

Citizens
Advice
Edinburgh



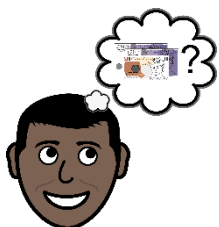
•EDINBURGH•
THE CITY OF EDINBURGH COUNCIL



GRANTON INFORMATION CENTRE



VoiceAbility



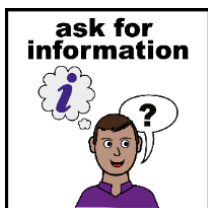
Are you worried about money or about being in debt?

no money

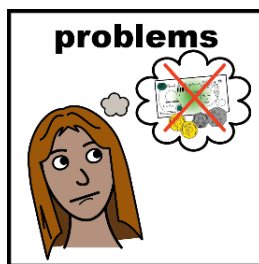


There may be lots of reasons why you are worried about money. You may suddenly have no money, be in debt, owe money, or you have to choose to spend money on food or heating or paying bills. Or you may be waiting on benefits payments.

**ask for
information**



Here is some information on the ways to contact people for help and advice with your money problems if you live in Edinburgh.



Crisis Grant

If you are experiencing a crisis or disaster and you have difficulties coping with unexpected expenses, you may be able to get a Crisis Grant.

Contact Scottish Welfare Fund or the Advice Shop or Citizens Advice Bureau or Community Help & Advice Initiative or Granton Information Centre



Scottish Welfare Fund

Phone – 0131 529 5299

Email – welfarefundteam@edinburgh.gov.uk

Website – www.edinburgh.gov.uk/scottishwelfarefund



The Advice Shop

Phone – 0131 200 2360

Email – advice.shop@edinburgh.gov.uk

Website – www.edinburgh.gov.uk/advice-shop



Citizens Advice Edinburgh

Phone – 0131 510 5510

Website – www.citizensadviceedinburgh.org.uk

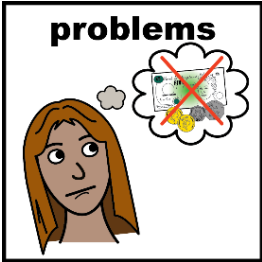


Community Help & Advice Initiative

Phone – 0131 442 2100

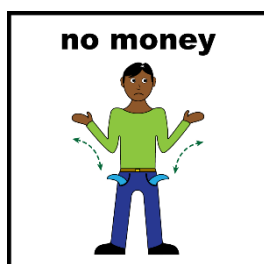
Email – chai@chaiedinburgh.org.uk

Website – www.chaiedinburgh.org.uk

address and telephone 	Granton Information Centre Phone – 0131 551 2459 or 0131 552 0458 Email – info@gic.org.uk Website – www.gic.org.uk
problems 	Making your money go further Anyone who is worried about money can get a free benefit check. This will make sure you are getting the right amount of money and get advice on other ways to save money. For example, cheaper gas or electricity or free school meals. Contact the Advice Shop or Citizens Advice Bureau or Community Help & Advice Initiative or Granton Information Centre
address and telephone 	The Advice Shop Phone – 0131 200 2360 Email – advice.shop@edinburgh.gov.uk Website – www.edinburgh.gov.uk/advice-shop
address and telephone 	Citizens Advice Edinburgh Phone – 0131 510 5510 Website – www.citizensadviceedinburgh.org.uk
address and telephone 	Community Help & Advice Initiative Phone – 0131 442 2100 Email – chai@chaiedinburgh.org.uk Website – www.chaiedinburgh.org.uk

address and telephone 	Granton Information Centre Phone – 0131 551 2459 or 0131 552 0458 Email – info@gic.org.uk Website – www.gic.org.uk
money advice 	Debt advice If you are in debt or owe money, you can get help and advice about ways to pay off your debts each month. Contact the Advice Shop or Citizens Advice Bureau or Community Help & Advice Initiative or Granton Information Centre
address and telephone 	The Advice Shop Phone – 0131 200 2360 Email – advice.shop@edinburgh.gov.uk Website – www.edinburgh.gov.uk/advice-shop
address and telephone 	Citizens Advice Edinburgh Phone – 0131 510 5510 Website – www.citizensadviceedinburgh.org.uk
address and telephone 	Community Help & Advice Initiative Phone – 0131 442 2100 Email – chai@chaiedinburgh.org.uk Website – www.chaiedinburgh.org.uk
address and telephone 	Granton Information Centre Phone – 0131 551 2459 or 0131 552 0458 Email – info@gic.org.uk Website – www.gic.org.uk

	Benefit help If you have made a new claim for benefits you might be able to get money in advance to pay for things like rent or food. This money is a loan and must be paid be back. It will be taken from your benefits once they start, so make sure you talk to someone before you ask for an advance benefit payment. Contact the Advice Shop or Citizens Advice Bureau or Community Help & Advice Initiative or Granton Information Centre
	The Advice Shop Phone – 0131 200 2360 Email – advice.shop@edinburgh.gov.uk Website – www.edinburgh.gov.uk/advice-shop
	Citizens Advice Edinburgh Phone – 0131 510 5510 Website – www.citizensadviceedinburgh.org.uk
	Community Help & Advice Initiative Phone – 0131 442 2100 Email – chai@chaiedinburgh.org.uk Website – www.chaiedinburgh.org.uk
	Granton Information Centre Phone – 0131 551 2459 or 0131 552 0458 Email – info@gic.org.uk Website – www.gic.org.uk



Hardship payment

If you have had money stopped from your benefits, you may be able to get a hardship payment from the DWP (Department for Work and Pensions). These payments are not made straight away and not everyone will be able to get one.

Contact the Advice Shop or Citizens Advice Bureau or Community Help & Advice Initiative or Granton Information Centre



The Advice Shop

Phone – 0131 200 2360

Email – advice.shop@edinburgh.gov.uk

Website – www.edinburgh.gov.uk/advice-shop



Citizens Advice Edinburgh

Phone – 0131 510 5510

Website – www.citizensadviceedinburgh.org.uk



Community Help & Advice Initiative

Phone – 0131 442 2100

Email – chai@chaiedinburgh.org.uk

Website – www.chaiedinburgh.org.uk



Granton Information Centre

Phone – 0131 551 2459 or 0131 552 0458

Email – info@gic.org.uk

Website – www.gic.org.uk

	If you get a hardship payment for Universal Credit you will need to pay this money back. If you get a hardship payment for Jobseeker's Allowance or Employment support allowance, you do not need to pay this money back.
	Challenge a decision You can challenge a decision about your benefits. This may be because they have been stopped or reduced. Or you have been refused benefits or told you have been overpaid. You will have to make this challenge within one month. Contact the Advice Shop or Citizens Advice Bureau or Community Help & Advice Initiative or Granton Information Centre
	The Advice Shop Phone – 0131 200 2360 Email – advice.shop@edinburgh.gov.uk Website – www.edinburgh.gov.uk/advice-shop
	Citizens Advice Edinburgh Phone – 0131 510 5510 Website – www.citizensadviceedinburgh.org.uk
	Community Help & Advice Initiative Phone – 0131 442 2100 Email – chai@chaiedinburgh.org.uk Website – www.chaiedinburgh.org.uk

address and telephone 	Granton Information Centre Phone – 0131 551 2459 or 0131 552 0458 Email – info@gic.org.uk Website – www.gic.org.uk
address and telephone 	You may be eligible for support from Social Security Scotland Contact – Social Security Scotland Phone – 0800 182 2222 Website – mygov.scot/benefits
address and telephone 	Support for those who self identify as disabled when accessing benefits from Social Security Scotland Contact – VoiceAbility Phone – 0300 303 1660 Website – voiceability.org
address and telephone 	For information on other entitlements Contact – Department for Work and Pensions Website – www.gov.uk
address and telephone 	For energy efficiency advice to help save on bills Contact – Home Energy Scotland Phone – 0808 808 2282 Website – www.homeenergyscotland.org
address and telephone 	For free housing advice Contact – Shelter Phone – 0808 800 4444 Website – scotland.shelter.org.uk

	For housing support Contact – One Way In Phone – 0131 603 0400 Email – referrals@edinburghvhs.co.uk
	For mental health support Contact – Breathing Space Phone – 0800 83 85 87 Website – www.breathingspace.scot
	For mental health support Contact – ithrive Edinburgh Website – www.ithriveedinburgh.org.uk

With thanks to

 **easy on the eye** for the use of their image bank



Exclusively Inclusive for making this information in Easy Read



Adapted from the Craven Easy Read leaflet by the Independent Food Aid Network

This leaflet is based on learning from Scotland's A Menu for Change project and has been developed with support from the organisations at the top of this leaflet. You can access the Worrying about Money leaflets at www.foodaidnetwork.org.uk/cash-first-leaflets. This information was last updated on 18/12/2024.