



Where to find help in Edinburgh - A Guide to Homeless Services in Edinburgh

Help Lines

Need someone to talk to?

Samaritans

08457 90 90 90

Edinburgh Crisis Centre

Phone 0808 801 0414 or Text 0797 442 9075

As well as phone support, face-to-face support is available, and people can stay at the centre for up to a week, whilst in crisis.

Breathing Space: *help with depression*

0800 83 85 87

Monday to Thursday 6pm to 2am; Friday 6pm to Monday 6am

Saneline

0845 767 8000

7 days, 6pm to 11pm

Crossline: support from a Christian listener

0131 555 3333

Drinkline Scotland: Alcohol advice

0800 7 314 314

Advice and information for anyone concerned about alcohol misuse

0845 769 7555

Alcoholics Anonymous Helpline

Frank: Drugs advice

0800 77 66 00

24-hour drug helpline

Lothian Gay & Lesbian Switchboard

Call any day of the year 7.30pm to 10pm, 0131 556 4049

Lesbian line, Wednesday 12.20pm to 7pm, 0131 557 0751

Rape Crisis Scotland

Support for all victims of sexual assault

Call 08088 01 03 02 every day 6pm to Midnight

Homeless services

The Access Point

17 - 23 Leith Street 0131 529 7438

Drop in: Monday to Thursday - 1:30pm to 4pm; Friday - 1:30pm to 3pm

Anyone that is homeless in Edinburgh should register here.

Find out about entitlements and eligibility for temporary accommodation and benefits.

Streetwork Crisis Service

22 Holyrood Road 0131 557 6055 Crisis line - 0808 178 2323

24 hour provision of advice and support. Food, Laundry, showers and lockers available for those accessing support. No overnight accommodation.

Salvation Army: Regenr8+

25 Niddry Street 0131 523 1060

A drop-in that provides food for a small charge, showering facilities, a clothing store, an advice service and various events from time to time.

Monday-Friday, 9am-12 noon

Edinburgh City Council Housing

1a Parliament Square

0131 529 7368, housingoptions@edinburgh.gov.uk

Monday, Wednesday, Thursday: 8.30am to 5pm,

Tues 10am to 5pm; Friday 8.30am to 3.40pm

0131 200 2000

Shelter

0808 800 444

Housing info and advice

Edinburgh Housing Advice Partnership

Support for those at risk of losing their home.

0131 442 1009 or 08453 024 607, www.ehap.org.uk

Food

Charteris Centre

138/140 The Pleasance

Sunday 9.15am to Noon

Grassmarket Community Project

Bottom of Candlemaker Row 0131 225 3626

Drop-in, Mondays, 5-6.30pm

St Catherine's Convent

4 Lauriston Gardens 0131 229 2659

Breakfast/Brunch—Monday to Friday: 9am to 11.30am

Evening Meal—Monday to Friday: 5.30pm to 6.30pm

Showers available. Closed during July and August

Missionaries of Charity

18 Hopetoun Crescent 0131 556 5444

Meal every day at 4pm, except Wednesdays and Thursdays

Care Van

Provides food and hot drinks every night and a lunchtime snack on Mondays, Wednesdays and Saturdays.

Lunchtime (Mon, Weds, Sat): 12.40pm from Waverley Bridge, then George Street, Lothian Road, King's Stable's Road, George IV Bridge, Chamber Street, North Bridge / Royal Mile Junction; reaching Leith Walk (just North of McDonald Road) at 2pm.

Evening (every night) follows same route as lunchtime, minus Leith Walk and George Street. Starts at 9pm on Lothian Road.

Carrubbers Christian Centre

65 High Street 0131 556 2626.

Free breakfast every Sunday: 8am - 9.30am (men's clothes and blankets provided at breakfast).

Free lunch Tuesdays from 12.45pm – 1.30pm (not July/August)

Social Bite

Offers free coffee and food, but not always guaranteed.

131 Rose Street and 89 Shandwick Place, Monday - Friday:
7am - 3pm

Hostels

| Name | Address | Phone | Age | Comments |
|------------------|---------------------|---------------|-------|--------------------|
| Bethany House | 12 Couper Street | 0131 467 1010 | 16+ | Men & Women |
| Castlecliff | 25 Johnston Terrace | 0131 225 1643 | 16+ | Men & Women |
| Cranston Street | 2 Cranston Street | 0131 556 8939 | 18+ | Women only |
| Cunningham House | 205 Cowgate | 0131 225 4795 | 18+ | Men & Women |
| Dunedin Harbour | 4 Parliament Street | 0131 624 5800 | 16+ | Men & Women & Pets |
| Number Twenty | 20 Broughton Place | 0131 557 1739 | 16-21 | Young Women only |
| Salvation Army | 1 The Pleasance | 0131 556 9674 | 18-70 | Men only |

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|----------|-----------------|---------------|-------|---------------------------|
| Stopover | 40 Grove Street | 0131 229 6907 | 16-21 | Young Men and Young Women |
|----------|-----------------|---------------|-------|---------------------------|

Bethany Care Shelter

The Care Shelter runs from November to March and offers food and accommodation each night in one of the Edinburgh churches. The meal is served from 9.30pm to 10.30pm. The venue varies, please ask at the Care Van (see food section), phone 07973 280 481 or see posters at any Bethany shop.

Money

Scottish Welfare Fund (SWF)

SWF is administered by Edinburgh City Council, 0131 529 5299

Crisis Grants for people on income related benefits who due to an emergency or disaster have no money to pay for immediate essential living costs, or Community Care Grants to pay for essential items to help a vulnerable person to leave care or supported accommodation, or remain in their own home.

Local Job Centre Plus

20 High Riggs, 0345 604 3719

Short Term Benefit Advances: may be available if someone has applied for benefits or has had a recent change to their benefit entitlement but hasn't had their first payment yet.

Hardship Payments: may be available to people claiming Job Seekers Allowance / Employment Support Allowance whose benefit has been suspended or "sanctioned."

Severe Hardship Payments: may be available to 16-17 year-olds living away from their family home.

Social Fund

0843 515 8360 (or application forms from Job Centre)

Budgeting loans: (minimum £100 – maximum £1,500) for people on income-related benefits, to help pay for larger items or can cover certain debts, like utility bills or rent arrears.

Budgeting loans are interest-free but need to be repaid.

Funeral payments: if you get certain benefits and responsible for arranging a family funeral (maximum £700).

Sure Start Maternity Grants: For new mothers on income-related benefits (up to £500)

Discretionary Housing Payments (DHP)

City of Edinburgh Council, 0131 200 2000

DHPs may be available to people receiving housing benefit who are having trouble paying their rent.

Fuel Poverty and Keeping Warm

Energy Matters

Citizens Advice Edinburgh, 58 Dundas Street, 0131 558 3681, iain.waugh@caed.org.uk

Free, specialist support on reducing household fuel costs, negotiating with energy suppliers, avoiding disconnection, switching tariffs, managing arrears and billing issues, accessing grants and increasing household income.

Thursday evening advice clinic - appointment needed.

Benefits advice

The Advice Shop (Edinburgh City Council)

249 High Street, 0131 200 2360

Advice about claiming benefits. Open Monday, Wednesday, Thursday 8.30am - 4.30pm; Tuesday 10am - 4.30pm; Friday 8.30am - 3.40pm

Citizens Advice Direct

0808 800 9060

Monday - Thursday 9am-8pm, Friday 9am-5pm and Saturday 10am-2pm.

Medical Help

NHS 24 08454 24 24 24 *in an emergency dial 999*

Edinburgh Homeless Practice

17 Leith Street 0131 529 7747

The Access Practice

22-24 Spittal Street, 0131 240 2810

The Rivers Centre

Specialist trauma service for people affected by
psychological trauma

1st Floor, Fountainbridge Library, 137 Dundee Street 0131 451
7400

Make an appointment or drop in 10am-12 noon, Mon-Fri

Help for women

Scottish Domestic Abuse Helpline

0800 027 1234

Women's Aid Crisis Helpline

0808 2000 247

Shakti Women's Aid (Black and Minority Ethnic women)

0131 475 2399

Streetwork Women's Service

0131 3440825

Advice & support to women in a crisis situation: risk of violence and physical/mental health issues, housing, benefits, prostitution

Women's Clinic

22-24 Spittal Street, 0131 537 8300

Specifically for women who are affected by substance use and/or are involved in prostitution. Mental health, sexual health, women's health, social support including welfare advice and employability issues. Wednesday 1.30 - 4pm and Thursday 2pm - 7.30pm. Drop-in (no appointment needed)

Help for young people

Edinburgh City Youth Cafe (6VT)

11-15 Vennel, 0131 229 1797, www.6vt.info

Support for young people over 15

Drop In Opening Times: Monday, Wednesday & Friday 6pm to 10pm

Childline

0800 1111

Runaway helpline

Call 116 000 Text 116 000

Email 116000@missingpeople.org.uk

The Rock Trust

55 Albany Street, 0131 557 4059

Advice, education and support for young people (16- 25) who are homeless or at risk of becoming homeless.

Asylum seekers

Asylum Seekers Response Unit

1 Cockburn Street, 0131 529 7410

Open Monday, Wednesday & Thursday 8.30am to 5pm

Tuesday, 10am to 5pm; Friday 8.30 to 4.30pm

Where to find help booklet:

We have worked to make sure this information is up to date, but cannot be held responsible for outdated information, errors or omissions.