

Download the free app

search for 'Money Worries? Find the right help in a crisis' on the app stores

Phone numbers starting 0800 from a mobile dial 800 instead for a free call. Some services will call you back. Need to use the internet? Free internet access is available in public libraries and many community centres.

Money

Benefits

For claim forms, guidance or information

www.gov.uk/benefitsadviser

Welfare Rights Teams:

Perth & Kinross	01738 476900
Dundee	01382 431190
Advice Line	01382 431167
Angus ACCESSLine	03452 777 778
Dundee CONNECT offer a service at drop-in centres across Dundee.....	01382 431205

PKAVS Minority Communities Hub..... 01738 567076

Carers' Centres can offer benefits advice to carers.

Scottish Welfare Fund

Crisis Grants and Community Care Grants. To find out if you could apply for a grant contact your local Welfare Rights Team.

Benefits calculator find out what benefits you could get (anonymous)
www.entitledto.co.uk/benefits-calculator/startcalc.aspx?e2dwp=y
www.benefits-calculator.turn2us.org.uk/AboutYou

HMRC Child Benefit Office	0300 200 3100
National Insurance Contributions Office	0300 200 3500
Pay and Work Rights Helpline	0300 123 1100
Tax Credits Helpline	0345 300 3900

DWP Carers Allowance Unit	0345 608 4321
Disability Benefits	0345 712 3456
Job Centre Plus First Contact Centre	0800 055 6688
Job Centre Plus Benefits Centre (existing claims)	0345 608 8545
Pension Service Pension Credit (new claims)	0800 991 234
Pension Service (existing claims)	0345 606 0265
Personal Independence Payment.....	0800 917 2222
Universal Credit Service Centre.....	0345 6000 723

Money Advice and Debt

Citizens Advice Bureaux see www.cas.org.uk for opening hours
www.moneyadvice.service.org.uk/en/categories/budgeting-and-managing-money 0300 500 5000

Dundee	Arbroath	Montrose
Central Library Level 4 Wellgate Centre 01382 307494 www.dundeeecab.org	11 Millgate 01241 870661	32 Castle Street 01674 673263
Outreach office in Dundee University (students only)	Forfar 19 Queen Street 01307 467096	

Perth
 7 Atholl Crescent
 01738 450580 / 450581 (appointment line) www.perthcab.org.uk

Outreach offices in Blairgowrie, Crieff, Kinross, Pitlochry & Rattray
 Contact through Perth appointment line

Online - Citizens Advice Scotland self help website
www.adviceguide.org.uk/scotland

Dundee North Law Centre	01382 307230
Brooksbank Centre Money Advice Section	01382 432450
bbpartnership@hotmail.co.uk	
PKAVS Minority Communities Hub	01738 567076
Angus Council Welfare Rights offers debt advice.....	03452 777778
Combat Stress Benefits Advice for Armed Services. www.combatstress.org.uk	0800 1381619

Savings and Loans

Discovery Credit Union www.discoverycu.co.uk
 Central Library
 Level 3, Wellgate Centre
 Dundee, DD1 1DB 01382 431505

Perth & Kinross Credit Union www.pkcu.org.uk
 282 High Street
 Perth, PH1 5QS 01738 624872

Capital Credit Union (Angus & Dundee)
www.capitalcreditunion.com
 62 Hamilton Place
 Edinburgh EH3 5AZ 0131 2259901
 Email: enquiries@capitalcreditunion.com

Avoid and Report Loan Sharks

Loan sharks are illegal moneylenders who often charge very high interest rates. You can check if a company is authorised to lend money and report loan sharks anonymously. Contact your local Trading Standards Team:

Dundee	01382 436260
Perth & Kinross Consumer Direct	03454 040506
Angus (ACCESS team)	03452 777778

Illegal Money Lending Team (Trading Standards)
www.tsscot.co.uk

24/7 Helpline 0800 074 0878

You can search the Financial Services Register for companies and individuals authorised by the Financial Conduct Authority (FCA).
consumer.queries@fca.org.uk
 or call 0800 111 6768

Financial Harm

Covers a wide range of situations such as being forced to hand over money or possessions, exploitation of benefits, stealing, cheating or fraud.

Contact Police Scotland - call 101
 or in an emergency 999

Housing and Bills

Shelter www.scotland.shelter.org.uk
Charity helping people with housing, landlords and homelessness

Local Homeless services

Dundee

Housing Options
East District Housing Office
169 Pitkerro Road
Dundee DD4 8ES 01382 432001
24 hour advice line 0800 6335843

Angus contact your local ACCESS office or call the
ACCESS line 03452 777778

Perth & Kinross

10 - 16 York Place
Perth, PH2 8EP 01738 474500
Out of hours emergency accommodation 0800 917 0708

Arrears and Eviction, Housing Benefit, Discretionary Housing Payments

For advice and information contact your local Welfare Rights Team

Dundee North Law Centre

Debt benefit and housing advice 01382 307230

Furniture, Appliances etc

Contact your local Welfare Rights Team about Scottish Welfare Fund Grants

Clothing

Dundee Clothesline (referral needed) 01382 508908
dundee_clothesline@hillcrestha.org.uk

Homestart

Volunteers offer friendship and practical help to families in mostly rural areas with at least one child under five
www.home-start.org.uk

Food

Foodbanks

Perth & Kinross 01738626799
www.perthkinross.foodbank.org.uk
email: info@perthkinross.foodbank.org.uk

Perth (our main location and warehouse)

11 Cutlog Vennel
Perth
Open Monday to Friday 2pm - 4pm
We are also open Monday and Thursday 9:30am to 11am to receive donations. We **cannot** distribute food during these hours.

Blairgowrie

St Catharine's Community Centre
George Street
Blairgowrie
Open Tuesday 9.30am - 11am and Thursday 2.30pm - 4pm

Crieff

The Logos Youth Centre
27b High Street
Crieff
Open Tuesday 1.30pm - 3pm and Friday 10.30am - 11.30am

Pitlochry

Atholl Centre
Atholl Road
Pitlochry
Open Monday to Friday 9.30am - 11am

Dundee www.dundee.foodbank.org.uk
Office number 01382 226 372

Office & Distribution Centre

Full Gospel Church, 58 Constitution Street, DUNDEE, DD3 6NE
Open Monday to Friday 10am - 4pm

Downfield Mains Church, Kirkton

Open 1 - 3pm Tuesday, Friday

Menziesshill Parish Church

Open 1 - 4pm Monday, Wednesday, Friday

St Mary's Community Church

Open 10 - 12noon Wednesday

The Attic, Kirkton

Open 2 - 4pm Thursday

101 Whitfield Drive, Whitfield

Open 1 - 4pm Tuesday - Friday

Community Drop-ins Free hot food and advice
www.faithincommunityscotland.org/wp-content/uploads/2014/04/Drop-In-Leaflet-2016.pdf

Angus

www.angus.foodbank.org.uk
Tel 01307 466841
Mobile 0796 4292 349
email info@angus.foodbank.org.uk

Angus Foodbank HQ

43 Craig O Loch Road, Forfar DD8 1BZ
Mon & Tues 1 - 3pm, Wed 6pm - 8pm, Thurs & Fri 1pm - 3pm

Arbroath

1 Gravesend, Arbroath, DD11 1HT
Mon & Wed 10am - 12noon, Fri 1 - 3pm

Montrose

Melville South Church (Enter at rear)
Provost Johnston Road, Montrose DD10 8BH
Mon 1 - 3pm, Fri 10am - 12noon

Fuel / Energy

Dundee Energy Efficiency Advice Project

(also conducts benefits checks) 01382 434840
email: deeap@dundeecity.gov.uk

Angus Heat in partnership with SCARF

Save Cash and Reduce Fuel - for general information on energy efficiency or help and advice about grants and bills etc to all residents in Angus 0808 129 0888

Perth & Kinross HEAT - SCARF

andrew.little@scarf.org.uk Tel: 0808 1290888

Energy Saving Trust www.energysavingtrust.org.uk/scotland

Find out how you can be more energy efficient in your home, save money on your energy bills 0808 808 2282

Winter Fuel Payments

You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 May 1953 or are on certain benefits. www.gov.uk/winter-fuel-payment/overview

Cold Weather Payments

You may get one if you are getting certain benefits. Check here www.gov.uk/cold-weather-payment/eligibility

Warm Home Discount Scheme

You could get a discount on your electricity bill. Check here: www.gov.uk/the-warm-home-discount-scheme

Universal Jobmatch www.gov.uk/jobsearch

S1 Jobs www.s1jobs.com

Local Job Centres

Tel: 0345 604 3719 (for all)

Dundee

Job Centre Plus
Wellgate House
Wellgate Centre
Dundee, DD1 2 DB

Perth & Kinross

Job Centre Plus
60-62 High Street
Perth, PH1 5TH

Job Centre Plus
11-13 Perth Street
Blairgowrie, PH10 6DQ

Angus

Job Centre Plus
Castlestead House
4 Castle Place
Montrose, DD10 8AL

Job Centre Plus
Service Road
Forfar
DD8 3HY

Job Centre Plus
2 Chalmers Street
Arbroath, DD11 1PP

Employability Agencies

Skills Development Scotland

Careers Advice 0800 917 8000
www.skillsdevelopmentscotland.co.uk/about-us/what-we-do-for-individuals

Discover Opportunities Dundee 01382 434460

Can provide useful links for those looking for information or help towards employment.

www.discoveropportunities.org.uk/46_LookingForWork.html

Craigowl Communities 01382 315700

www.hillcrest.org.uk/CraigOwl/About+Us

Angus Skills Team 01241 438160

Offers help and assistance to get back into training, education volunteering or employment

www.businessangus.com/BA/info/5/employment_skills

The Hub Employment Advice Centre Perth 01738 459609

Helps job hunters boost skills in CV writing and application forms

www.pkemploy.net/The-Hub

PKAVS Minority Communities Hub.....01738 567076

Employability advice for minority communities in Perth & Kinross

Perth & Kinross Employment Support Team.....01738 477638

Support for people with mental health difficulties or learning disabilities

Volunteering

Dundee Voluntary Gateway 01382 305705

Voluntary Action Angus 01241 875525

Voluntary Action Perthshire

(PKAVS, The Gateway) 01738 567076

PKAVS Minority Communities Hub..... 01738 567076

To volunteer in the NHS contact:

Kathryn MacKenzie 01382 740136

Timebanking

Is an informal way of community volunteering, bringing people together to help each other out by doing small jobs, favours or tasks. No money changes hands

Dundee

Ferry Time

Broughty Ferry Timebank 07975 943863

www.ferrytime.org.uk

ferrytime1@gmail.com

www.facebook.com/FerryTimeBroughtyFerryDundeeTimebank

Perth & Kinross

Stanley Timebank 07712 219261

laura@stanleydevelopmenttrust.org

www.stanleydevelopmenttrust.org/timebanking-project-co-ordinator

Blair and Rattray Timebank 07761233418

bandtimebank@gmail.com

Aberfeldy Timebank

Deeds for Needs 07507479555

deeds4needs@gmail.com

Alyth

Time Team 07504 292658

alythtimeteam@hotmail.com

Health Problems or Disabilities and Work

Access to Work

A programme to help disabled people moving into or retaining work.

www.gov.uk/government/publications/access-to-work-factsheet

Tel: 0345 268 8489 Textphone: 0345 608 8753

email: atwosu.london@dwp.gsi.gov.uk

In Work Benefits

Contact welfare rights or CAB

ACAS

An organisation devoted to preventing and resolving employment

disputes 0300 123 1100

www.acas.org.uk

www.acas.org.uk/helplineonline

Help Now

Emergency Help

Contact Welfare Rights, Citizens' Advice Bureaux, Foodbanks, Scottish Welfare Fund

Police Scotland call 101 or in an emergency 999
Ambulance in an emergency 999
NHS 24 out of hours health services call 111

Social Work

Dundee

The First Contact Team, Social Work Department
Floor 2, Dundee House
50 North Lindsay Street, Dundee DD1 1NF
email: firstcontact.teamadmin@dundeecity.gcsx.gov.uk
Monday to Friday 9am - 5pm 01382 434019
Out of Hours 01382 307964

Angus

People Directorate (Social Work and Health)
Angus House
Orchardbank Business Park
Forfar, DD8 1AX
email: firstcontact@angus.gov.uk
Monday to Friday 9am - 5pm 01307 476468
Out of Hours 03452 777778

Perth & Kinross

Early Intervention and Prevention Team
Pullar House, 35 Kinnoull St, Perth, PH1 5GD
email accessteam@pkc.gov.uk
(out of hours service same number) 0345 30 111 20

Child Protection Helplines

Dundee 01382 307999
Angus 03452 77 77 78
Perth 01738 476768

Someone to Talk to

Are you feeling suicidal - If you are, the best thing you can do is to talk about it. If you are worried about someone else who may be feeling suicidal, the best thing you can do is ask them.

These helplines are there to help you:

Samaritans (national) (lines open 24/7) 116 123
Dundee Samaritans 01382 832555
Perth Samaritans 01738 626666
NHS 24 (lines open 24/7) 111
Breathing Space 0800 838587
lines open Friday 6pm to Monday 6am, Monday Thurs 6pm to 2am

You can download the Suicide? Help! App or visit www.suicidehelp.co.uk/angus.html for lots of helpful advice and local and national contacts. In an emergency dial **999** for the emergency services

Relationship difficulties?

These organisations can help if you are having relationship difficulties or are experiencing domestic abuse:

Relationships Scotland 0345 119 2020
www.relationships-scotland.org.uk/find-a-local-service

Scottish Domestic Violence Helpline

24hr Freephone 0800 027 1234
Police call 101 or in an emergency 999
Women's Aid
Dundee 01382 207099
www.dundeewomensaid.co.uk info@dundeewomensaid.co.uk
Angus 01241 439437
www.anguswomensaid.co.uk info@anguswomensaid.co.uk
Perth 01738 639043
contactus@perthwomensaid.org.uk
Women's Rape and Sexual Abuse Centre Helpline
(Dundee & Angus) 01382 201291

Rape and Sexual Abuse Centre Helpline

(Perth & Kinross) 01738 630965
Amina Muslim Women's Helpline 0808 801 0301
Hemat Gryffe Women's Aid 0141 353 0859

Shakti Women's Aid 0131 475 2399
Forced Marriage Unit 020 7008 0151
Galop LGBT Domestic Abuse Helpline 0300 999 5428

Alcohol

If your own drinking, or someone else's, is making it harder to cope with life, there is help available.

Dundee TAPS 01382 443120
Angus TAPS 01241 435820
Perth & Kinross TAPS 01738 474455

Tayside Council on Alcohol a voluntary sector organisation providing one-to-one counselling and group support for people experiencing problems with alcohol. www.alcoholtayside.com

Dundee

The Wishart, 50 Constable Street, DD4 6AD 01382 456012

Arbroath

22-24 Catherine Street DD11 1RL 01241 872989

Perth

14 Marshall Place PH2 8AH 01738 580336

Focus on Alcohol Angus www.focusonalcohol.org
www.facebook.com/focusonalcohol

Dundee Focus on Alcohol

www.facebook.com/DundeeFocusOnAlcohol

Perth & Kinross Focus on Alcohol

www.refocuspk.com

Smart recovery www.smartrecovery.org.uk

Breaking Free on-line www.breakingfreeonline.com

Alcoholics Anonymous 0800 917 7650

Drugs

For help with drugs issues contact:

Addaction (Dundee) 01382 206888
Alcohol, Drug & Blood Borne Virus Service (Angus) 01241 435821
Drug & Alcohol Services (Perth & Kinross) 01738 474455
Ask Frank 0300 123 6600
Narcotics Anonymous 0300 999 1212

Counselling Services (direct access)

Insight Counselling (Angus and Dundee) 01382 305706
Mindspace Counselling (Perth & Kinross) 01738 631639

You may be asked to make a donation but no-one is excluded because they can't pay. Some services may have a waiting list. Other Counselling organisations exist and can be found in the phone book or on line.

Forces Veterans and Reservists

Combat Stress is a charity with a lot of experience in helping veterans and reservists.

24 HOUR HELPLINE 0800 138 1619
www.combatstress.org.uk

Support in your local area

It is not possible to list all local services, but most can be found on the websites below:

Dundee My Wellbeing

Section of the Council website which has details of a wide range of local services and activities that can support your wellbeing.
www.dundee.city.gov.uk/mywellbeing

Community Drop-ins (Dundee) Free hot food and advice

www.faithincommunityscotland.org/wp-content/uploads/2014/04/Drop-In-Leaflet-2016.pdf

Well Connected Perth and Kinross provides online access to a huge range of local support information, enabling people to find things in their communities that help them live positive, healthy lives. www.pkc.gov.uk/wellconnected