including new claims and appeals.

Citywide support for people with mortgage or rent arrears and other debt issues.

☎ 0131 551 2459 / 0131 552 0458

✉ info@gic.org.uk

🌐 gic.org.uk 134-138 West Granton Road, EH5 1PE

Advice Direct Scotland

Free, practical money and debt advice

☎ 0808 196 2316

✉ support@moneyadvice.scot

🌐 moneyadvice.scot

StepChange

Expert debt advice, practical solutions and fee-free debt management

☎ 0800 138 1111

🌐 stepchange.org

Polish Family Support Centre

Polish-language welfare, financial and debt advice.

Inc. help with applications.

☎ 0131 281 0429

✉ info@pfsc.co.uk

🌐 pfsc.co.uk

19 Smith's Place, Edinburgh EH6 8NT

FAIR

Support and advice with benefit applications, budgeting, debt, assistance with bills for people with learning disabilities & their carers

☎ 0131 662 1962

✉ fair@fairadvice.org.uk

🌐 fairadvice.org.uk

95 Causewayside, EH9 1QG





Child Poverty Action Group

Free, independent, advice and information for advisers and support staff on all aspects of benefits and tax credits - what/how to claim and how to challenge a decision.

☎ 0141 552 0552

✉ advice@cpagscotland.org.uk

🔗 cpag.org.uk/scotland/welfare-rights/advice-line

Cost of Living / Poverty

As fuel bills rise, households often face the choice between food, heating or rent.

Changeworks

Free and impartial advice to householders who are in, or at risk of, fuel poverty

☎ 0131 555 4010

🌐 <https://www.changeworks.org.uk/contact/>

🔗 changeworks.org.uk/what-we-do/energy-and-fuel-poverty/fuel-poverty-services

Cost of Living Support Scotland

Scottish Government advice on assistance with household expenses & bills

🔗 costofliving.campaign.gov.scot/energy

CEC Cost of Living Advice

Information, advice & links to services

🔗 edinburgh.gov.uk/costofliving

Christians Against Poverty

Free help with debt, budgeting, making money go further. Employability service and links to local services.

☎ 01274 760720

✉ info@capuk.org

🔗 capuk.org

Employability

The following organisations can assist with training and skills to improve employment prospects.

Job Centre +

Access to job vacancies apprenticeships and training courses. Benefits and benefit advice. Employability services - CV writing, interview skills. Employer open days. Assistance to open bank accounts.

☎ 0800 169 0190

🔗 <https://find-your-nearest-jobcentre.dwp.gov.uk/search.php>

🔗 findajob.dwp.gov.uk

🔗 gov.uk/moving-from-benefits-to-work

🔗 apprenticeships.scot

Next Step Edinburgh

Citywide support for jobseekers including job search, access to funding, training and volunteering. Assistance with CVs, forms and letters. Interview coaching. Direct links to employers

☎ 0300 365 0025

✉ admin@communityrenewal.org.uk

🔗 communityrenewal.org.uk/projects/next-step

Community Renewal: Pennywell, 31 Pennywell Road, EH4 4PJ.

Community Renewal: Lifting Neighborhoods Together, 31 Bingham Avenue, Bingham EH15 3HZ.





All In Edinburgh

Employment support for people who have a disability or long-term health condition

☎ 0300 0200 101

✉ info@allinedinburgh.org.uk

🌐 allinedinburgh.org.uk/

Deaf Action

Employability skills inc. CV writing, applications, interviews, work placements

☎ 07741 320082

✉ employability@deafaction.org

🌐 deafaction.org/services/employability/

Access To Industry

One-to-one support, group-work, tutored classes & work experience to facilitate access to further and higher education, training, and employment. Specific services for young people, offenders and complex needs.

☎ 0131 260 9721

✉ mail@accesstoindustry.co.uk

🌐 accesstoindustry.co.uk

156 Cowgate, Edinburgh EH1 1RP

Forth Sector Employment Services

Services to clients who need support in finding, securing or retaining a job as a result of a disability or long-term health condition. Also offers a Wellbeing Service.

☎ 0131 201 2450

✉ info@forthsector.org.uk

🌐 forthsector.org/Employment-Services

Duddingston Yards, Duddingston Park South, Edinburgh, EH15 3NT

Action For Children

Formal employability and personal development training courses for young people.

☎ 0131 661 1354

🌐 <https://services.actionforchildren.org.uk/employability-services-scotland/>

Emergency assistance

The following services can provide material assistance in an emergency [money, food, clothing] and can link people into longer term support. Some people may require help to make an application, and some services may require a formal referral

Financial

Sources of short-term help for people experiencing a financial crisis. Consider an employability or income maximisation referral for a more sustainable solution.

Scottish Welfare Fund

Discretionary Crisis Grant may help in emergency

☎ 0131 529 5299

✉ welfarefundteam@edinburgh.gov.uk

🌐 edinburgh.gov.uk/benefits-grants/scottish-welfare-fund

Turn2Us Edinburgh Trust

A fund offering support to people who are struggling financially

🌐 [turn2us.org.uk/Get-](http://turn2us.org.uk/Get-Support/Turn2us-Funds/Edinburgh-Trust)

[Support/Turn2us-Funds/Edinburgh-Trust](http://turn2us.org.uk/Get-Support/Turn2us-Funds/Edinburgh-Trust)

VSS Emergency Assistance Fund

Fund offering support to people urgent need of financial help as a result of a crime

🌐 victimsupport.scot/contact/

Edinburgh & Lothian Trust Fund

Grants to assist with financial hardship - esp with health issues, disability, children or in emergency

☎ 0131 376 3177

✉ administrator@eltf.org.uk

🌐 eltf.org.uk





Food

The following organisations can assist people facing food poverty. Some are free but some may charge an affordable amount. Check individual providers for referral process or membership requirements. Most organisations have links with advice and support providers.

Edinburgh Food Project

Foodbanks in various locations across the city. Check locations, days & times. Referral required

☎ 0131 444 0030

✉ info@edinburghfoodproject.org

🌐 edinburghfoodproject.org/locations/

Edinburgh City Mission

Food, clothing, children's toys & presents.
Befriending service. Formal referral required

☎ 0131 225 9445

✉ office@edinburghcitymission.org.uk

🌐 edinburghcitymission.org.uk

Empty Kitchens, Full Hearts

Free 'day-pack' delivery service

☎ 07895 347157

✉ hello@emptykitchens.co.uk

🌐 emptykitchens.co.uk

The Trussell Trust foodbanks

Multiple foodbanks across the city

☎ 01722 580 180

✉ enquiries@trusselltrust.org

🌐 trusselltrust.org/get-help

Soul Food Edinburgh

Free cooked meals. Various locations

✉ hello@soulfoodedinburgh.org

🌐 soulfoodedinburgh.org/meals

Social Bite

Free meals

☎ 0131 353 0250

🌐 social-bite.co.uk

✉ info@social-bite.co.uk

Care Van

Mobile service providing soup, food, hot drinks, blankets & clothes.

Various locations

🌐 edinburghcitymission.org.uk

Community Pantries

Pantries are local, community-run hubs providing a choice of fresh food at greatly reduced prices and offer a supportive community space. Membership and/or small fee may be required. Check website for details and geographic restrictions.

🌐 yourlocalpantry.co.uk/pantry-listings/

Fresh Start Pantry 28-30 Ferry Road Drive, EH4 4BR

Sunflower Pantry Clovenstone Community Centre, 54 Clovenstone Park, EH14 3EY

Leith Pantry South Leith Parish Church, Constitution Street, EH6 6BJ

Greenhouse Pantry 64 Niddrie Mains Road, EH16 4BG

Broomhouse Pantry 3 Broomhouse Market, EH11 3UU

Pennywell Community Renewal Pantry 31-33 Pennywell Road, EH4 4PJ





Hays Community Pantry

For residents of Restalrig, Lochend & Craigentinny, 3 Hay Avenue

☎ 0131 629 9858

✉ intedinburgh@communityrenewal.org.uk

🌐 www.placesforpeople.co.uk/about-us/community/community-projects/hays-community-pantry-craigmillar

Ripple Community Pantry

For residents of Restalrig, Lochend & Craigentinny

☎ 0131 554 0422

✉ admin@theripple.org.uk

🌐 rippleproject.co.uk/community-pantry
198 Restalrig Road South, EH7 6DZ

Clothing

Edinburgh Clothing Store

Free clothing, shoes, bedding, curtains & towels. Referral required.

☎ 0131 552 1111

🌐 edinburghclothingstore.org

156 Lower Granton Road, EH5 1EY

Baby Bank

Baby clothes and equipment (newborn to 2). Requires referral from health professional.

🌐 <https://counsellingandcare.co.uk/babybank>

✉ info@counsellingandcare.co.uk

28 Great Junction Street, EH6 5LA

Smart Works

Interview clothes for women

☎ 0300 373 0955

✉ scotland@smartworks.org.uk

🌐 <https://scotland.smartworks.org.uk/>

32 Annandale Street Lane, EH7 4LS

Grassroots Clothing

Interview clothes for men

☎ 07599247551

✉ heather.grassrootsclothing@gmail.com

🌐 grassrootsclothingedinburgh.co.uk

The Hub, 3 Hay Avenue, EH16 4RW

Domestic Abuse

The most common cause of homelessness for women is domestic violence or abuse. If you are working with somebody who is experiencing this their safety is the main priority. Advise that **temporary accommodation** is available at any time, but homelessness does not have to be inevitable. You should also encourage them to contact their landlord, **housing officer** or Police Scotland to explore options to make it safe to remain in their home. If a move is required, the **PRS Team** may be able to facilitate this without the need to access temporary accommodation.

The following organisations can provide expert support, legal advice and occasionally refuge accommodation.

Edinburgh Women's Aid

☎ 0800 027 1234 / 0131 315 8110

✉ duty@edinwomensaid.co.uk

🌐 edinwomensaid.co.uk

Shakti Women's Aid

Service for BME women. Also provide support for those affected by FGM, forced marriage and 'honour-based' violence

☎ 0131 475 2399

✉ info@shaktiedinburgh.co.uk

🌐 shaktiedinburgh.co.uk

Scottish Women's Rights Centre

☎ 08088 010 789

✉ get in touch via our contact form.

🌐 scottishwomensrightscentre.org.uk





LGBT+ Helpline

☎ 0800 999 5428

📧 galop.org.uk

✉ help@galop.org.uk

Men's Advice Line

Support for male survivors of abuse

☎ 0808 801 0327

✉ info@mensadviceline.org.uk

📧 mensadviceline.org.uk

Beira's Place

For women who have experienced sexual violence

☎ 0131 526 3944

📧 www.beirasplace.org.uk

✉ support@beirasplace.org.uk

Four Square

☎ 0131 573 7494

📧 <https://www.foursquare.org.uk/our-services/>

✉ rosiem@foursquare.org.uk

Sacro Aditi

☎ 0131 603 4865

📧 <https://www.sacro.org.uk/aditi>

✉ aditi@sacro.org.uk

Download the Safety Planning Book here:

www.edinburgh.gov.uk/downloads/file/27008/domestic-abuse-safety-planning-booklet

Relationship breakdown/conflict in the home

The most common reasons given for a homeless presentation are being asked to leave previous accommodation, or non-violent dispute within the household. This could be relationship breakdown, being asked to leave the family home or conflict between flatmates.

If you are aware of somebody who is at risk of having to leave their current accommodation for these reasons, they may benefit from a referral to the **PRS Team** to explore their options. The following agencies may be able to help resolve the issues to prevent homelessness.

Shelter Scotland - Sharing Your home with Other People

Advice and signposting to information and support for people who share accommodation with a partner, flatmates or parents.

📧 scotland.shelter.org.uk/housing_advice/families_and_households

Relationships Scotland

☎ 0345 119 2020

✉ enquiries@relationships-scotland.org.uk

📧 relationships-scotland.org.uk/relationship-counselling

Shared Parenting Scotland

☎ 0131 557 2440

✉ info@sharedparenting.scot

📧 sharedparenting.scot





Early Intervention Partnership

Mediation service run by Cyrenians and Rock Trust aimed at preventing youth homelessness

☎ 0131 475 2405

✉ Mediationandsupport@cyrenians.scot

🌐 <https://cyrenians.scot/how-we-help/135-mediation-and-support>

Scottish Centre For Conflict Resolution

Advice and resources to help reduce and resolve conflict

☎ 0131 475 2493

🌐 scottishconflictresolution.org.uk/

✉ scrc@cyrenians.scot

The Spark

Counselling & support for couples, families and young people

☎ 0808 802 2088

🌐 www.thespark.org.uk

Health

Long term physical or mental health conditions, chronic illness or disabilities can make current accommodation unsuitable, and can have an impact on income, employment opportunities and relationships. All of these factors increase risk of homelessness.

An [income maximisation](#) service can give advice on benefit entitlement and a referral to an [employability service](#) may be beneficial.

Lothian work Support Service

NHS job retention service, working with people with a range of physical and mental health conditions to:

- Prevent sickness absence,
- Support people to return from sickness absence quickly,
- Prevent unemployment

Access to occupational therapist, physiotherapist, and/or counsellor

GP referral required

☎ 0131 537 9579

✉ voc.rehab@nhslothian.scot.nhs.uk

🌐 weare.nhslothian.scot/lothianworksupportservices

See [CEC Social Care and Health](#) for advice and services for people experiencing long-term health issues, disability or addiction and their carers. Including help to stay in your own home and resources for professionals.

See also [Housing Access Referral Team](#)

Mental Health

Approximately 1 in 4 people presenting as homeless report having a mental health issue. Ensuring appropriate support is in place can help prevent mental health issues becoming a housing crisis.





Anybody experiencing issues with their mental health should be encouraged to contact their GP or Social Care Direct. In a crisis, contact NHS 24

Change Mental Health

Our Advice and Support Service is open Monday to Friday, 10am to 4pm, where advisers can signpost you to local support that most fits your needs, including our own Change Mental Health services. We offer initial advice on money worries and help to deal with emergencies.

☎ 0808 8010 515

💻 <https://changemh.org/need-support/> - online form

🔗 <https://changemh.org/need-support/>

Breathing Space

Online resource and helpline

☎ 0800 83 85 87

🔗 breathingspace.scot/information-support/your-mood

Samaritans

Helpline for emotional support + online resources

☎ 116 123

🔗 samaritans.org/scotland/how-we-can-help/if-youre-having-difficult-time/other-sources-help/

Health In Mind

Variety of mental health services including drop-ins, peer support, counselling, support for young adults and support for carers.

☎ 0131 225 8508

💻 [support enquiry form](#)

🔗 hello@health-in-mind.org.uk

40 Shandwick Place, EH2 4RT

Link Living: Edinburgh Mental Health Services

Visiting support service, providing emotional, practical, and social support to people experiencing mental health issues.

Apply via Social Care Direct:

☎ 0131 200 2324

Self-funded support may be available direct

☎ 0330 303 0302

💻 enquiries@linkliving.org.uk

Disabilities

Capability Scotland

Care, support, and education for disabled children and adults. Hubs in Craigmillar and Riccarton

☎ 0131 337 9876

💻 capability.scot/contact-us

🔗 capability.scot

Visualise Scotland

Support for people with a disability, including physical & learning disabilities, and sensory or communication needs

☎ 0131 475 2337

💻 <https://visualise.org.uk/contact-us/>

🔗 visualise.org.uk





Learning Disabilities / Developmental Disorders

Garvald

Support, education and recreation.

☎ 0131 228 3712

✉ admin@garvaldedinburgh.org.uk

🌐 garvaldedinburgh.org.uk

Enable

Support, information & advice for people with a learning disability and their carers or families.

☎ 0300 0200 101 [helpline]

✉ enabledirect@enable.org.uk

🌐 www.enable.org.uk

Enable Works

Specialist employability and training service removing barriers to employment

✉ enable.works@enable.org.uk

MENCAP

Housing advice, support. Service directory & advice line

☎ 020 7454 0454 / 0808 808 1111

✉ helpline@mencap.org.uk

🌐 mencap.org.uk/housing

Autism Scotland

Housing advice, support and service directory. Information helpline.

☎ 01259 720044

✉ advice@scottishautism.org

🌐 www.scottishautism.org

Autism Initiatives

In a variety of locations throughout the UK offer a wide range of support for autistic people.

✉ [Autism Initiatives](#) – online referral

🌐 www.autisminitiatives.org

Parkinson's UK

Support, advice & information for people with Parkinson's & their carers

☎ 0808 800 0303

✉ hello@parkinsons.org.uk

🌐 localsupport.parkinsons.org.uk

Compass [£]

Therapy & support for a range of neurological conditions.

☎ 0131 554 5384

✉ hello@wearecompass.org.uk

🌐 wearecompass.org.uk

Alzheimer's Scotland

Support and information for people with dementia. Online information resources for carers and families

☎ 0131 243 1453 / 0808 808 3000

✉ [https://www.alzscot.org/our-](https://www.alzscot.org/our-work/about-us/contact-us)

[work/about-us/contact-us](https://www.alzscot.org/our-work/about-us/contact-us)

Beacon Club

Day care service for older people with dementia. Broomhouse & Gilmerton

Space Age Connections

Outreach and befriending service

☎ 0131 455 7731

✉ admin@spacescot.org

Cancer

Marie Curie Helper Service

Emotional and practical support. Short-term carer respite

☎ 0141 473 1785

✉ support@mariecurie.org.uk

🌐 mariecurie.org.uk

MacMillan Support

Practical and emotional support to anyone affected by cancer.

☎ 0131 537 3907 🌐 macmillan.org.uk

✉ Elaine.Gray@nhslothian.scot.nhs.uk

MacMillan Financial Advice

See [Advice Shop](#)





Addiction Issues

Approximately 1 in 10 people presenting as homeless report having issues with addiction, either to alcohol, substances, or gambling. These issues can have a negative impact on family relationships, employment, health, and finances and can contribute to tenancy loss.

See [Edinburgh Alcohol and Drug Partnership](#) for information, advice and directory of the help and support available.

Turning Point - North East Edinburgh Recovery Service

Drop-in service providing support to people with problematic alcohol and other drug use

☎ 0131 554 7516

✉ edinburghservices@turningpointscotland.com

🌐 turningpointscotland.com/getting-support/edinburgh/north-east-edinburgh-recovery-service

5 Links Place, EH6 7EZ

Change Grow Live – Edinburgh Recovery Services

Services providing advice, guidance, and support including one-to-one, recovery planning, group work and access to harm reduction information

🌐 changegrowlive.org

North West Edinburgh

☎ 0131 469 5044

✉ rab.smith@cgl.org.uk

1B Pennvwell Road, EH4 4PH

South East Edinburgh

☎ 0131 661 5294

✉ philip.crawley@cgl.org.uk

13 Newtoft Street, EH17 8RG

South West Edinburgh

☎ 0131 453 9406

✉ chris.osullivan@cgl.org.uk

30 Harvesters Way, EH14 3JF

Alcoholics Anonymous

☎ 0800 917 7650

🌐 aa-edinburgh.org.uk/meetings

Narcotics Anonymous

☎ 0300 999 1212

🌐 meetings.ukna.org/meeting/search

Gamblers

Anonymous

☎ 0370 050 8881

🌐 gascotland.org

GamCare Scotland

Free, flexible help and support for anyone affected by gambling

☎ 0131 261 5220

🌐 gamcare.org.uk/get-support/find-local-treatment/scotland

Rainbow Recovery Family & Friends Support Service

Support group for family and friends affected by a loved one's addiction

☎ 07732 418 597 ✉ hello.rainbowrecovery@gmail.com 🌐 rainbowrecovery.org.uk/

Scottish Families Affected by Alcohol and Drugs

Support and advice for families affected by alcohol and drugs

☎ 08080 101011

🌐 sfad.org.uk ✉ helpline@sfad.org.uk





Leaving Institutions

People can be at increased risk of homelessness when transitioning out of institutions, such as the armed forces, hospital or prison, where their accommodation was provided. While anybody about to leave such an institution may benefit from generic housing, income maximisation or employability advice, a specialist service may be more useful.

Veterans

Veterans First Point

Support and advice, with focus on mental health & well-being. Peer support workers & drop-in.

☎ 0131 220 9920

✉ Veterans.Enquiries@nhslothian.scot.nhs.uk

🌐 veteransfirstpoint.org.uk/drop-center/lothian

Lothian Centre, Argyle House, 3 Lady Lawson Street, EH3 9DR

Scottish Veterans Residences

Supported housing for former members of the UK Armed Forces who are homeless or at risk of homelessness - including Whitefoord House in Edinburgh

☎ 0131 556 6827

✉ info@svronline.org

🌐 svronline.org

Veterans Community Café

Drop-in café every Wednesday evening from 6pm, run by veterans for veterans and their families.

☎ 0131 557 0718

✉ staffordcentre@changemh.org

🌐 staffordcentre.org.uk/about-5-4

Stafford Centre, 103 Broughton Street, Edinburgh, EH1 3RZ

Care Leavers

Looked after or care-experienced young people can access housing advice from the Young Persons Housing Officers, and should also have an allocated Social Worker.

See also services for [Young People](#)

Through Care After Care

CEC service providing support and advice to looked after young people moving on from care. Support can continue to 26. Support with housing, finances, education & employment opportunities, maintaining important relationships, health & wellbeing and advocacy.

☎ 0131 529 6700

✉ CFDuty.ThroughcareandAftercare@edinburgh.gov.uk

249 High Street, EH1 1YJ

Barnardo's 16+ Edinburgh

Supporting the transition to independent living, including advice, supported lodgings & employability

☎ 0131 446 7000

✉ 16PlusEdinburgh@barnardos.org.uk

🌐 barnardos.org.uk/what-we-do/services/16-edinburgh





Hospital

Cyrenians Hospital In-Reach

Support for patients in hospital in Edinburgh to maintain or access accommodation upon discharge

☎ 0131 475 2354

📧 cyrenians.scot/how-we-help/124-health-and-homelessness

Housing Access Referral Team

Part of the HP&HOT service working with people who are homeless, or at risk of homelessness, with specific health or support needs. Can assist with adaptations or help source suitable accommodation

✉ HomeAccessibilityReferralTeam@edinburgh.gov.uk

Prison

People serving prison sentences, including remand, are at increased risk of losing their homes. This is also true for their families. Those who were homeless prior entering prison risk being released back into homelessness. The following services can help prevent homelessness and assist with rehabilitation and reducing offending.

CEC Prison Outreach

Housing advice at start and end of sentence/remand

✉ patrick.kelly@edinburgh.gov.uk

Aid & Abet

Peer led support service to people on their release

☎ 07444 125 380

✉ admin@aidnabet.org

📧 www.aidnabet.org

SACRO

Range of services working with people leaving custody to support rehabilitation, prevent reoffending and reduce conflict and harm in the community

☎ 0131 624 7270

✉ info@sacro.org.uk

📧 sacro.org.uk/

Willow

Supporting women in the criminal justice system. Focus on mental and physical wellbeing including substance issues, education, training, employment, and welfare rights.

☎ 0131 529 2220

16 Kirkgate, Edinburgh EH6 6AD

Families Outside

Advice for families affected by imprisonment. Housing, finance, & emotional support

☎ 0800 254 0088

✉ support@familiesoutside.org.uk

📧 familiesoutside.org.uk/

Action For Children – EH1

Partnership with CEC's Youth Offending Service. Support for young people with offending behavior, substance misuse, high risk behavior, or housing/homelessness issues

☎ 0131 529 6700

✉ fiona.bradford@actionforchildren.org.uk

📧 actionforchildren.org.uk

EMORSS Offending Recovery Support Service

Support to reintegrate back into the community. Advice & recovery options for people with addiction issues. Help with housing, benefits, health, & employability.

☎ 0131 557 5273

✉ emorsenquiries@cgl.org.uk

📧 changegrowlive.org/emorss-edinburgh-midlothian





New Home

Moving to a new social tenancy

Edindex is a single access point to apply for social housing in Edinburgh. Website provides information about waiting times, supply and demand and alternative housing options.

- Complete one application to register with the Council and 17 other Social Landlords
- Available homes advertised each week
- Bid as a Mover to move from one social tenancy to another
- May be eligible for Overcrowding Priority if home too small
- Assistance with downsizing if home too big
- Website can be translated to chosen language

Edindex

Contact Edindex team for advice on registering, bidding & eligibility

☎ 0131 529 5080

✉ edindex@edinburgh.gov.uk

🌐 edindexhousing.co.uk/

See also [House Exchange](#) to arrange a mutual exchange - a quick way for social tenants to swap homes with each other [with permission from landlord]

Moving on from homelessness

Experience of homelessness is a strong predictor of future homelessness and research shows that up to 15% of homeless applicants make another homeless application within five years.

Providing support at the start of a tenancy to create a safe, secure home and build community links can help break this cycle.

Fresh Start

Hit Squad - decorating service
[referrals from support worker only]

Starter Packs - essential small items for new tenancy [excl. furniture]

Cookers/Fridges/Washing Machines

☎ 0131 476 7741

✉ admin@freshstartweb.org.uk

🌐 freshstartweb.org.uk

Scottish Welfare Fund

Discretionary Community Care Grant may help with cost of moving to, or furnishing a new home

☎ 0131 529 5299

✉ welfarefundteam@edinburgh.gov.uk

🌐 edinburgh.gov.uk/benefits-grants/scottish-welfare-fund

Community Centers

40+ centers across Edinburgh provide a range of clubs, classes, activities and events to help people integrate with their new community.

🌐 joinedinedinburgh.org/community-centers

Gateway

Free furniture, appliances, and household items [referrals from support worker only]

☎ 0131 561 8903

✉ gateway@bethanychristiantrust.com





Removing Barriers

Digital Exclusion

An increasing range of services are now only accessible online. Everything from claiming benefits or applying for social housing to managing a bank account or job hunting requires access to the internet and email. The internet is an excellent resource for information and advice, but lack of equipment, skills or connection can be a barrier. The following services can assist with access, training, and equipment.

Access to computers, printers etc.

Public Libraries

edinburgh.gov.uk/using-library/computers-libraries/1

Muirhouse Millennium Centre

0131 467 3578

enquiremuirhouse@gmail.com

7 Muirhouse Medway, EH4 4RW

Streetwork Holyrood Hub

0808 178 2323

mail@streetwork.org.uk

22 Holyrood Road

Free/subsidised PC equipment

Pass IT on

07795 979364

admin@passitoncomputers.co.uk

passitoncomputers.co.uk/pass-it-on-home/

Edinburgh Remakery

07708477136

hello@edinburghremakery.org.uk

edinburghremakery.org.uk

#EdiFreeWiFi

Open WiFi network free to all users.
Currently covering City Centre, Tollcross, Southside

edinburghfreewifi.com

Connecting Scotland

IT advice & support from Scottish Gov.

help@connecting.scot connecting.scot/citizens

0800 0 590 690

Digital Skills support

Enquire at any library

getonline@edinburgh.gov.uk

For people with a disability

ECAS Computing

0131 667 2053

hello@ecas.scot

ecas.scot/activities/computing

57 Norton Park, EH7 5QY

For older people

Ace IT [50+]

0131 667 2053 info@aceit.org.uk

<https://aceit.org.uk/>

25 Nicolson Square, EH8 9BX

Tap into IT 0131 228 5716





Navigating the welfare system, understanding your rights as a tenant, or searching for work can be challenging for people who struggle with literacy or numeracy, or whose first language is not English. The following services can help.

Language

The Welcoming

From complete beginner to intermediate level. Also online.

☎ 0131 346 8577

✉ info@thewelcoming.org

🌐 thewelcoming.org/services/english-language/english-language-classes

20/1 Westfield Avenue EH11 2TT

ESOL classes

Online classes for all levels. Resources for self-learning

☎ 0800 085 7672

✉ esol@ea.edin.sch.uk

🌐 edinburgh.gov.uk/adult-learning/english-speakers-languages

LINKnet

Free classes from beginner to advanced

☎ 0131 261 4463

✉ volunteers@linknetmentoring.com

🌐 linknetmentoring.com

31 Guthrie Street EH1 1JG

Literacy & Numeracy

CEC Adult Learning

☎ 0800 085 7672

✉ ale@ea.edin.sch.uk

🌐 edinburgh.gov.uk/adult-learning/reading-writing-numbers

The Big Plus

☎ 0800 917 8000

✉ mywow.support@sds.co.uk

🌐 skillsdevelopmentscotland.co.uk/what-we-do/employability-skills/the-big-plus

Bereavement

NHS Lothian Bereavement Support Groups

NHS Lothian run two Bereavement Support Groups in the Edinburgh area. One group meets in the Prestonfield area of Edinburgh (EH16) and one in the Clermiston area (EH4).

☎ 0131 242 6995 ✉ bereavement.service@nhslothian.scot.nhs.uk

🌐 <https://www.edinburghhsc.scot/nhs-lothian-bereavement-support-groups/>

NHS Lothian Bereavement Support Groups

NHS Lothian run two Bereavement Support Groups in the Edinburgh area. One group meets in the Prestonfield area of Edinburgh (EH16) and one in the Clermiston area (EH4).

☎ 0300 111 5065 ✉ email.support@uksobs.org 🌐 <https://uksobs.com/how-we-can-help/>

Cruse Scotland

Compassionate grief and bereavement support in Scotland

☎ 0808 802 6161 ✉ info@crusescotland.org.uk

🌐 www.crusescotland.org.uk

