

A quick guide to “crisis response” resources to help individuals with immediate essential living costs

Getting advice:

Citizen Advice Edinburgh (CAE)

For money (debt, benefits, tax) **Family** (relationships, health, housing, education) **Daily life** (employment, consumers affairs, communication, travel) **Your rights** (civil rights, immigration, legal rights and responsibilities)

CAE Dundas Street, 58 Dundas Street, EH3 6QZ

Appointments only, unless otherwise noted

Appointments only: **0131 510 5510**

Monday: 9.10am - 4pm

Tuesday: 9.10am - 4pm

Wednesday: 9.10am - 1pm | 1.30pm - 4pm (Drop-in) | 6pm - 8pm

Thursday: 9.10am - 4pm

Friday: 9.10am - 1pm (Drop-in)

CAE Leith, 23 Dalmeny Street, EH6 8PG

Telephone: **0131 510 5510**

Monday to Friday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Tuesday: 5.00pm - 8pm (Legal/Employment, appointment only)

CAE Pilton 661 Ferry Road, EH4 2TX

Telephone: **0131 510 5510**

Monday to Friday: 9.30am - 12.30pm (Drop-in)

CAE Portobello 8a-8b Bath Street, EH15 1EY

Appointments only unless otherwise stated

Appointments only: **0131 510 5510**

Monday: 9.30am - 4.30pm

Tuesday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Wednesday: 9.30am - 4.30pm

Thursday: 9.30am - 12.30pm (Drop-in) | 12.30pm - 4.30pm (appointment only)

Friday: 9.30am - 4.30pm

CAE Gorgie/Dalry Fountainbridge Library Building (2nd Floor) 137 Dundee Street, EH11 1BG

Appointments only

Monday to Friday: 10.15am - 4.30pm

Appointments only: **0131 510 5510**

Monday: 5.30pm - 7pm

Citizens Advice Edinburgh also runs services in 30 outreach locations

Details: www.citizensadviceedinburgh.org.uk

Citizens Advice Direct

A national service for help and assistance Telephone: **0808 800 9060**. Calls from all UK landlines are free. Mobiles may vary. Open Monday to Friday: 9am - 8pm and Saturday: 10am - 2pm.

The Advice Shop Edinburgh City Council advice.shop@edinburgh.gov.uk

249 High St, Edinburgh, Midlothian EH1 1YJ. Telephone: **0131 200 2360**

Opening hours for enquiries: Monday, Wednesday, Thursday: 8.30am - 4.30pm; Tuesday 10am - 4.30pm; Friday 8.30am - 3.40pm. Information, advice and representation to access welfare benefits and deal with debt. This is a free, impartial and confidential service. Drop-in service available for more in-depth enquiries Monday, Thursday and Friday 9am. Tuesday 1pm. This is on a first come first served basis.

Granton Information Centre

Granton Information Centre (GIC) provides free, impartial and confidential expert advice, information and representation to the residents of North Edinburgh on a range of issues: welfare benefits, housing advice and debt/money advice. Please call for an appointment or information.

134-138 West Granton Road, Edinburgh EH5 1PE. Telephone: **0131 5512459 / 0131 552 0458**

Email: enquiries@gic.org.uk

Monday to Thursday: 9.30am - 12.30pm and 1.30pm - 4pm

Friday: 9.30am - 12.30pm

CHAI – Community Help and Advice Initiative

For advice on housing, welfare benefits, debt/money, employability. They offer appointments and operate a drop-in service on Wednesday morning (from 9.30am). Please call for information or an appointment. CHAI Head Office, ELS House, 555 Gorgie Road, Edinburgh EH11 3LE

Telephone: **0131 442 2100** Email: chai@chaiedinburgh.org.uk

CHAI Advice Service: **0131 442 1009**

Income Advice Team, Edinburgh City Council

For advice about applying for housing benefit and council tax reduction or other benefits, including tax and pension credits. They also let you know about other ways you might be able to get financial help. For City of Edinburgh Council Tenants only. Telephone: **0131 529 7463**.

Money Advice Scotland Helpline

One stop shop for those who have money problems or are seeking financial help with their financial worries Telephone **0800 731 4722** www.moneyadvicescotland.org.uk

Department of Work & Pensions (DWP):

Short Term Benefit Advances you may be able to get an advance on your first benefit payment if you're in urgent financial need and have recently applied for Jobseeker's Allowance, Income Support, Employment and Support Allowance (ESA), Carer's Allowance, Pension Credit or State Pension. Speak to your Jobcentre Plus work coach or call the phone number for the benefit you're claiming;

- Income support, ESA or JSA: Telephone: **0800 169 0310**
- Carer's Allowance: Telephone: **0800 731 0297**
- Pension Credit or State Pension: Telephone: **0800 731 0469**.

Hardship payments you may be able to get a hardship payment if your JSA payments have been stopped and you can't pay for rent, heating, food or other basic needs for you or your child. You'll have to show that you've tried to find the money from somewhere else, such as borrowing from a friend or working extra hours. Speak to your Jobcentre Plus work coach to find out how to claim a hardship payment or phone **0800 169 0310**

Universal Credit Live Service Advance Payments If you need help to pay your bills or cover other costs while you wait for your first Universal Credit payment, you can apply to get an advance. You'll need to explain why you need an advance. Speak to your Jobcentre Plus work coach or phone the Universal Credit live service helpline Telephone: **0800 328 9344**

Severe Hardship Payments: may be available to 16-17 year-olds living away from their family home. Phone New Claim Helpline **0800 055 6688** for advice or visit your local Jobcentre.

Budgeting Loans can help pay for furniture or household items (for example, washing machines or other 'white goods'), rent in advance, costs linked to moving house, costs linked to getting a new job and some other circumstances. To get a Budgeting Loan you must have been getting one of these benefits for the past 6 months: Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit or Universal Credit - only if you're claiming Pension Credit when you apply for a Budgeting Loan (otherwise claim a Budgeting Advance). The lowest amount you can borrow is £100 and maximum amount depends on your circumstances. You can apply online, print off a form or phone Social Fund Telephone: **0800 169 0140**

Budgeting Advance (Universal Credit) you may be able to get a Budgeting Advance to help with emergency household costs, such as replacing a broken cooker, or for help getting a job or staying in work. The lowest amount you can borrow is £100 and maximum amount depends on your circumstances. You must have been getting Universal Credit for 6 months or more, unless you need the money to help you start a new job or stay in work. Contact your Jobcentre Plus work coach to apply.

Sure Start Maternity Grant you could get a one-off payment of £500 to help towards the costs of having a child. This is known as a Sure Start Maternity Grant. You usually qualify for the grant if you're expecting your first child, or you're expecting a multiple birth (such as twins) and you or your partner already get Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit, Child Tax Credit, Working Tax Credit that includes a disability or severe disability element or Universal Credit. Call the Sure Start Maternity Grant helpline Telephone: **0800 169 0140**

Funeral Expenses Payment you could get Funeral Expenses Payment if you receive certain benefits and need help to pay for a funeral you're arranging. You (or your partner) must get or have applied for one or more of the following benefits; Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit, Housing Benefit, the disability or severe disability element of Working Tax Credit, Child Tax Credit or Universal Credit. Claim by calling the Bereavement Service helpline Telephone: **0800 731 0469**

Discretionary Housing Payments (DHP):

DHPs may be available to people receiving Housing benefit or Universal Credit (Housing Costs) who are having trouble paying their rent, for example due to the “bedroom tax” or other shortfalls between their rent and housing benefit payments.

For further details or to apply online, visit the City of Edinburgh Council’s website at:

http://www.edinburgh.gov.uk/info/20130/welfare_reform/1560/discretionary_housing_payments

Social Work Payments:

Edinburgh City Council has a statutory duty to support vulnerable adults or children in need if there is an emergency. To ask about Section 12, 22 or 27 social work payments, contact Social Care Direct; telephone **0131 200 2324** or, if homeless, The Access Point; telephone **0131 529 7438**. Out of office hours, call the Out of Hours Social Work service (**emergencies only**) on **0800 731 6969**. The Benefits Agency and the Scottish Welfare Fund are the first point of contact (see details above).

Employability: Get On

Support for getting into work or training. Telephone: **0131 529 6161** or email:

geton@edinburgh.gov.uk

Getting Free/Cheap Food:

Foodbanks: Free food

Referral to basic food banks Edinburgh City Mission: telephone **0131 225 9445**. Referral Agencies please use online referral form from www.edinburghcitymission.org.uk Service-user must present with a completed signed referral form Food packs and long term provision (initially six weeks). Signposting and friendship offered at all basic banks

- **Granton (Basic Bank)** Granton Baptist Church Tues 10am-1pm
- **Portobello (Basics Bank)** Wilson Memorial Church Tuesday 10am - 1pm
- **Leith (Basic Bank)** Ebenezer United Free Church of Scotland : Wed: 11am - 2pm.
- **Newington (Basic Bank)** Edinburgh Community Church Thurs 10.30am-1pm
- **Musselburgh (Basic Bank) Musselburgh Baptist Church** Thurs 10am-12am
- **Corstorphine (Basic Banks)** Corstorphine United Free United Church Thursday 10.30am-12.30pm
- **Bruntsfield (Basics Bank)** Bruntsfield Evangelical Church: Friday: 10am - 1pm.
- **Moredun (Basic Bank) The Tron Kirk** Fri 11am-1pm

Edinburgh Central Mosque Food Banks, 50 Potterow, EH8 9BT. Tel 0131 667 1777. Friday 9.30am – 12.30 pm. Referral needed. Muslims from whole of Edinburgh welcome. Non Muslims from South east Edinburgh only.

Wester Hailes Holy Trinity Church, Hailesland Place, Wester Hailes EH14 2SL.

Telephone **0131 442 3304**. Tuesday: 2pm - 3pm. No referral needed, not specifically for Wester Hailes. Packages up to 10 times. (Family packages must provide proof of family numbers and that they are living with them 7 days a week)

Edinburgh Food Project (NW,Central and East Foodbank Trussell Trust)

For postcodes EH 1-5, 9, 10, 12, 15,16, 28-30. All Referrals only.

Telephone **0131 444 0030**.

- **Rannoch Community Centre**, Rannoch Terrace, EH4 7ER.
Tuesday and Thursday: 1pm - 3pm
- **The Priory Church**, Hopetoun Road, South Queensferry, EH30 9RA
Thursday: 11am - 1pm
- **Pilton**, 34A Muirhouse Crescent (next to Muirhouse Social Work Centre)
EH4 4QL Monday: 1pm - 3pm and Friday: 10am -1pm
- **Oxgangs**, All Nations Christian Fellowship, 1c Oxgangs Avenue EH13 9JA.
Tel: 07904538996, Wednesday: 10am – 2pm. Referrals only.
- **Craigmillar, Bristo Church**, 196 Peffermill Road EH4 3DJ. Tuesday and Thursday 11-12am and Saturday 12.30pm – 2.30pm.
- **Grassmarket Community Project**, 86 Candlemaker Row, EH1 2QA,
Tuesday and Friday: 2pm - 4pm
- **Tollcross Distribution Centre**, 2 West Tollcross (entrance via corner shop under Central Hall) EH3 9BP, Monday: 2pm - 4pm, Thursday: 10am -12 noon
- **Broughton St Mary's Parish Church**, 12 Bellevue Crescent, EH3 6NE
Wednesday: 10am -1pm and Thursday: 1pm - 4pm

SW Foodbank (Trussell Trust) Salvation Army 431 Gorgie Road, EH11 2RB. Telephone **0131 346 2875**.

Open Monday: 2pm - 4pm, Wednesday 11am - 1pm and Friday 10am - 12 noon.

SE Foodbank (Trussell Trust) Postcodes EH16, 17 Blytheswood Care, 47 Southhouse Broadway, EH17 8AS.

Monday, Tuesday, Thursday: 11am - 2.30pm Telephone: **0131 664 9353** or **07521 097 670**

NE Foodbank (Trussell Trust) Main contact 6 Henderson Street, Leith EH6 6BS

Telephone: **0131 554 2578**. Referrals only. www.edinburghne.foodbank.org.uk

Monday:	1pm - 2.30pm	South Leith Parish Church , 6 Henderson Street.EH6 6BS
Tuesday:	10am - 12 noon	North Leith Parish Church , 1a Madeira Place EH6 4AW
Tuesday:	1pm - 2.30pm	Leith St. Andrews Parish Church , 410-412 Easter Rd EH6 8HT
Wednesday:	4.30pm - 6pm	Pilrig St. Pauls Church , 1b Pilrig Street EH6 5AH
Wednesday:	11am - 12.30pm	St. Margaret Parish Church , McLaren Halls, 48 Restlrig Rd Sth
Thursday:	10am-11.30am	Leith St. Andrews Parish Church , 410-412 Easter Road
Friday:	10am - 12 noon	North Leith Parish Church , 1a Madeira Place.
Friday:	3pm - 5pm	South Leith Parish Church , 6 Henderson Street.

Broomhouse Community One Stop Shop (COSS) 3 Broomhouse Market EH11 3UU.

Mon to Thurs: 9am - 3pm, Wed 5pm-8pm, Friday:9am - 12pm, Sat 9am-2pm Self-referral.

There is also an adviser and employability worker present for support and help.

CHAI Advice: Wed 5pm-8pm and Sat 9am -2pm. Appointments only.

Telephone: **0131 443 6223**. E-mail: cossinfo@ymail.com

Free food

Missionaries of Charity: 18 Hopetoun Crescent. Telephone: **0131 556 5444**

Every day at 4pm, except Wednesdays and Thursdays. No referral needed.

Bethany Care Van

In Partnership with Edinburgh City Mission, the care van operates

Mon, Wed, Thurs and Sat lunchtimes: 12.30pm Market St, 1-2pm King Stables Road Grassmarket, The Bridges, 2pm Leith Walk (north of McDonald Road)

Every Evening- 9pm Waverly Bridge, 9.50pm-10.30pm King Stables Road Grassmarket, The Bridges

Bethany Care Shelter:

A free night shelter offering food and sleeping facilities to people who are homeless

Running Mon 9th Oct 2017- Sun 22nd April 2018. Transport from Waterloo Place at 09.15pm and 09.30 unless shelter already full. Telephone 0131 561 8930 (day) 07919557673 (night)

See www.bethanychristiantrust.com for up to date shelter rota.

Carrubbers Christian Centre: 65 High Street, Royal Mile, EH1 1SR. Telephone: **0131 556 2626**.

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

Free lunch Tuesdays from 12pm - 1pm (not July/August - runs roughly with school term time).

South Leith Parish Church, 6 Henderson Street. Telephone: **0131 554 2578**

Sunday: 9.30am - 10am, Free takeaway breakfast. Free Xmas Lunch – no referral required

Grassmarket Centre, 86 Candlemaker Row, Drop in -hot meal Mon 5.30pm, Free film showing 7pm for 7.30 start (closes for the festival) Telephone: **0131 225 3626**.

Social Bite, 0131 220 8206

- **Takeaways:** 89 Shandwick Place and 131 Rose Street) free bacon roll and tea/coffee. From 2 pm onward suspended items can be claimed from notice board in stores. Any leftover items can be collected from 3.30 pm.
- Tuesday 4 pm - 5.30 pm (89 Shandwick Place EH2 3DT) - mixed Social Supper: homeless and vulnerable customers welcomed for hot food, sandwiches, tea/coffee, chat, and advice (in partnership with Cyrenians).
- Wednesday 4 pm - 5.30 pm (131 Rose Street, EH2 4JN) - women's Social Supper: homeless and vulnerable customers welcomed for hot food, sandwiches, tea/coffee, chat, and advice.

HOME Sit-in T:0131 220 0773

Monday 3 pm – 4.30 pm (HOME Restaurant 7 -8 Queensferry Street) - homeless and vulnerable customers can self-refer in on of our cafes to come to HOME for sit down two course meal.

Cheap food

Salvation Army, 25 Niddrie Street: Monday - Friday, 9am - 10am, breakfast £1.25, 12 noon - 1pm, lunch £1 Telephone: **0131 523 1060**. Provides clothing, a shower and advice also and crisis intervention

Salvation Army 431 Gorgie Road, EH11 2RB. Telephone **0131 346 2875**. Drop in Cafe every day 10-3- tea coffee, soup, cake – low prices

Healthy Start Vouchers, you get free vouchers every week to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins. Pregnant or have children under the age of four? You could qualify if you're on benefits, or if you're pregnant and under 18. Speak to your midwife or health visitor for an application form or visit <http://www.healthystart.nhs.uk/> **T:0345 607 6823**

Fuel poverty and keeping warm:

Changeworks Affordable Warmth Service: Provides specialist advice and practical support to help people stay affordably warm in their homes. They can help people to manage fuel debt and avoid disconnection and to access winter fuel and cold weather payments, discounts and grants. To make a referral, contact Jane Adams **T: 0131 555 4010** or email ask@changeworks.org.uk

Additional emergency credit for pre-payment meters

In an emergency, if a vulnerable person or family has no money for a pre-payment gas or electric meter, it may be possible to negotiate a small amount of extra emergency credit by contacting their energy supplier (although this needs to be repaid).

Freephone contact numbers for the main domestic fuel suppliers, for help with paying for gas/electric

British/Scottish Gas: telephone **0800 107 3391**; EDF Energy: telephone **0800 269 450**;

EON: telephone **0345 0520000** Npower: telephone **0800 073 3000**;

Scottish Power: telephone **0800 027 0139** or Scottish Hydro Electric: telephone **0800 622 838**

Energy matters - the fuel bills advice service

A Citizens Advice Edinburgh project providing free, specialist support about how to reduce household fuel costs. Negotiating with energy suppliers, avoiding disconnection, switching tariffs, managing arrears and billing issues, accessing grants and increasing household income.

Evening and daytime Edinburgh-wide home visits are available by arrangement. To make an appointment, email: ian.waugh@caed.org.uk or telephone **07825 519 081**.

Home Energy Scotland

Home Energy Scotland from the Scottish Government is a free, impartial energy advice service to help people save money and stay warm in their homes. Home Energy Scotland offers a wide range of support and advice, for example, it provides energy saving tips and advice, carries out home energy checks to identify energy efficiency measures and improvements, provides guidance on what funding and support is available and makes referrals to the relevant funding streams.

Free phone Home Energy Scotland on **0808 808 2282** or visit www.homeenergyscotland.org

Homelessness and at risk of losing your home:

Edinburgh Housing Advice Partnership

If someone is at risk of losing their home because their landlord or mortgage company is taking legal action to evict them, they should immediately contact Edinburgh Housing Advice Partnership, telephone **0131 442 1009** or **0845 302 4607**, who can provide advice and arrange for someone at risk of losing their home to be represented at court hearings. Advice also provided on a wide range of housing issues - phone for an appointment with an Adviser at venues across the City.

www.ehap.org.uk

The Access Point (TAP): 17-23 Leith Street Edinburgh

Anyone 18+ without children and homeless in Edinburgh

For Health **T:0131 240 2810**.

Housing and Social Work **T: 0131 5297438**.

Out of hours (City of Edinburgh Council's out of hours service)**T: 0800 032 5968**.

Housing Options Team

For under 18s or those with children. Advice about entitlements, eligibility for temporary accommodation and benefits. 1a Parliament Square. **T:0131 529 7368**.

Out of hours, call the City of Edinburgh Council's out of hours service on **T: 0800 032 5968**.

Streetwork Holyrood Hub

24 hour provision of advice and support. Crisis line 24/7: **T: 0808 178 2323**

Food, laundry, showers and lockers available for those accessing support.

22 Holyrood Road. **T: 0131 557 6055**.

Opening Mon- Fri: 7.15am-10pm Sat and Sun 8am-4pm.

The Rock Trust

The Rock Trust works with young people (16- 25) who are homeless or at risk of becoming homeless. They provide advice, educate and support for young people. 55 Albany Street.

T: 0131 557 4059. Mon- Fri 9am-4pm

Council Housing Officer

Your local neighbourhood council Housing Officer can help with housing needs.

West **T: 0131 529 7440**, East **T: 0131 529 3111**

South **T: 0131 529 5151**, South West **T: 0131 527 3800**

Leith **T: 0131 529 6170**, North **T: 0131 529 5050**.

Cyrenians Homeless Prevention Service

For Edinburgh East and South residents who are at risk of losing their home.

Telephone: **0131 475 2556** Email: hps@cyrenians.org.uk **ends 28 February 2018**

from **1st March 2018 Foursquare** 67 Logie Green Road, EH7 4HF **T: 0131 557 7914**

Shelter's Free Housing Advice Line

Provides free and confidential advice on housing problems and rights. **T:0808 800 4444**

Monday to Friday: 9am - 4pm

Health and Wellbeing:**Health Concerns:**

If financial difficulties are affecting someone's health they should speak to their GP (many advisors are based in GP Practices) or other health practitioner (e.g. Health Visitor or Community Psychiatric Nurse) or contact the NHS inform helpline for advice on **0800 22 44 88**. 8am - 10pm 7 days a week. For urgent medical advice out of hours, phone NHS 24 on **111** (free).

The Access Practice

If you are homeless and need a GP or medical attention- Drop ins Monday-Friday 0900-1245 and 1.45pm to 5pm 22-24 Spittal Street EH3 9DU Edinburgh or The Access Point, 23 Leith Street, Edinburgh. **T: 0131 240 2810**

Mental Health

24/7 from the Edinburgh Crisis Centre, Free phone helpline **T: 0808 801 0414**,
Text 0797 442 9075, email: crisis@edinburghcrisiscentre.org.uk

As well as phone support, face-to-face support is available in the centre and a maximum of four people can stay at the centre for up to 7 nights (reviewed daily) Aged 16+

Mental Health

If you require an emergency mental health assessment, your GP can refer you to the Mental Health Assessment Service based at the Royal Edinburgh Hospital. Assessments can also be done through referral by the Accident and Emergency Dept at the Royal Infirmary of Edinburgh and the GP out of hours service Mon-Thurs 5pm to 8am and Fri 5pm to Mon 8am at the Royal Infirmary of Edinburgh, Little France Edinburgh Self referrals may also be made (At the Royal Edinburgh Hospital) by telephoning **0131 537 6000** 24 hours 7 days a week. This may result in you being offered an appointment for an assessment or you may be signposted to other more appropriate services.

Breathing Space

A phone-line for people feeling anxious or depressed. Telephone **0800 83 85 87** to speak to an Advisor Monday to Thursday: 6pm - 2am: Weekends Friday 6pm - Monday 6am (24 hours).

The Samaritans

If someone is feeling distressed, in a state of despair, suicidal or need of emotional support, the Samaritans provide a confidential listening service at any time (24/7). Telephone Free: **116 123**.

Grapevine Disability Information Service

Providing up-to-date, reliable and accessible information to disabled people and their supporters in Edinburgh, East Lothian and Midlothian.

T: **0131 475 2370** (Monday to Friday :10am - 4pm)

E: grapevine@lothiancil.org.uk

Women's Services:

Domestic Abuse:

If a woman and/or her children are experiencing or at risk due to domestic abuse, they can phone Edinburgh Women's Aid. T: **0131 315 8110**; E: info@edinwomensaid.co.uk.

In an emergency phone the Police on **999**.

National Domestic Abuse Helpline T: **0800 027 1234** (24 hours)

Shakti Women's Aid T: **0131 475 2399** (Black and Ethnic minority)

Bright Choices T: **0131 622 7500** (honour based violence)

Fearless T: **0131 624 7266** (survivors of domestic abuse)

The Edinburgh Access Practice Women's Clinic

17 Leith Street, Edinburgh. Telephone **0131 240 2810** Thursday: 1.45pm - 4pm.

For homeless women and pregnant women only.

Women's Clinic

Specifically for women who are affected by substance use (alcohol and drugs) or/and are involved in sex work. A holistic service with mental health, sexual health, women's health, social support, including welfare advice and employability issues and 1:1 support. Drop-in (no appointment needed) wc@nhsllothian.scot.nhs.uk Both centres T: **07769887112**

- Wednesday 1.30pm-4pm Chalmers Sexual Health Centre 2A Chalmers St Edinburgh EH3 9ES
- Thursday: 2pm - 7.30pm. 22-24 Spittal Street, Edinburgh EH3 9DU.

Rape Crisis Scotland National Helpline

Phone free any day between 6pm and midnight on **08088 01 03 02**

Local Office helpline **0131 557 6737**. Email: support@ercc.scot

For more information contact

Sylvia.Baikie@nhslothian.scot.nhs.uk Telephone: **0131 537 9326**

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