

# Crisis Support Edinburgh Guide

January 2022



Edinburgh **Health and  
Social Care** Partnership



## Introduction

In this edition of the Crisis Guide for professionals we list services that will help to support an individual in crisis.



|    |                                                            |
|----|------------------------------------------------------------|
| 03 | <a href="#"><u>Alphabetical Index</u></a>                  |
| 05 | <a href="#"><u>Out of Hours Services</u></a>               |
| 06 | <a href="#"><u>Abuse</u></a>                               |
| 06 | <a href="#"><u>Carers</u></a>                              |
| 07 | <a href="#"><u>Clothing</u></a>                            |
| 07 | <a href="#"><u>Baby Clothing Bank</u></a>                  |
| 07 | <a href="#"><u>Clothing Bank</u></a>                       |
| 07 | <a href="#"><u>Interview Clothing</u></a>                  |
| 07 | <a href="#"><u>Disability Services</u></a>                 |
| 08 | <a href="#"><u>Employability</u></a>                       |
| 09 | <a href="#"><u>Food</u></a>                                |
| 09 | <a href="#"><u>Foodbanks</u></a>                           |
| 09 | <a href="#"><u>Basic Food Bank</u></a>                     |
| 09 | <a href="#"><u>Edinburgh Food Project</u></a>              |
| 10 | <a href="#"><u>North East Edinburgh</u></a>                |
| 10 | <a href="#"><u>South West and South East Edinburgh</u></a> |
| 11 | <a href="#"><u>Food Pantries</u></a>                       |
| 11 | <a href="#"><u>More Organisations providing food</u></a>   |
| 13 | <a href="#"><u>Health and Wellbeing</u></a>                |
| 13 | <a href="#"><u>Health</u></a>                              |
| 13 | <a href="#"><u>Mental Health</u></a>                       |
| 14 | <a href="#"><u>Homelessness</u></a>                        |
| 14 | <a href="#"><u>Immigration</u></a>                         |
| 15 | <a href="#"><u>Money Advice</u></a>                        |
| 15 | <a href="#"><u>Debt Counselling</u></a>                    |
| 15 | <a href="#"><u>Energy Advice</u></a>                       |
| 16 | <a href="#"><u>Income Maximisation</u></a>                 |
| 17 | <a href="#"><u>Access to Benefits</u></a>                  |
| 18 | <a href="#"><u>Substance Misuse</u></a>                    |

## 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 (with hyperlink) any additions or entry update changes for consideration. [ConnectHereUpdates@nhslothian.scot.nhs.uk](mailto:ConnectHereUpdates@nhslothian.scot.nhs.uk)

During the final week of the calendar month, updates will be incorporated into a new edition of the guide which will then be distributed.

## 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 these 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 and cannot accept liability for errors or omissions and any resulting harm.

## Alphabetical Index

## Page

|                                                                                     |       |
|-------------------------------------------------------------------------------------|-------|
| <a href="#">Additional emergency credit for pre-payment meters</a>                  | 15    |
| <a href="#">Advice Shop</a>                                                         | 15,16 |
| <a href="#">Al-Anon</a>                                                             | 18    |
| <a href="#">Alcoholics Anonymous</a>                                                | 18    |
| <a href="#">All in Edinburgh</a>                                                    | 8     |
| <a href="#">Baby Clothing Bank</a>                                                  | 7     |
| <a href="#">Basic Foodbank - Main Contact: Edinburgh City Mission</a>               | 9     |
| <a href="#">Bethany Care Van: (Lunch) Van - Lunchtime; (Soup) Van – Evenings</a>    | 11    |
| <a href="#">Bethany Care Shelter</a>                                                | 11,14 |
| <a href="#">Bethany Christian Trust</a> - Gateway to Homes and Communities          | 14    |
| <a href="#">Big Issue</a>                                                           | 8     |
| <a href="#">Breathing Space Phonenumber</a>                                         | 13    |
| <a href="#">Broomhouse Community One Stop Shop</a>                                  | 11    |
| <a href="#">Broomhouse Food Pantry</a>                                              | 11    |
| <a href="#">CGL (Change Grow Live)</a>                                              | 18    |
| <a href="#">Carrubers Christian Centre</a>                                          | 11    |
| <a href="#">CHAI - Community Help and Advice Initiative</a>                         | 15,16 |
| <a href="#">Changeworks - Fuel poverty services</a>                                 | 15    |
| <a href="#">Christians Against Poverty UK</a>                                       | 15    |
| <a href="#">Citizens Advice (CAE)</a>                                               | 15,16 |
| <a href="#">City of Edinburgh – Crisis Grants (See Scottish Welfare Funds Team)</a> | 17    |
| <a href="#">City of Edinburgh - Discretionary Housing Payments (DHP)</a>            | 17    |
| <a href="#">City of Edinburgh – Free School Meals, Milk and Clothing Grant</a>      | 17    |
| <a href="#">City of Edinburgh – How to get a direct payment</a>                     | 17    |
| <a href="#">Council Homelessness Services</a>                                       | 14    |
| <a href="#">Department of Work and Pensions (DWP) - Hardship payments</a>           | 17    |
| <a href="#">Department of Work and Pensions (DWP) - Severe Hardship payments</a>    | 17    |
| <a href="#">Department of Work and Pensions (DWP) - Short Term Benefit Advances</a> | 17    |
| <a href="#">Disability Information Scotland</a>                                     | 7     |
| <a href="#">Edinburgh Carer Support Team</a>                                        | 6     |
| <a href="#">Edinburgh City Mission</a>                                              | 9     |
| <a href="#">Edinburgh Clothing Store</a>                                            | 7     |

|                                                                                                                |       |
|----------------------------------------------------------------------------------------------------------------|-------|
| <a href="#"><u>Edinburgh Crisis Centre</u></a>                                                                 | 13    |
| <a href="#"><u>Edinburgh Coronavirus Support</u></a>                                                           | 11    |
| <a href="#"><u>Edinburgh Cyrenians Fareshare</u></a>                                                           | 11    |
| <a href="#"><u>Edinburgh Food Project - Bristo Memorial Church</u></a>                                         | 9     |
| <a href="#"><u>Edinburgh Food Project - Broughton St Mary's Parish Church</u></a>                              | 9     |
| <a href="#"><u>Edinburgh Food Project - Central Hall</u></a>                                                   | 9     |
| <a href="#"><u>Edinburgh Food Project - Priestfield Parish Church</u></a>                                      | 9     |
| <a href="#"><u>Edinburgh Food Project - Saint Andrew's Church (Buttercup Hall)</u></a>                         | 9     |
| <a href="#"><u>Edinburgh Food Project - Saint Columba's by the Castle</u></a>                                  | 9     |
| <a href="#"><u>Edinburgh Food Project - Saint Margaret Mary</u></a>                                            | 9     |
| <a href="#"><u>Edinburgh Food Project - The Priory Church</u></a>                                              | 9     |
| <a href="#"><u>Edinburgh Food Project - Warehouse and Office</u></a>                                           | 9     |
| <a href="#"><u>Edinburgh Rape Crisis Centre</u></a>                                                            | 6     |
| <a href="#"><u>Edinburgh Womens Aid</u></a>                                                                    | 6     |
| <a href="#"><u>Emergency Mental Health Assessment</u></a>                                                      | 13    |
| <a href="#"><u>Empty Kitchens, Full Hearts</u></a>                                                             | 12    |
| <a href="#"><u>Fair Advice</u></a>                                                                             | 7     |
| <a href="#"><u>Fear Free</u></a>                                                                               | 6     |
| <a href="#"><u>Fresh Start Pantry</u></a>                                                                      | 11    |
| <a href="#"><u>Forth Sector</u></a>                                                                            | 8     |
| <a href="#"><u>Funded Early Learning and Childcare</u></a>                                                     | 17    |
| <a href="#"><u>Goodtrees Neighbourhood Centre – Food Pantry</u></a>                                            | 11    |
| <a href="#"><u>Granton Community Hub - Community Food Pantry</u></a>                                           | 11    |
| <a href="#"><u>Grapevine Disability Information Service</u></a>                                                | 7     |
| <a href="#"><u>Greenhouse Food Pantry</u></a>                                                                  | 11    |
| <a href="#"><u>Grassroots Clothing Project</u></a>                                                             | 7     |
| <a href="#"><u>Granton Information Centre (GIC)</u></a>                                                        | 15,16 |
| <a href="#"><u>Hays Community Food Pantry</u></a>                                                              | 11    |
| <a href="#"><u>Health Concerns - Helpline</u></a>                                                              | 13    |
| <a href="#"><u>Home Energy Scotland</u></a>                                                                    | 15    |
| <a href="#"><u>Income Advice Team - (City of Edinburgh Council Tenants only)</u></a>                           | 16    |
| <a href="#"><u>Joined Up for Jobs</u></a>                                                                      | 8     |
| <a href="#"><u>Money Talk Team - Citizens Advice</u></a>                                                       | 15    |
| <a href="#"><u>Missionaries of Charity</u></a>                                                                 | 11    |
| <a href="#"><u>National Debt Helpline</u></a>                                                                  | 15    |
| <a href="#"><u>National Domestic Violence Helpline (24 Hour)</u></a>                                           | 6     |
| <a href="#"><u>Next Step Edinburgh</u></a>                                                                     | 8     |
| <a href="#"><u>NE Edinburgh Foodbank (Trussell Trust) - Main Contact - South Leith Parish Church Halls</u></a> | 10    |
| <a href="#"><u>NE Edinburgh Foodbank (Trussell Trust) - Leith Saint Andrews Church</u></a>                     | 10    |
| <a href="#"><u>NE Edinburgh Foodbank (Trussell Trust) - North Leith Parish Church</u></a>                      | 10    |
| <a href="#"><u>NE Edinburgh Foodbank (Trussell Trust) - Pilrig Saint Pauls Church</u></a>                      | 10    |
| <a href="#"><u>NE Edinburgh Foodbank (Trussell Trust) - Saint Margaret Parish Church</u></a>                   | 10    |
| <a href="#"><u>North Edinburgh Drug and Alcohol Centre</u></a>                                                 | 18    |
| <a href="#"><u>Papyrus – Prevention of Young Suicide</u></a>                                                   | 13    |
| <a href="#"><u>Pennwell Food Pantry (now Community Renewal)</u></a>                                            | 11    |
| <a href="#"><u>PCHP Food Pantry</u></a>                                                                        | 11    |
| <a href="#"><u>Real Jobs</u></a>                                                                               | 8     |
| <a href="#"><u>Respect - Men's Advice Line</u></a>                                                             | 6     |
| <a href="#"><u>Rock Trust</u></a>                                                                              | 14    |
| <a href="#"><u>Rowan Alba</u></a>                                                                              | 18    |

|                                                                                    |    |
|------------------------------------------------------------------------------------|----|
| <a href="#">Saheliya</a>                                                           | 6  |
| <a href="#">Salvation Army - Granton</a>                                           | 12 |
| <a href="#">Salvation Army Wellbeing Centre Niddry Street</a>                      | 12 |
| <a href="#">Samaritans Scotland</a>                                                | 13 |
| <a href="#">Scottish Domestic Abuse and Forced Marriage Helpline</a>               | 6  |
| <a href="#">Scottish Welfare Funds Team</a>                                        | 17 |
| <a href="#">Shakti Womens Aid</a>                                                  | 6  |
| <a href="#">Shelter's Free Housing Advice Line</a>                                 | 14 |
| <a href="#">Smartworks</a>                                                         | 7  |
| <a href="#">Social Bite - Rose Street</a>                                          | 12 |
| <a href="#">Social Security Scotland - Best Start Grant and Best Start Foods</a>   | 17 |
| <a href="#">Social Security Scotland - Best Start Grant Early Learning Payment</a> | 17 |
| <a href="#">Social Security Scotland - Best Start Grant School Age Payment</a>     | 17 |
| <a href="#">Social Security Scotland - Best Start Foods</a>                        | 17 |
| <a href="#">Social Security Scotland - Carer's Allowance Supplement</a>            | 17 |
| <a href="#">Social Security Scotland - Child Winter Heating Assistance</a>         | 17 |
| <a href="#">Social Security Scotland - Funeral Support Payment</a>                 | 17 |
| <a href="#">Social Security Scotland - Job Start Payment</a>                       | 17 |
| <a href="#">Soul Food at Central Hall</a>                                          | 12 |
| <a href="#">Soul Food at St Pauls and St George</a>                                | 12 |
| <a href="#">Soul Food - City of Edinburgh Methodist Church</a>                     | 12 |
| <a href="#">Soul Food - Mustard Seed at St Margaret 's Church</a>                  | 12 |
| <a href="#">Steps to Hope - Old Saint Pauls Episcopical Church</a>                 | 12 |
| <a href="#">Steps to Hope - Saint Columba's by the Castle</a>                      | 12 |
| <a href="#">Steps to Hope - Saint Cuthbert's Church</a>                            | 12 |
| <a href="#">SE Edinburgh Foodbank (Trussell Trust) - Blythswood Care</a>           | 10 |
| <a href="#">SW Edinburgh Foodbank (Trussell Trust) - Salvation Army</a>            | 10 |
| <a href="#">Saint Salvadors Episcopal Church - The Community Food Initiative</a>   | 12 |
| <a href="#">Streetwork - Holyrood Hub</a>                                          | 12 |
| <a href="#">Street Support Network</a>                                             | 14 |
| <a href="#">The Access Place</a>                                                   | 13 |
| <a href="#">Turning Point Scotland</a>                                             | 18 |
| <a href="#">Turn to us</a>                                                         | 15 |
| <a href="#">Universal Credit - Helplines</a>                                       | 17 |
| <a href="#">Vocal Carers Hub</a>                                                   | 6  |
| <a href="#">Y People</a>                                                           | 14 |

## Out of Hours Support

**Abuse:** [24 Hour National Domestic Violence Helpline](#) (Page 6), [Respect - Men's Advice Line](#) (Page 6), [Scottish Domestic Abuse and Forced Marriage Helpline](#) (Page 6)

**Homelessness:** [Bethany Care Shelter](#) (Pages 11, 14), [Bethany Care Van](#) (Page 11), [Streetwork - Holyrood Hub](#) (Page 12)

**Mental Health:** [Breathing Space Phone line](#) (Page 13), [Edinburgh Crisis Centre](#) (Page 13), [Samaritans Scotland](#) (Page 13), [Papyrus – Prevention of Young Suicide](#) (Page 13), [Emergency Mental Health Assessment – Royal Edinburgh Hospital](#) (Page 13), [Health Concerns: NHS Inform Helpline](#) (Page 13)

06

## Abuse

### Domestic Abuse and Violence

#### 24 Hour National

##### Domestic Violence Helpline

T: 0808 200 0247 - Helpline

Helpline open: 24 Hours

W: <https://www.nationaldahelpline.org.uk/>

#### Edinburgh Rape Crisis Centre

T: 0808 801 0302 - Helpline

T: 07537 410 027 - Text

Helpline open: Open daily

6.00pm to 12 midnight

E: [support@ercc.scot](mailto:support@ercc.scot)

W: <https://www.ercc.scot/>

#### Edinburgh Women's Aid

T: 0131 315 8110 - Helpline (Local)

T: 0800 027 1234 - Helpline - (National)

T: 0131 315 8111 - Office

Helpline open: Mon, Wed, Thurs,

Fri: 10am - 3pm; Tues: 10am - 7pm;

Sat: 10am - 1pm; Sun: Closed

E: [info@edinwomensaid.co.uk](mailto:info@edinwomensaid.co.uk)

W: <https://edinwomensaid.co.uk>

#### Fear Free

T: 0131 624 7270

E: [fearfree@sacro.org.uk](mailto:fearfree@sacro.org.uk)

W: <https://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](mailto:helpline@sdafmh.org.uk)

WC: <https://sdafmh-chat.devsoc.org/>

W: <https://sdafmh.org.uk/>

#### Saheliya

T: 0131 556 9302

Helpline open: Mon - Fri: 9.00am - 4.30pm

E: [info@saheliya.co.uk](mailto:info@saheliya.co.uk)

W: <http://www.saheliya.co.uk>

FB: <https://www.facebook.com/saheliya.bme.women>

#### Shakti Women's Aid

T: 0131 475 2399

T: 0800 027 1234 - Helpline

Helpline open: 24 Hours

Open: Mon: 9.30am - 4.00pm;

Tue: 1.00pm - 4.00pm; Wed - Fri: 9.30am - 4.00pm

E: [info@shaktiedinburgh.co.uk](mailto:info@shaktiedinburgh.co.uk)

W: <https://shaktiedinburgh.co.uk>

#### Services for Male Survivors

##### Respect - Men's Advice Line

T: 0808 801 0327 - Helpline - Freephone

Helpline open: Mon to Fri: 9.00am to 8.00pm

E: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

WC: Wed, Thurs, and Fri: 10-11am and 3-4pm

W: <https://www.mensadviceline.org.uk>

06

## Carers

#### Carers Services and Support

##### Edinburgh Carer Support Team

T: 0131 536 3371

Open: Mon to Fri: 09.00-5.00pm

E: [carer.support@luht.scot.nhs.uk](mailto:carer.support@luht.scot.nhs.uk)

W: <https://services.nhslothian.scot/supportingcarers/CarerSupportServices/Pages/CarerSupportTeam.aspx>

#### Vocal Edinburgh Carers' Hub

T: 0131 622 6666

E: [centre@vocal.org.uk](mailto:centre@vocal.org.uk)

W: [www.vocal.org.uk](http://www.vocal.org.uk)

07

## Clothing

### **Baby Clothing Bank**

T: 0131 557 2060

E: [info@counsellingandcare.co.uk](mailto:info@counsellingandcare.co.uk)

W: <https://www.counsellingandcare.co.uk/practical-help/>

### **Edinburgh Clothing Store**

T: 0131 552 1111

Opening: 10:00am -to- 12:30pm, Tuesday, Thursday and Friday

W: <http://www.edinburghclothingstore.org/>

### **Interview Clothing**

### **Grassroots Clothing Project**

T: 07887 492 411

E: [grassrootsclothingedinburgh@gmail.com](mailto:grassrootsclothingedinburgh@gmail.com)

W: <https://grassrootsclothingedinburgh.co.uk/>

### **Smart Works**

T: 0131 516 7787

E: [edinburgh@smartworks.org.uk](mailto:edinburgh@smartworks.org.uk)

W: <https://smartworks.org.uk/edinburgh-smart-works/>

07

## Disability Services

### **Disability Information Scotland**

T: 0300 323 9961

Open: Monday - Friday 10.00am to 4.00pm

W: <https://www.disabilityscot.org.uk>

FB: <https://www.facebook.com/disabilityinfoscot>

### **Fair Advice**

T: 0131 662 1962

Open: Monday – Friday: 9.00am to 5.00pm

W: <https://www.fairadvice.org.uk/>

### **Grapevine Disability Information Service**

T: 0131 475 2370 – Adviceline

Open: Advice line open: 5 days a week:

Mon - Fri: 10am-4pm (answer machine available during busy times).

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

W: <https://www.lothiancil.org.uk/how-we-help/grapevine-disability-information/>

### Joined up for Jobs

E: [joinedupforjobs@capitalcitypartnership.org](mailto:joinedupforjobs@capitalcitypartnership.org)

W: [www.joinedupforjobs.org](http://www.joinedupforjobs.org)

### All in Edinburgh

T: 0300 0200 101

E: [info@allinedinburgh.org.uk](mailto:info@allinedinburgh.org.uk)

W: [allinedinburgh.org.uk](http://allinedinburgh.org.uk)

FB: [www.facebook.com/AllinEdinburgh/](http://www.facebook.com/AllinEdinburgh/)

Tw: [twitter.com/allinedinburgh?lang=en](https://twitter.com/allinedinburgh?lang=en)

### Forth Sector

T: 0131 201 2450

E: [info@forthsector.org.uk](mailto:info@forthsector.org.uk)

W: <http://www.forthsector.org.uk/>

Tw: <https://twitter.com/forthsector>

### Next Step Edinburgh

T: 0300 365 0025

E: [info@communityrenewal.org.uk](mailto:info@communityrenewal.org.uk)

W: <https://www.nextstepedinburgh.org/>

### Real Jobs, (part of the Action group)

T: 0131 475 2315

E: [info@actiongroup.org.uk](mailto:info@actiongroup.org.uk)

W: <https://actiongroup.org.uk/real-jobs/>

FB: <https://www.facebook.com/theactiongroup1/>

### Big Issue

T: 0131 225 6714 (Edinburgh)

W: <https://www.bigissue.com>

FB: <https://www.facebook.com/bigissueuk/>

Tw: <https://twitter.com/BigIssue>



## Food

[Return to Index](#)

### Basic Foodbanks

#### Edinburgh City Mission

##### MAIN CONTACT

T: 0131 225 9445

Open: Between 09.00am - 2.00pm

E: [mail@edinburghcitymission.org.uk](mailto:mail@edinburghcitymission.org.uk)

W: <https://www.edinburghcitymission.org.uk/>

Edinburgh City Mission operate a referral-only service. Local agencies and practitioners e.g., doctors, support workers, social workers or church ministers can refer using the online referral system.

### Edinburgh Food Project - Foodbanks

#### Edinburgh Food Project –

##### Warehouse and Office

##### MAIN CONTACT

No Food distribution from here

T: 0131 444 0030

Open: Mon - Fri: 9am - 4pm

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project – Craigmillar

##### Bristo Memorial Church

T: 07946 628 976\*

Open: Tues and Thurs: 11.30am to 1.30pm

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project – Broughton

##### Broughton St Mary's Parish Church

T: 07805 204 009\*

Open: Mon and Thurs: 1pm - 3pm

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project – Clermiston

##### St Andrew's Church

(Buttercup Hall)

T: 07794 849 945\*

Open: Tue and Thurs: 1pm to 3pm

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project – Grassmarket

##### St Columba's by the Castle

(Enter via Victoria Terrace, the church with the blue door down the hill)

T: 07805 203 852\*

Open: Tues and Fri: 2pm to 4pm

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project – Pilton

##### Saint Margaret Mary

T: 07794 850 009\*

Open: Mon, Wed: 1pm - 3pm,

Fri: 10am to 12 Noon

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project – Prestonfield

##### Priestfield Parish Church

T: 07933 707 819\*

Open: Wed: 1.30pm to 3.30pm

W: <https://edinburghfoodproject.org/locations/>

#### Edinburgh Food Project - South Queensferry

##### The Priory Church

T: 07837 532 169\*

Open: Thurs: 11am - 1pm

W: <https://edinburghfoodproject.org/locations/>

NB\*: Foodbank mobiles will only be on during their opening hours, out with this time please contact our main office 0131 444 0030. Please do not contact the host buildings directly.

## **Foodbank – North East Foodbank**

### **North East Edinburgh Foodbanks (Trussell Trust)**

#### **MAIN CONTACT**

No Food distribution from here

E: [Info@edinburgh.foodbank.org.uk](mailto:Info@edinburgh.foodbank.org.uk)

T: 0131 553 5694

### **North East Edinburgh Foodbank South Leith Parish Church Halls**

T: 0131 554 2578

Open: 3pm - 5pm

W: <https://edinburghne.foodbank.org.uk>

### **North East Edinburgh Foodbank Leith Saint Andrews Church**

T: 0131 553 8839

Open: Tues: 1.00pm - 2.30pm;

Thurs: 10.00am - 11.30am

W: <https://edinburghne.foodbank.org.uk>

### **North East Edinburgh Foodbank North Leith Parish Church**

T: 0131 553 7378

Open: Tues: 10.00am - 12.00;

Fri: 10.00am - 12.00

W: <https://edinburghne.foodbank.org.uk>

### **North East Edinburgh Foodbank Pilrig Saint Pauls Church**

Open: Wed: 4.30pm - 6.00pm

W: <https://edinburghne.foodbank.org.uk>

### **North East Edinburgh Foodbank Saint Margaret Parish Church**

T: 0131 554 7400

Open: Wed: 11.00am - 12.30

W: <https://edinburghne.foodbank.org.uk>

### **North East Edinburgh Foodbank South Leith Parish Church**

T: 0131 554 2578

Open: Mon to Thurs: 13.00-2pm;

Fri: 3pm - 5pm

W: <https://edinburghne.foodbank.org.uk>

## **Foodbank - South West and South East Edinburgh**

### **South East Edinburgh Foodbank (Trussell Trust) - Blythswood Care**

T: 0131 664 9353

Open: Mon, Tue, Thurs: 10am - 1.30pm

E: <https://edinburghse.foodbank.org.uk/contact-us/>

W: <https://edinburghse.foodbank.org.uk>

### **South West Edinburgh Foodbank (Trussell Trust) - Salvation Army**

T: 0131 346 2875

Open: Mon: 2pm - 4pm, Wed: 11am - 1pm  
and Fri 10am - 12 noon

E: [Edinburgh.Gorgie@salvationarmy.org.uk](mailto:Edinburgh.Gorgie@salvationarmy.org.uk)

NB: Assistance is available from North East Foodbanks by referral only. Please visit the website below for more details:

W: <https://edinburghne.foodbank.org.uk>

## Food Pantries

### Broomhouse Pantry

T: 0131 443 6223

E: [broomhousepantry@gmail.com](mailto:broomhousepantry@gmail.com)

W: <https://www.yourlocalpantry.co.uk/find-a-pantry/broomhouse-pantry/>

### Fresh Start Pantry

Opening hours: Mon 10-3pm, Tues 12-4pm,  
Friday 9am-1.30pm

E: [pantry@freshstartweb.org.uk](mailto:pantry@freshstartweb.org.uk)

W: <https://www.freshstartweb.org.uk/fresh-start-pantry>

### Goodtrees Neighbourhood Centre

T: 07306 133 260

E: [info@goodtrees.org](mailto:info@goodtrees.org)

### Granton Community Hub - Community Pantry

E: [community@grantonhub.org](mailto:community@grantonhub.org)

W: <https://grantonhub.org/2020/05/14/community-pantry/>

### Greenhouse Pantry

T: 07754713920

E: [pantry@communityalliancetrust.org.uk](mailto:pantry@communityalliancetrust.org.uk)

W: <https://www.yourlocalpantry.co.uk/find-a-pantry/greenhouse-pantry/>

### The Hays Community Pantry

T: 07738 760601

Open Hours: Wed (excluding holidays): 11am -2pm

E: [pantry@community.org.uk](mailto:pantry@community.org.uk)

W: <https://stayhappening.com/e/the-hays-community-pantry-E2ISTLGHPNR>

### Pennwell Pantry (now Community Renewal)

T: 07493 876 130

Open Hours: Wed to Sat, 10am - 2pm

E: [pennywellpantry@communityrenewal.org.uk](mailto:pennywellpantry@communityrenewal.org.uk)

W: <https://www.yourlocalpantry.co.uk/find-a-pantry/pennywell-pantry/>

### PCHP Pantry

T: 0131 551 1671

E: [pantry@pchp.org.uk](mailto:pantry@pchp.org.uk)

W: <https://www.yourlocalpantry.co.uk/find-a-pantry/pchp-pantry/>

## More Organisations providing food

### Bethany Care Van:

(Lunch) Van - Lunchtime

(Soup) Van - Evening

T: 0131 561 8930

E: [carevan@bethanychristiantrust.com](mailto:carevan@bethanychristiantrust.com)

### Lunch time:

Market Street: Mon, Wed, Thu, Sat & Sun - 12:30pm

King's Stables Road, Grassmarket, The Bridges: Mon, Wed, Thu, Sat and Sun - 1.00-2.00pm

Tesco Car Park Easter Road: Mon, Wed, Thu, Sat & Sun - 2.00pm

### Evenings:

Waverley Bridge: every evening: 9.00pm

King's Stables Road, Grassmarket, The Bridges: every evening, 9.50pm - 10.30pm

### Bethany Care Shelter

W: <https://www.bethanychristiantrust.com/services/crisis-intervention/>

T: 07919 557 673 - Bethany Christian Trust

E: [careshelter@bethanychristiantrust.com](mailto:careshelter@bethanychristiantrust.com)

Seasonal: Haymarket Hub Hotel,  
7 Clifton Terrace EH12 5DR.

This year the shelter runs until 2nd May 2022

### Broomhouse Community One Stop Shop

T: 0131 443 6223

Open: Mon, Tue, Thurs: 9.30am - 2.30pm,

Wed: 9.30am - 2.30pm then 5pm - 7.30pm

E: [cossinfo@ymail.com](mailto:cossinfo@ymail.com)

W: <https://www.coss-broomhouse.org.uk>

### Carrubers Christian Centre

T: 0131 556 2626

Open: Sun: 9.00am - 10am

E: [office@carrubbers.org](mailto:office@carrubbers.org)

W: <http://www.carrubbers.org/>

### Edinburgh Coronavirus Support

Tw: <https://twitter.com/edcosupport>

### Edinburgh Cyrenians Fareshare

T: 0131 554 3900

E: [Fareshare@cyrenians.scot](mailto:Fareshare@cyrenians.scot)

W: <https://cyrenians.scot/social-enterprise/fareshare>

### **Empty Kitchens, Full Hearts**

T: 07895347157

E: [hello@emptykitchen.co.uk](mailto:hello@emptykitchen.co.uk)

W: <https://www.emptykitchens.co.uk>

### **Missionaries of Charity**

T: 0131 556 5444

Open: Sun 3.30pm, Mon/Tue/ Wed 4.00pm

E: [info@staned.org.uk](mailto:info@staned.org.uk)

### **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: <https://stsalvadors.co.uk/community/community-food-initiative>

### **Salvation Army - Granton**

Open: Fri 11.00 am

E: [lorraine.duncan@salvationarmy.org.uk](mailto:lorraine.duncan@salvationarmy.org.uk)

### **Salvation Army - Niddry Street**

T: 0131 523 1060

Open: Mon-Fri, 09.45am -1.00pm

E: [info@salvationarmy.org.uk](mailto:info@salvationarmy.org.uk)

W: <https://www.salvationarmy.org.uk/niddry-street-wellbeing-centre>

### **Social Bite - Rose Street**

T: 0131 220 8206

Open: Mon-Fri 8.00am - 9.30 am; Mon-Thu 4.00-4:45pm Free food pack take away Sat and Sun closed

E: [info@social-bite.co.uk](mailto:info@social-bite.co.uk)

W: <https://social-bite.co.uk>

### **Soul Food at Central Hall**

Open Time: Fri: 5.30pm - 6.30pm

E: [soulfood@centralchurch.co.uk](mailto:soulfood@centralchurch.co.uk)

W: <https://www.centralchurch.co.uk/care-support/>

### **Soul Food at St Paul's and St George's**

T: 0131 556 1335

Open: Sat: 5pm - 6pm

E: [office@psandgs.org.uk](mailto:office@psandgs.org.uk)

W: <https://www.psandgs.org.uk/>

### **Soul Food - Mustard Seed at St Margaret 's Church**

T: 07407 213 397

Open: Thurs, 5.30pm - 7.00pm; Fri: 10.00am - 11.00am;

Sat 4.30pm -18.30pm

E: [hello@soulfoodedinburgh.org](mailto:hello@soulfoodedinburgh.org)

W: <https://www.mustardseededinburgh.org/sundays-mid-week-events>

### **Soul Food - City of Edinburgh Methodist Church**

T: 07917 563 202

Open: Wed 5.30pm - 7.00pm

E: [hello@soulfoodedinburgh.org](mailto:hello@soulfoodedinburgh.org)

### **Steps to Hope**

Old St Paul's Episcopal Church

Open: Sat 08.20am-1.00pm

E: [info@stepstohope.co.uk](mailto:info@stepstohope.co.uk)

W: <https://www.stepstohope.co.uk/>

### **Steps to Hope**

St Columba's by the Castle

T: 07494 838 666

Open: Mon 7.00pm - 10.00pm

E: [info@stepstohope.co.uk](mailto:info@stepstohope.co.uk)

W: <https://www.stepstohope.co.uk/>

### **Steps to Hope**

St Cuthbert's Church

T: 07494 838 666

Open: Sun 5.00pm - 8.00pm

E: [info@stepstohope.co.uk](mailto:info@stepstohope.co.uk)

W: <https://www.stepstohope.co.uk/>

## 13

## Health and Wellbeing

### Health

**The Access Place –**

6 South Gray's Close

T: 0131 529 5015

Open: Mon, Tues, Thurs, Fri: 9am - 5pm

Wed: 10am – 5pm (closed lunch: 1pm -2pm)

W: [www.edinburghhaccesspractice.scot.nhs.uk](http://www.edinburghhaccesspractice.scot.nhs.uk)

**Health - Helpline Health Concerns**

T: 0800 22 44 88 - NHS Inform Helpline

T: 111 - NHS 24

Helpline open: 8.00am - 8pm 7 days a week

### Mental Health

**Breathing Space Phoneline**

T: 0800 838 587 - Helpline

Helpline open: Mon to Thurs: 6pm to 2am;

Fri 6pm-Mon 6am

W: <https://www.breathingspace.scot/>

**Edinburgh Crisis Centre**

T: 0808 801 0414 - Helpline

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

E: [crisis@edinburghcrisiscentre.org.uk](mailto:crisis@edinburghcrisiscentre.org.uk)

W: [www.edinburghcrisiscentre.org.uk/](http://www.edinburghcrisiscentre.org.uk/)

**Emergency Mental Health Assessment**

T: 0131 286 8137

Open: During this time, we are unable to offer a 24-hour walk-in service and ask people to call the above number to speak to a mental health nurse.

**Papyrus – Prevention of Young Suicide**

T: 0800 068 4141

Open: 9am – midnight every day of the year  
(Weekends and Bank Holidays included)

E: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

W: [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Samaritans Scotland**

T: 116 123 - Helpline

Helpline open: 24 hours a day

E: [jo@samaritans.org](mailto:jo@samaritans.org)

W: [www.samaritans.org](http://www.samaritans.org)

## 14

**Homelessness****Bethany Care Shelter**

W: <https://www.bethanychristiantrust.com/services/crisis-intervention/>

T: 07919 557 673 - Bethany Christian Trust

E: [careshelter@bethanychristiantrust.com](mailto:careshelter@bethanychristiantrust.com)

Seasonal: Haymarket Hub Hotel, 7 Clifton Terrace EH12 5DR. This year the shelter runs until 2nd May 2022

**Bethany Christian Trust****Gateway to Homes and Communities**

T: 0131 561 8930

E: [info@bethanychristiantrust.com](mailto:info@bethanychristiantrust.com)

W: <http://www.bethanychristiantrust.com>

**Rock Trust**

T: 0131 557 4059

Open: Mon to Fri: 8.45am - 5.00pm

E: [admin@rocktrust.org](mailto:admin@rocktrust.org)

W: [www.rocktrust.org/](http://www.rocktrust.org/)

FB: <https://www.facebook.com/TheRockTrust>

**Shelter's Free Housing Advice Line**

T: 0808 800 4444 - Helpline

Open: Mon - Fri: 9.00am - 5.00pm

W: [https://scotland.shelter.org.uk/about\\_us/contact\\_us/call\\_our\\_free\\_helpline?referral=contact\\_us](https://scotland.shelter.org.uk/about_us/contact_us/call_our_free_helpline?referral=contact_us)

**Streetwork - Holyrood Hub**

T: 0808 178 2323 - Help line 24/7

W: <https://www.simonscotland.org/our-services-and-activities/edinburgh/>

**The Access Place - 6 South Gray's Close**

T: 0131 529 5015

Open: Mon, Tues, Thus, Fri: 9am - 5pm

Wed: 10am – 5pm (closed lunch: 1pm -2pm)

**Y People**

T: 0131 603 9815

E: [YourHome@ypeople.org.uk](mailto:YourHome@ypeople.org.uk)

W: <https://www.ypeople.org.uk>

FB: <https://www.facebook.com/YPeopleCharity>

Tw: <https://twitter.com/YPeopleOrg>

**Street Support Network**

E: [edinburgh@streetsupport.net](mailto:edinburgh@streetsupport.net)

W: <https://streetsupport.net/edinburgh/>

## 14

**Immigration****Refugee Survival Trust**

E: [info@rst.org.uk](mailto:info@rst.org.uk)

W: <https://www.rst.org.uk/>

FB: <https://www.facebook.com/refugeesurvivaltrust/>

Tw: <https://twitter.com/RefugeeSurvival>

**Scottish Refugee Council – Help and advice**

T: 0808 196 7274 – Telephone Advice Service

W: <http://scottishrefugeecouncil.org.uk>

Tw: <https://twitter.com/scotrefcouncil>

FB: <https://www.facebook.com/ScottishRefugeeCouncil>

**The Welcoming**

T: 0131 346 8577

Opening Hours: 9:00am – 5:00pm, Monday – Friday

E: [info@thewelcoming.org](mailto:info@thewelcoming.org)

W: <https://www.thewelcoming.org>

## Money Advice

### Debt Counselling

#### Advice Shop

T: 0131 200 2360

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

Tues: 10am to 4.30pm;

Fri: 8.30am to 3.30pm

E: [advice.shop@edinburgh.gov.uk](mailto:advice.shop@edinburgh.gov.uk)

W: <https://www.edinburgh.gov.uk/advice-shop>

#### Citizens Advice Edinburgh (CAE)

T: 0131 510 5510 – To book an appointment

For CAE Services Sheet (updated November 2021)

<https://www.citizensadviceedinburgh.org.uk/s/CAE-Services-Sheet-161121.docx>

#### CHAI - Community Help and Advice Initiative

T: 0131 442 100 - Telephone appointments

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

#### Granton Information Centre (GIC)

Our office is currently closed to the public unless you have a pre-arranged appointment, if you need to speak to a staff member, call us on:

T: 0131 551 2459

Open: Mon-Fri: 9.30am - 2.30pm

E: [info@gic.org.uk](mailto:info@gic.org.uk)

W: <http://gic.org.uk>

#### Christians Against Poverty UK

T: 0800 328 0006 - Debt Helpline

Open: Mon to Thurs: 9.30am - 5.00pm

Fri: 9.30am - 3.30pm

W: <https://capuk.org/>

#### National Debt Helpline

T: 0808 808 4000

Open: Mon - Fri: 9.00 am - 8.00pm

W: <https://www.nationaldebtline.org/S/Pages/default.aspx>

### Energy Advice

#### Additional emergency credit for pre-payment meters

W: <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/you-cant-afford-to-top-up-your-prepayment-meter/>

#### Changeworks - Fuel poverty services

T: 0131 555 4010

E: [ask@changeworks.org.uk](mailto:ask@changeworks.org.uk)

W: <https://www.changeworks.org.uk/what-we-do/energy-and-fuel-poverty/fuel-poverty-services>

FB: <https://www.facebook.com/changeworksUK>

#### Home Energy Scotland

T: 0808 808 2282

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

Sat: 9.00am - 5.00pm

W: <http://www.homeenergyscotland.org>

### Financial Support

#### TURN TO US - Edinburgh Trust Fund

E: [edinburgh@turn2us.org.uk](mailto:edinburgh@turn2us.org.uk)

W: <https://www.turn2us.org.uk/get-support/Turn2us-Funds/Edinburgh-Trust>

FB: <https://www.facebook.com/turn2us>

Tw: [https://twitter.com/turn2us\\_org](https://twitter.com/turn2us_org)

Inst: [https://www.instagram.com/turn2us\\_org/](https://www.instagram.com/turn2us_org/)

YT: <https://www.youtube.com/user/Turn2us>

## **Income Maximisation**

### **Advice Shop**

T: 0131 200 2360

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

Tues: 10am to 4.30pm;

Fri: 8.30am to 3.30pm

E: [advice.shop@edinburgh.gov.uk](mailto:advice.shop@edinburgh.gov.uk)

W: <https://www.edinburgh.gov.uk/advice-shop>

### **CHAI - Community Help and Advice Initiative**

T: 0131 442 100 - Telephone appointments

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

Phonelines are open 9.30am to 3pm Monday to Friday

E: [chai@chaiedinburgh.org.uk](mailto:chai@chaiedinburgh.org.uk)

W: <http://www.chaiedinburgh.org.uk/>

### **Citizens Advice Edinburgh (CAE)**

T: 0131 510 5510 – To book an appointment

For advice online visit:

For CAE Services Sheet (updated November 2021)

<https://www.citizensadviceedinburgh.org.uk/s/CAE-Services-Sheet-161121.docx>

### **Granton Information Centre (GIC)**

Our office is currently closed to the public unless you have a pre-arranged appointment, if you need to speak to a staff member, call us on:

T: 0131 551 2459

Open: Mon-Fri: 9.30am - 2.30pm

E: [info@gic.org.uk](mailto:info@gic.org.uk)

W: <http://gic.org.uk>

### **Income Advice Team**

(City of Edinburgh Council Tenants only)

T: 0131 529 7463

### **Money Talk Team - Citizens Advice**

T: 0800 085 7145

W: <https://moneytalkteam.org.uk/>

## Access to Benefits

### Scottish Welfare Funds Team (SWFT)

E: [welfarefundteam@edinburgh.gov.uk](mailto:welfarefundteam@edinburgh.gov.uk)

W: <https://www.edinburgh.gov.uk/benefits-grants/scottish-welfare-fund>

### City of Edinburgh:

#### Discretionary Housing Payments (DHP)

W: <https://www.edinburgh.gov.uk/discretionaryhousing-payments>

#### Free School Meals, milk and clothing grant

W: <https://www.edinburgh.gov.uk/schoolgrants>

### How to get a direct payment

T: 0131 469 3334

E: [fundingindependentliving@edinburgh.gov.uk](mailto:fundingindependentliving@edinburgh.gov.uk)

W: <https://www.edinburgh.gov.uk/paying-care/get-direct-payment-1/1>

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

#### Hardship payments

T: 0800 169 0310 - Hardship payments

#### Severe Hardship payments

T: 0800 055 6688 - Severe Hardship Payments

### Short Term Benefits Advance

T: 0800 169 0310 - Income support, ESA or JSA

T2: 0800 731 0297 - Carer's Allowance

T3: 0800 731 0469 - Pension Credit or State Pension

### 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>

### Social Security Scotland:

#### Best Start Grant and Best Start Foods

T: 0800 182 2222

Open: Mon - Fri: 8.00am - 6.00pm

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

#### Best Start Grant Early Learning Payment

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

#### Best Start Grant School Age Payment

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

#### Best Start Foods

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

#### Funeral Support Payment

W: <https://www.mygov.scot/funeral-support-payment>

#### Job Start Payment

W: <https://www.mygov.scot/job-start-payment>

#### Carer's Allowance Supplement

W: <https://www.mygov.scot/carers-allowance-supplement>

#### Young Carer Grant

W: <https://www.mygov.scot/young-carer-grant>

#### Child Winter Heating Assistance

W: <https://www.mygov.scot/child-winter-heating-assistance>

#### Scottish Child Payment for low-income families with children under 6 years

W: <https://www.mygov.scot/scottish-child-payment>

#### Child Disability Payment

W: <https://www.mygov.scot/help-apply-child-disability-payment>

#### Funded early learning childcare

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

W: <https://www.edinburgh.gov.uk/earlyyears>



## Substance Misuse

### Alcohol Dependency

#### Alcoholics Anonymous Edinburgh

T: 0800 917 7650 - Helpline

E: <https://aa-edinburgh.org.uk/contact-us/>

W: <https://aa-edinburgh.org.uk/>

#### Rowan Alba

T: 0131 229 7554

E: [info@rowanalba.org](mailto:info@rowanalba.org)

W: <https://rowanalba.org/>

FB: [www.facebook.com/RowanalbaLtd](https://www.facebook.com/RowanalbaLtd)

Tw: <https://twitter.com/rowanalba>

#### North Edinburgh Drug and Alcohol Centre

T: 0131 629 4581

E: [mail@nedac.co.uk](mailto:mail@nedac.co.uk)

W: <http://www.nedac.co.uk/>

#### Turning Point Scotland

North East Edinburgh Recovery Service

T: 0131 554 7516

E: [edinburgh@turningpointscotland.com](mailto:edinburgh@turningpointscotland.com)

W: <https://www.turningpointscotland.com/our-work>

FB: <https://www.facebook.com/turningpointscotland>

Tw: <https://twitter.com/turningpointsco>

### Family Support

#### Al-Anon

T: 0800 0086 811 - Helpline

Opening Hours: Every day, 10.00 am – 10.00 pm, 365 days a year.

E: [helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)

W: <https://www.al-anonuk.org.uk/>

FB: <http://www.facebook.com/AlAnonFamilyGroupsUK>

Tw: <https://twitter.com/AlAnonukandEire>

Inst: [www.instagram.com/alanonukandeire/](https://www.instagram.com/alanonukandeire/)

### Recovery

#### CGL (Change Grow Live)

T: 0131 469 5044 - North West Recovery Service

T: 0131 661 5294 - South East Recovery Service

T: 0131 453 9406 - South West Recovery Service

Opening Hours: Our Hubs are closed for now, but our service is running, we have shifted to telephone-based support and a limited number of face-face appointments

W: <https://www.changegrowlive.org/advice-info/coronavirus>

FB: <https://www.facebook.com/changegrowlive>

Tw: <https://twitter.com/changegrowlive>