

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



Portobello and Craigmillar Area Services

(this is an addendum to the NHS Lothian quick guide to “crisis response” resources for Edinburgh City)

Getting advice:

Citizen Advice Edinburgh (CAE): For money (debt, benefits, tax) **Family** (relationships, health, housing, education) **Daily life** (employment, consumers affairs, communication, travel) **Your rights** (civil rights, immigration, legal rights and responsibilities)

CAE Portobello 8a&b Bath Street, EH15 1EY

Appointments only unless otherwise stated

Appointments only: **0131 669 9503**

Monday and Friday: 9.30am - 4.30pm

Tuesday and Thursday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Wednesday: 9.30am - 4.30pm | Evening clinic 6.30pm – 7.30pm fortnightly

Community Ability Network (CAN) Craigmillar: Local disability and advice service for people living in Craigmillar.

94 Niddrie Mains Road, EH16 4DT, **Telephone: 0131 661 6677**

Office hours are: Monday - Thursday: 10.00am - 5.00pm

Friday: 10.00am - 5.00pm (drop in sessions available on a Friday)

East Neighbourhood Centre and Craigmillar Library: Can help with all Council Services including council tax, rent and housing.

101 Niddrie Mains road, EH16 4DS, **Telephone: 0131 529 3111**

Office opening hours are: Monday, Wednesday and Thursday: 8.30am - 5:00pm

Tuesday: 10.00am - 5:00pm

Friday: 8.30am - 3.40pm

Hunters Hall Housing Co-op: Housing association providing a range of low cost social housing to people needing somewhere to live.

77 Niddrie House Drive, EH16 4TR, **Telephone: 0131 657 3379**

Neighbourhood Alliance

Hays Community Business Centre, 4 Hay Avenue, EH16 4AQ, **Telephone: 0131 657 0500**

Getting Free/ Cheap Food:

Foodbanks: Free food

Portobello (Basics Bank), Wilson Memorial Church, 7 Keikewich Avenue (corner of Moira Terrace), Portobello, EH7 6TZ

Tuesday: 10:00am - 1:00pm

Referral to basic food banks: Service-user must present with a completed referral form (on first presentation the food bank will assist with this) - Email: referrals@ecm.org.uk or Edinburgh City Mission telephone: **0131 225 9445**. Emergency food packs and long term provision (initially a maximum of 6 weeks).

Cheap food

Richmond Food Co-op (Edinburgh Community Food),

Richmond Craigmillar Church, 227 Niddrie Mains Road, EH16 4PA, **Telephone: 0131 661 6561**

(Contact: Liz Henderson) Opening times: Thursday: 10.00am - 2.00pm

Health and Well-being:

Community Compass: supporting people to access the groups and services which will improve their health and well-being. **Telephone: 07920 267 502**

Edspace - Edinburgh Mental Health Information for:

- People experiencing mental health difficulties
- Carers, family and friends of people experiencing mental health difficulties
- Employees of service providers across the statutory, voluntary and private sectors
- Anyone with an interest in mental health and well-being

The EdSpace website provides up to date information about mental health in Edinburgh. The site includes a directory of local services, fact-sheets, self-help guides, local health news and events, and is updated regularly. We also send out a monthly newsletter.

Website: <http://www.edspace.org.uk/>.

The Information Resource Centre provides signposting and information about mental health and keeping well to people in the Lothians. People contact us on our **information line on 0131 243 0106**, or email us at information@health-in-mind.org.uk. We can also see people face to face.

Health Opportunities Team Drop-Ins (Craigmillar and Portobello): The Health Drop-In is a free and confidential service where young people (aged 12-25years) can access advice, support and information on all health issues including sexual health.

Health Opportunities Team, 1A Queens Walk, Edinburgh, EH16 4EA, **Telephone: 0131 468 4600** (reception and answer machine), Website: <http://www.health-opportunities.org.uk>

The South East Recovery Hub: A one-stop shop where you can access a wide range of alcohol and drug services and support.

2 Craigmillar Castle Road, EH16 4BX, **Telephone: 0131 661 5294**

Monday – Friday: 10.00am – 4.00pm

The Thistle Foundation: Supporting people with long term health conditions, including disabilities.

Wighton House, Off Tudsbery Avenue, Edinburgh EH16 4ED, **Telephone: 0131 661 3366**

Other useful resources:

ALISS: (A Local Information System for Scotland) helps signpost people to useful community support: <http://www.aliss.org/>

Edinburgh Choices: You can use this directory to find local care and support services: <http://www.edinburgh.gov.uk/edinburghchoices>

Edinburgh Voluntary Organisations' Council (EVOC): EVOC is a local organisation, which helps to support, develop and promote the interests and work of voluntary and community organisations in Edinburgh: <http://www.evoc.org.uk/>. The **EVOC Red Book** is an online directory of Third Sector organisations and services in Edinburgh.

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For more information contact: Sabina.McDonald@nhslothian.scot.nhs.uk, Telephone: **0131 537 9403**

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