



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](http://www.gov.uk/benefitsadviser)

#### Welfare Rights Teams:

Perth & Kinross .....	01738 476900
Dundee .....	01382 431205
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 & 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](http://www.entitledto.co.uk/benefits-calculator/startcalc.aspx?e2dwp=y)  
[www.benefits-calculator.turn2us.org.uk/AboutYou](http://www.benefits-calculator.turn2us.org.uk/AboutYou)

<b>HMRC</b> 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

<b>DWP</b> 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](http://www.cas.org.uk) for opening hours  
[www.moneyadvice.service.org.uk/en/categories/budgeting-and-managing-money](http://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 <a href="http://www.dundee.cab.org">www.dundee.cab.org</a>	11 Millgate 01241 870661	32 Castle Street 01674 673263
Outreach office in Dundee University (students only)	<b>Forfar</b> 19 Queen Street 01307 467096	

**Perth**  
 7 Atholl Crescent  
 01738 450580 / 450581 (appointment line) [www.perthcab.org.uk](http://www.perthcab.org.uk)

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

#### Online - Citizens Advice Scotland self help website

[www.adviceguide.org.uk/scotland](http://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](mailto: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. 0800 1381619  
[www.combatstress.org.uk](http://www.combatstress.org.uk)

### Savings and Loans

#### Discovery Credit Union [www.discoverycu.co.uk](http://www.discoverycu.co.uk)

Central Library  
 Level 4, Wellgate Centre  
 Dundee, DD1 1DB ..... 01382 431505

#### Perth & Kinross Credit Union [www.pkcu.org.uk](http://www.pkcu.org.uk)

282 High Street  
 Perth, PH1 5QS ..... 01738 624872

#### Capital Credit Union (Angus & Dundee)

[www.capitalcreditunion.com](http://www.capitalcreditunion.com)  
 62 Hamilton Place  
 Edinburgh EH3 5AZ ..... 0131 2259901  
 Email: [enquiries@capitalcreditunion.com](mailto: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:

<b>Dundee</b> .....	01382 433710
<b>Perth &amp; Kinross</b> .....	01738 475000
<b>Angus</b> (ACCESS team) .....	03452 777778

#### Illegal Money Lending Team (Trading Standards)

[www.tsscot.co.uk](http://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](mailto: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](http://www.scotland.shelter.org.uk)  
Charity helping people with housing, landlords and homelessness

## Local Homeless services

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### 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 ..... 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  
[DundeeClothesline@hillcrestha.org.uk](mailto: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](http://www.home-start.org.uk)

## Food

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### Foodbanks

**Perth & Kinross** ..... 01738626799  
[www.perthkinross.foodbank.org.uk](http://www.perthkinross.foodbank.org.uk)  
email: [info@perthkinross.foodbank.org.uk](mailto: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](http://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

### Menziesshill Parish Church

Open 1 - 4pm Monday, Wednesday, Friday

### Chalmers Ardler Parish Church

Open 1 - 2.30pm 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

### Community Drop-ins Free hot food and advice

[www.faiithincommunityscotland.org/wp-content/uploads/2014/04/Drop-In-Leaflet-2015-Updated.pdf](http://www.faiithincommunityscotland.org/wp-content/uploads/2014/04/Drop-In-Leaflet-2015-Updated.pdf)

### Angus

[www.angus.foodbank.org.uk](http://www.angus.foodbank.org.uk)  
Tel ..... 01307 466841  
Mobile ..... 0796 4292 349  
email [info@angus.foodbank.org.uk](mailto: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  
Wed 10am - 12noon, Fri 1 - 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

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### Dundee Energy Efficiency Advice Project

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

[andrew.little@scarf.org.uk](mailto:andrew.little@scarf.org.uk) ..... Tel: 01738 476183

### Energy Saving Trust [www.energysavingtrust.org.uk/scotland](http://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](http://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](http://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](http://www.gov.uk/the-warm-home-discount-scheme)



**Universal Jobmatch** [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

**S1 Jobs** [www.s1jobs.com](http://www.s1jobs.com)

## Local Job Centres

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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 Pert 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

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### Skills Development Scotland

Careers Advice ..... 0800 917 8000  
[www.skillsdevelopmentscotland.co.uk/about-us/what-we-do-for-individuals](http://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](http://www.discoveropportunities.org.uk/46_LookingForWork.html)

**Craigowl Communities** ..... 01382 315700

[www.hillcrest.org.uk/CraigOwl/About+Us](http://www.hillcrest.org.uk/CraigOwl/About+Us)

**Angus Towards Employment Team** ..... 01241 438160

Offers help and assistance to get back into training, education volunteering or employment  
[www.businessangus.com/BA/info/5/employment\\_skills](http://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](http://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

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**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

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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](http://www.facebook.com/FerryTimeBroughtyFerryDundeeTimebank)

#### Time 2 Give

West End Dundee Timebank ..... 07530 228810  
[time2give@number10.org](mailto:time2give@number10.org)  
[www.facebook.com/Time2GiveWestEndDundeeTimebank](http://www.facebook.com/Time2GiveWestEndDundeeTimebank)

### Perth & Kinross

**Stanley Timebank** ..... 0787 0347113

[secretary@stanleydevelopmenttrust.org](mailto:secretary@stanleydevelopmenttrust.org)  
[www.stanleydevelopmenttrust.org/timebanking-project-co-ordinator](http://www.stanleydevelopmenttrust.org/timebanking-project-co-ordinator)

**Blair and Rattray Timebank** ..... 07761233418

[bandtimebank@gmail.com](mailto:bandtimebank@gmail.com)

### Aberfeldy Timebank

Deeds for Needs ..... 07507479555  
[deeds4needs@gmail.com](mailto:deeds4needs@gmail.com)

### Alyth

Time Team ..... 07504 292658  
[alythtimeteam@hotmail.com](mailto:alythtimeteam@hotmail.com)

## Health Problems or Disabilities and Work

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### Access to Work

A programme to help disabled people moving into or retaining work.  
[www.gov.uk/government/publications/access-to-work-factsheet](http://www.gov.uk/government/publications/access-to-work-factsheet)  
Tel: 0345 268 8489 Textphone: 0345 608 8753  
email: [atwosu.london@dwp.gsi.gov.uk](mailto: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](http://www.acas.org.uk)  
[www.acas.org.uk/helplineonline](http://www.acas.org.uk/helplineonline)

# Help Now

## Emergency Help

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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](mailto: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: [people@angus.gov.uk](mailto:people@angus.gov.uk)  
Monday to Friday 9am - 5pm ..... 01307 476468  
Out of Hours ..... 01382 307964

### Perth & Kinross

Community Care Access Team  
Pullar House, 35 Kinnoull St, Perth, PH1 5GD  
email [accessteam@pkc.gov.uk](mailto: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 475000 (out of hours 01738 476768)

## Someone to Talk to

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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](http://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?

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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](http://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](http://www.dundeewomensaid.co.uk) [info@dundeewomensaid.co.uk](mailto:info@dundeewomensaid.co.uk)  
**Angus** ..... 01241 439437  
[www.anguswomensaid.co.uk](http://www.anguswomensaid.co.uk) [info@anguswomensaid.co.uk](mailto:info@anguswomensaid.co.uk)  
**Perth** ..... 01738 639043  
[contactus@perthwomensaid.org.uk](mailto: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

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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](http://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](http://www.focusonalcohol.org)  
[www.facebook.com/focusonalcohol](https://www.facebook.com/focusonalcohol)

### Dundee Focus on Alcohol

[www.facebook.com/DundeeFocusOnAlcohol](https://www.facebook.com/DundeeFocusOnAlcohol)

### Perth & Kinross Focus on Alcohol

[www.refocuspk.com](http://www.refocuspk.com)

**Smart recovery** [www.smartrecovery.org.uk](http://www.smartrecovery.org.uk)

**Breaking Free on-line** [www.breakingfreeonline.com](http://www.breakingfreeonline.com)

**Alcoholics Anonymous** ..... 0800 917 7650

## Drugs

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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)

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**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](http://www.combatstress.org.uk)

## Support in your local area

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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.gov.uk/mywellbeing](http://www.dundee.gov.uk/mywellbeing)

### Community Drop-ins (Dundee)

Free hot food and advice  
[www.faithincommunityscotland.org/wp-content/uploads/2014/04/Drop-In-Leaflet-2015-Updated.pdf](http://www.faithincommunityscotland.org/wp-content/uploads/2014/04/Drop-In-Leaflet-2015-Updated.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](http://www.pkc.gov.uk/wellconnected)