



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

<https://www.gov.uk/browse/benefits>

#### Welfare Rights Teams:

Perth & Kinross .....	01738 476900
Dundee .....	01382 431190
Advice Line (Dundee) .....	01382 431167
Angus ACCESSLine.....	03452 777 778
Dundee Money Action .....	01382 431180
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

[www.entitledto.co.uk/benefits-calculator/startcalc.aspx?e2dwp=y](http://www.entitledto.co.uk/benefits-calculator/startcalc.aspx?e2dwp=y)  
<https://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 (ACAS) .....	0300 123 1100
Tax Credits Helpline .....	0345 300 3900

#### DWP

Carers Allowance Unit .....	0800 731 0297
Disability Living Allowance Helpline .....	0800 121 4600
Job Centre Plus First Contact Centre .....	0800 055 6688
Job Centre Plus Benefits Centre (existing claims) .....	0800 169 0310
Pension Service Pension Credit (new claims) .....	0800 991 234
Pension Service (existing claims) .....	0800 731 0469
Personal Independence Payment .....	0800 917 2222
Universal Credit Service Centre.....	0800 328 5644

[www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)

### Money Advice & Debt

**Citizens Advice Bureaux** see [www.cas.org.uk](http://www.cas.org.uk) for opening hours  
<https://www.moneyadviceservice.org.uk/en/articles/beginners-guide-to-managing-your-money> ..... 0800 138 7777

Dundee	Arbroath	Montrose
Central Library Level 4 Wellgate Centre 01382 307494 <a href="http://www.dundeecab.org">www.dundeecab.org</a>	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](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)

<b>Dundee North Law Centre</b> .....	01382 307230
<b>Brooksbank Centre Money Advice Section</b> .....	01382 432450
bbpartnership@hotmail.co.uk	
<b>PKAVS</b> Minority Communities Hub .....	01738 567076
<b>Angus Council Welfare Rights</b> offers debt advice .	03452 777 778
<b>Combat Stress</b> Benefits Advice for Armed Services	0800 138 1619
<a href="http://www.combatstress.org.uk">www.combatstress.org.uk</a>	

### Savings and Loans

**Discovery Credit Union** [www.discoverycu.co.uk](http://www.discoverycu.co.uk) ... 01382 431505  
Central Library  
Level 3, Wellgate Centre  
Dundee DD1 1DB

**Perth & Kinross Credit Union** [www.pkcu.org.uk](http://www.pkcu.org.uk) ... 01738 624872  
282 High Street  
Perth PH1 5QS

**Capital Credit Union** (Angus & Dundee) ..... 0131 2259901  
[www.capitalcreditunion.com](http://www.capitalcreditunion.com)  
62 Hamilton Place  
Edinburgh EH3 5AZ  
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 436260
<b>Perth &amp; Kinross</b> – (Advice Direct Scotland) .....	0808 164 6000
<b>Angus</b> (ACCESS team) .....	03452 777 778

#### 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)  
[www.fca.org.uk/contact](http://www.fca.org.uk/contact) ..... 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** <https://scotland.shelter.org.uk/> ..... 0808 800 4444  
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 and call  
the ACCESS line ..... 03452 777778

### Perth & Kinross

Puller House, 35 Kinnoull Street  
Perth PH2 8EP ..... 01738 476000  
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  
[Dundeeclotheslines@hillcrestha.org.uk](mailto:Dundeeclotheslines@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

### Foodbanks

**Perth & Kinross** ..... 01738 626799  
[www.perthkinross.foodbank.org.uk](http://www.perthkinross.foodbank.org.uk)  
email: [info@perthkinross.foodbank.org.uk](mailto:info@perthkinross.foodbank.org.uk)

### Perth (main location and warehouse)

11 Cutlog Vennel  
Perth, PH1 5HY  
Open Monday to Friday 2 pm – 4 pm  
We are also open Monday and Thursday 9.30 am to 11 am to receive donations. We cannot distribute food during these hours.

### Kinross

St Paul's Church, The Muirs  
Kinross  
Open Tuesday 10 am – 2 pm and Thursday 10 am – 2 pm

### Blairgowrie

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

### Crieff

The Logos Youth Centre  
27B High Street, Crieff  
Open Tuesday 1.30 pm – 3 pm and Friday 10.30 am – 11.30 am

### Baptist Church

King Street, Crieff  
Tuesday 11.30 am - 1 pm & Friday 10 am -11.30 am

### Pitlochry

Atholl Centre  
Atholl Road, Pitlochry  
Available on demand

### Dundee

Office number ..... 01382 698020  
[www.dundee.foodbank.org.uk](http://www.dundee.foodbank.org.uk)  
email: [info@dundee.foodbank.org.uk](mailto:info@dundee.foodbank.org.uk)

### Office & Distribution Centre

Unit 5, Dunsinane Avenue, Dundee DD2 3QN  
Monday 2 – 4 pm, Tuesday 11 – 2 pm (donations only)

### Menziesshill Parish Church

Open Mon 1.00 pm – 3.30 pm, Wed 1.00 pm – 4 pm  
& Fri 1.00 pm - 3.30 pm

### St Mary's Community Church

Open 10 am – 12 noon, Wednesday

### St John's Episcopal Church, Stobswell

Open 10 am – 4 pm, Monday - Friday

### Whitfield Parish Church

Open 1 – 3.30 pm, Tuesday & Friday

### Community Drop-ins

Free hot food and advice  
<https://www.faithincommunity.scot/dundeecommunitywork>

### Angus

[www.angus.foodbank.org.uk](http://www.angus.foodbank.org.uk)  
Tel: ..... 01307 466841  
Mobile ..... 0796 4292349  
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 – 3 pm, Wed 6 – 8 pm, Thurs & Fri 1 – 3 pm

### Arbroath

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

### Montrose

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

## Fuel / Energy

### Dundee Energy Efficiency Advice Project

(also conducts benefits checks) ..... 01382 434840  
Email: [deea@dundeecity.gov.uk](mailto:deea@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 1290888

### Perth & Kinross HEAT – SCARF

[andrew.little@scarf.org.uk](mailto:andrew.little@scarf.org.uk) ..... 0808 1290888

### 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 1290888

### 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 April 1954 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.  
[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.  
[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

**Find a Job** [www.gov.uk/find-a-job](http://www.gov.uk/find-a-job)

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

## Local Job Centres

Tel: 0800 169 0190 (for all)

### Dundee

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

### 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  
Castlehead 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](http://www.skillsdevelopmentscotland.co.uk)

Discover Opportunities Dundee ..... 01382 434460  
Can provide useful links for those looking for  
information or help towards employment  
<https://en-gb.facebook.com/discover.opps/>

**Hillcrest Futures** ..... 0300 1232640  
[www.hillcrest.org.uk/futures/about-us/](http://www.hillcrest.org.uk/futures/about-us/)

**Angus Skills Team** ..... 01307 492039  
Offers help and assistance to get back into training,  
education, volunteering or employment  
[www.investinangus.com/](http://www.investinangus.com/)

**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  
[www.pkemploy.net/Employment-Support-Team](http://www.pkemploy.net/Employment-Support-Team)

## Volunteering

**Volunteer Dundee** ..... 01382 305705

**Voluntary Action Angus** ..... 01307 466113

**Voluntary Action Perthshire** ..... 01738 567076  
(PKAVS, The Gateway)

**PKAVS** Minority Communities Hub ..... 01738 567076

To volunteer in the NHS contact:  
**Volunteer Services** ..... 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](http://www.ferrytime.org.uk)  
[ferrytime1@gmail.com](mailto:ferrytime1@gmail.com)

### Perth & Kinross

**Stanley Development Trust** ..... 078703 47713  
[secretary@stanleydevelopmenttrust.org](mailto:secretary@stanleydevelopmenttrust.org)  
[www.stanleydevelopmenttrust.org](http://www.stanleydevelopmenttrust.org)

**Blair and Rattray Timebank** ..... 077612 33418  
[bandtimebank@gmail.com](mailto:bandtimebank@gmail.com)  
[www.blair-rattraytimebank.co.uk](http://www.blair-rattraytimebank.co.uk)

**Aberfeldy Timebank** ..... 07507 479555  
[tayvalleytimebank@gmail.com](mailto:tayvalleytimebank@gmail.com)

## Health Problem or Disabilities and Work

**Access to Work**  
A programme to help disabled people moving into or  
retaining work ..... 0800 121 7479  
[www.gov.uk/government/publications/access-to-work-factsheet](http://www.gov.uk/government/publications/access-to-work-factsheet)  
Textphone:  
0800 121 7579

**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

Contact Welfare Rights, Citizen's Advice Bureaux, Foodbanks, Scottish Welfare Fund

**Police Scotland** ..... Call 101 or in an emergency 999  
**Ambulance** ..... 999  
**NHS 24 (out of hours health services)** ..... 111

## Social Work

### Dundee

First Contact Team, Charles Bowman Avenue  
Dundee, DD4 9UB

Email: [firstcontact.teamadmin@dundeecity.gcsx.gov.uk](mailto:firstcontact.teamadmin@dundeecity.gcsx.gov.uk)

Monday to Friday, 9 am – 5 pm ..... 01382 434019  
Out of Hours ..... 01382 307964

### Angus

First Contact Team, Whitehills Hospital  
Station Road, Forfar, DD8 3DY

Email: [firstcontact@angus.gov.uk](mailto:firstcontact@angus.gov.uk)

Monday to Friday, 9 am – 5 pm ..... 01307 475257  
Out of Hours ..... 01382 307964/  
03452 777 778

### Perth & Kinross

Early Intervention and Prevention Team  
Pullar House, 35 Kinnoull Street, Perth, PH1 5GD

Email: [accesssteam@pkc.gov.uk](mailto:accesssteam@pkc.gov.uk)

Mon - Fri, 8.45 am – 5 pm (and out of hours) ..... 0345 30 111 20

## Child Protection Helplines

Dundee ..... 01382 307999  
Angus ..... 03452 777 778  
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  
**NHS 24** (lines open 24/7) ..... 111  
**Breathing Space** ..... 0800 838587  
Lines open Fri 6 pm to Mon 6 am, Mon-Thurs 6 pm – 2 am

You can download the Suicide? Help! App or visit [www.suicidehelp.co.uk](http://www.suicidehelp.co.uk) 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](http://www.relationships-scotland.org.uk/find-a-local-service)

### Scotland's Domestic Abuse & Forced Marriage Helpline (24 hour Freephone)

..... 0800 027 1234

**Police** ..... 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

[www.perthwomensaid.co.uk](http://www.perthwomensaid.co.uk) [contactus@perthwomensaid.org.uk](mailto:contactus@perthwomensaid.org.uk)

### Women's Rape & Sexual Abuse Centre Helpline

Dundee & Angus ..... 01382 201291

After 6 pm ..... 08088 010302

### Rape & 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** ..... 0800 999 5428

## Alcohol

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

**Dundee Integrated Substance Misuse Service** ..... 01382 632542

**Angus Integrated Drug & Alcohol Recovery Service** ..... 01241 435820

**Perth & Kinross Substance Misuse Service Team** ..... 01738 564261

**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, Dundee DD4 6D ..... 01382 456012

### Arbroath

22-24 Catherine Street, Arbroath DD11 1RL ..... 01241 872989

### Perth

18 King Street, Perth PH2 8JA ..... 01738 580336

### 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.breakingfree-online.com](http://www.breakingfree-online.com)

Alcoholics Anonymous ..... 0800 917 7650

## Drugs

For help with drugs issues contact:

**We Are With You** (Dundee) ..... 01382 206888

**Alcohol, Drug & Blood Borne Virus Service**

(Angus) ..... 01241 435821

**Drug & Alcohol Services** (Perth) ..... 01738 474455

**Ask Frank** ..... 0300 123 6600

**Narcotics Anonymous** ..... 0300 999 1212

**Know The Score Drugs Helpline** ..... 0333 230 9468

## Counselling Services (direct access)

**Insight Counselling** (Angus & 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 online.

## 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

**Tayside Cares** website provides information, advice and assistance regarding coronavirus (Covid-19) for citizens living in Angus, Dundee and Perth & Kinross [www.taysidecares.co.uk](http://www.taysidecares.co.uk)

More information on service provision at present can be found at

[www.dundeehealth.co.uk/content/coronavirus](http://www.dundeehealth.co.uk/content/coronavirus) (Dundee) and

[www.pkc.gov.uk/coronavirus/communitysupport](http://www.pkc.gov.uk/coronavirus/communitysupport) (P&K)

or Voluntary Action Angus on 01307 466113

## 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](http://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.

<http://yourcommunitypk.org>