

Benefits, debt advice, crisis and community grants

1. The Advice Shop

We provide:

- assistance with all aspects of welfare rights including income maximisation through welfare benefits, tax credits and grants
- debt advice to resolve personal debt including credit cards, bank loans, rent arrears, personal loans, store cards, catalogues and mortgage arrears
- help for people affected by cancer through information, advice and advocacy to access entitlements arising as a result of a cancer diagnosis and the extra costs of cancer.

Advice line opening times

- Monday 9am to 1pm
- Tuesday 10am to 1pm
- Wednesday 9am to 1pm
- Thursday 9am to 1pm
- Friday 9am to 1pm

If you need advice about benefits or debt call **0131 200 2360**.

Walk in help and advice

The Advice Shop is accessible at the Customer Hub, 249 High Street on Tuesdays and Thursdays from 9.30am to 12.30pm on a walk-in basis.

Priority is given to those with an urgent matter or who cannot access the service through phone or email. It is first come first served and on some busy days, not everyone can be seen.

2. GET ADVICE — Citizens Advice Edinburgh

58 Dundas Street

Edinburgh
EH3 6QZ

Drop-in service (without appointment)

Thursday: 09:30 - 12:30

Friday: 09:30 - 12:30

Opening hours (with appointment)

Monday: 09:30 - 16:30 Tuesday: 09:30 - 16:30

Wednesday: 09:30 - 16:30

Thursday: 09:30 - 16:30

Friday: 12:30 - 16:30

3. CHAI

CHAI (Community Help & Advice Initiative.)

0131 442 2100

chai@chaiedinburgh.org.uk

chaiedinburgh.org.uk

28 Westfield Avenue, Edinburgh, EH10 2QH

*Work capability assessments there is a flexible deadline so people I can help people from January onwards with this one otherwise the services above can help.

FOOD vouchers for Food Banks and meals delivered

1. Please contact **Trussel Trust** main office. Mention that you are not a referral agent but need to make an urgent referral for a food parcel for a patient.

Call us: 01722 580 180

Email us: enquiries@trussell.org.uk

2. Free Meal Packs- delivered to your home or to a local community hub

A meal pack contains lunch, dinner and a snack for two days. The meals are delivered cold and can easily be heated in the microwave or on the hob. They are delivered to your door or to a local community hub by our drivers and cyclists.

Ways to contact us:

[Empty Kitchens, Full Hearts | Edinburgh | Scotland](#)

- Fill in the form below
- Email: hello@emptykitchens.co.uk
- Call us: 07895 347157

[Empty Kitchens, Full Hearts | Edinburgh | Scotland](#)

3. Meals on Wheels

*Delivering hot, nutritious meals on wheels to **older people** at home across North Edinburgh and Leith.*

Call us on 0131 343 0940

Please note there is a charge for this service

[Meals On Wheels - Fresh hot meals delivered - LifeCare Edinburgh](#)

Free meals for people on low incomes ONLY

Eligible for Pension Credit or Universal Credit? You can access our Meals on Wheels service for free.

At risk of homelessness and/or urgent assistance:

[Request an assessment – The City of Edinburgh Council](#)

Request an assessment

You can request a homeless assessment if you are homeless or threatened with homelessness within the next two months. Assessments are carried out by our housing officers. They will review your circumstances and decide whether you are homeless by legal definition.

There are four elements that we will look into:

1. Are you eligible for homeless assistance?
2. Are you homeless?
3. Have you become homeless intentionally?
4. Do you have a local connection?

If we establish that you meet all four criteria, you are entitled to one reasonable offer of permanent, social housing. To do this we use [EdIndex](#)

Arrange an assessment

If you have somewhere you can safely stay, you can contact us on

0131 529 7125

HPHOT.HousingAssistants@edinburgh.gov.uk.

Provide us with your

- full name
- date of birth
- National Insurance number

- contact details
- details of other household members
- details of your current situation.

We are available

- Monday to Thursday 8.30am to 5pm
- Friday 8.30am to 3.40pm.

We strive to offer you an appointment within 14 days of your first contact. We have unfortunately seen a significant increase in the waiting days for appointments. This is mainly due to the numbers of households presenting as homeless increasing and our resources we have available is not able to meet this demand.

If you are booked in for an appointment you must make sure you are available at the time of the appointment. If not phone to cancel or rearrange the appointment. We may phone you to re-arrange your appointment or offer you an earlier slot.

We can

- try to stop you losing your home
- advise you on housing options
- contact other agencies to help you.

Urgent assistance

If you are roofless, you can drop in during working hours to speak to someone. Our office locations are below.

North West locality office
8 West Pilton Gardens
Edinburgh
EH4 4DP

Our offices are open (excluding public holidays)

- Monday to Thursday from 9am to 4.15pm
- Friday from 9am to 4pm.

If you are homeless and have significant support needs, you can speak to someone at [the Access Place](#).

Out of hours

Our emergency out of hours service can be contacted on

- freephone **0800 032 5968**
- local rate **0131 200 2000**.

Help at home, package of care:

Through the social care route: Provide social care direct contact number 0131 200 2324 to person or family member

[Ask Social Care Direct for advice – The City of Edinburgh Council](#)

A social worker will be allocated and contact the person directly unless stated otherwise.

1. Private route – self funded

List is not exhaustive and we cannot advise only provide information. Patients will have to make contact and arrange a care coordinator visit so to discuss details of support.

a. Lifecare

Help at Home

Help at Home provides regular and reliable support with household tasks and shopping. When things get more difficult to manage, we're here to provide flexible and tailored support that can help you to stay independent and enjoying life in your own home.

Call us on 0131 343 0950

Care and Companionship

Outreach is a registered care service for over 50s with care and support needs, which provides care, companionship and support, at home or out and about.

Call us on 0131 343 0944

b. Home Instead

Contact North West team: 0131 609 0244

[How It Works | Home Instead](#)

Providing day and night support. Specialised care for all kinds of needs: dementia, Parkinson's, etc.

c. Bright Light Care

We also include a 24-hour on-call system in our care service so there is always someone available to help when you need it.

Our caregivers are chosen for their compassion, reliability and ethos, and are given first-class training with ongoing professional development. Our home care team can support them with housework, personal care, medication, and meal preparation so that our customers can maintain their independence and lifestyle with activities inside the home or out in the community. The highest level of care embracing independence, choice, and respect is the whole team's absolute goal.

Whether it is specialist dementia care, domiciliary care or just a friendly companionship call we will provide a home care service you can be confident in. We realise that over time your requirements may change and we can update your care plans to accommodate any requests or changes to care needs or personal preferences.

Please contact the Bright Care Edinburgh team to learn more about the home care services we can offer you or your love

Contact number: **0131 357 3810** and for information: **01865 638018**

d. Cura care

0150 685 7635 | 0753 945 6426

Info@cura-care-services.co.uk

Light Housework And Running Errands

Support And Companionship

Assistance With Meals And Medication

Support With Personal Care Including Washing And Dressing

Staff are trained to support people with and all kinds of needs such as:

Parkinson's

Dementia

Down Syndrome

MS

Geriatric Care

Balance- CAS alarm and safety concerns:

Provide social care direct contact number 0131 200 2324 to person or family member

[Ask Social Care Direct for advice – The City of Edinburgh Council](#)

A social worker will be allocated and contact the person directly unless stated otherwise.