



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 431205
Advice Line	01382 431167
Angus ACCESSLine	08452 777 778

Scottish Welfare Fund

Crisis Grants & 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	0800 917 2368
Tax Credits Helpline	0345 300 3900
DWP Carers Allowance Unit	0845 608 4321
Disability Benefits	0845 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)	0845 606 0265

Money Advice and Debt

Citizens Advice Bureaux see www.cas.org.uk for opening hours

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

Perth

7 Atholl Crescent
01738 450580 / 450581 (appointment line)

Outreach offices in Aberfeldy, Auchterarder, Blairgowrie, Crieff, Kinross, Pitlochry
Contact through Perth appointment line

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

ADAPT (Avoid Debt Act Positively Today) a CAB service

Dundee	01382 431581
Angus	01241 870695

Dundee North Law Centre

01382 307230

Brooksbank Centre Money Advice Section

01382 432450

bbpartnership@hotmail.co.uk

Savings and Loans

Discovery Credit Union www.discoverycu.co.uk

Central Library
Level 4, Wellgate Centre
Dundee, DD1 1DB

01382 431505

Perth & Kinross Credit Union www.pkcu.org.uk

282 High Street
Perth, PH1 5QS

01738 624872

Angus Credit Union www.anguscreditunion.co.uk

William Wallace House
Forfar DD8 1WH

01307 474760

Email: office@anguscreditunion.co.uk

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 433710

Perth & Kinross

01738 475000

Angus (ACCESS team)

08452 777778

Illegal Money Lending Team www.stoploansharks.org.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 Homeless Services Unit

East District Housing Office
169 Pitkerro Road
Dundee DD4 8ES(24 hrs) 01382 432001

Angus contact your local ACCESS office or call the
ACCESS line 08452 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

Furniture, Appliances etc

Contact your local Welfare Rights Team about Scottish Welfare
Fund Grants

Clothing

Dundee Clothesline (referral needed) 01382 508908
DundeeClothesline@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)

5 Back Wynd
Perth
Open Monday to Friday 2pm - 4pm
We are also open Monday to Friday 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

Kinross

Kinross-shire Day Centre
64 High Street
Kinross
Open Tuesday 10am - 11.30am and Friday 10am - 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

Menzieshill Parish Church

Open 1 - 4pm Monday, Wednesday, Friday

Chalmers Ardler Parish Church

Open 3 - 5pm Monday

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

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 1 - 3pm, Wed 6pm - 8pm, Fri 1pm - 3pm

Brechin Baptist Fellowship

16 Clerk Street
Brechin DD9 6AE
Mon 1 - 3.00pm. Wed 6 - 8pm, 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 Energy Efficiency Team

Alittle@pkc.gov.uk

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 July 1952 or are on
certain benefits. www.gov.uk/winter-fuel-payment/overview

Universal Jobmatch www.gov.uk/jobsearch

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

Claverhouse Group

..... 01382 828828
www.claverhouse.co.uk/whatwedo.html

Angus Works

..... 01241 438160
Offers help and assistance to get back into training, education volunteering or employment
www.angusahead.com/angusworks

The Hub Employment Advice Centre

..... 01738 459609
Perth
Helps job hunters boost skills in CV writing and application forms
www.pkemploy.net/The-Hub

Volunteering

Dundee Voluntary Gateway 01382 305705

Voluntary Action Angus 01241 875525

Voluntary Action Perthshire

(PKAVS, The Gateway) 01738 567076

MEAD Project

Minority Ethnic Access Development Project
Perth & Kinross 01738 634789

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.facebook.com/FerryTimeBroughtyFerryDundeeTimebank

TimeTree

North East Dundee TimeBank
timetree@number10.org
www.facebook.com/TimeTreeNorthEastDundeeTimebank

Time 2 Give

West End Dundee Timebank 07530 228810
time2give@number10.org
www.facebook.com/Time2GiveWestEndDundeeTimebank

Angus

Angus Timebank 01241 875525
carol@volunteerangus.org.uk

Perth & Kinross

Stanley Timebank 01738 827387
secretary@stanleydevelopmenttrust.org
www.stanleydevelopmenttrust.org/timebanking-project-co-ordinator

Blair and Rattray Timebank 07761233418
bandrtimebank@gmail.com

Coupar Angus Timebank

This for That 07954638296
Thisforthat1@gmail.com

Aberfeldy Timebank

Deeds for Needs 07507479555
deeds4needs@gmail.com

Alyth

Time Team 07597710730
alythtimeteam@hotmail.com

Help Now

Emergency Help

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

Police Scotland call 101 or in an emergency 999

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

Angus Council Social Work and Health Head Office
St Margaret's House, Orchard Loan
Orchardbank Business Park
Forfar, DD8 1WSE
email: socialwork@angus.gov.uk
Monday to Friday 9am - 5pm 01307 474839
Out of Hours 01382 307964

Perth & Kinross

Community Care Access Team
Pullar House, 35 Kinnoull St, Perth, PH1 5GD
email accessteam@pkc.gov.uk
(out of hours service same number) 0845 30 111 20

Child Protection Helplines

Dundee 01382 307999
Angus 08452 77 77 78
Perth 01738 475000 (out of hours 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) 08457 909090
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 0845 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

Broken Rainbow 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

Smart recovery www.smartrecovery.org.uk

Breaking Free on-line www.breakingfreeonline.com

Alcoholics Anonymous 0845 769 7555

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 228836

Mindspace Counselling (Perth & Kinross) 01738 631639

You may be asked to make a donation but no-one is excluded because they can't pay.

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.dundeecity.gov.uk/mywellbeing

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

Angus Amaze a directory of voluntary organisations in the Angus area. Also includes details of other directories and helplines www.archive.angus.gov.uk/amaze/home.cfm