



29/05/2025

# **Cost of Living Supports in Midlothian**

# Financial Support

## Dalkeith CAB

Free independent and confidential advice and assistance on benefits, debt, housing, utilities, employment issues and more.

Dalkeith CAB are currently offering limited face-to-face appointments in the CAB office. These appointments are prioritised for people who need help with form-filling or complex issues. You can contact them for advice by phone, email, or completing the online contact form on their website. They also offer weekly outreach sessions at locations across Midlothian.

**St John's Church**  
**Mondays, 10am - 12 noon**

**MAEDT Pavillion**  
**Tuesdays 10am – 2pm**

**Woodburn Pantry**  
**Fridays 1.30 – 3.30**

**Newtongrange Community Trust**  
**First and Third Monday each month**  
**1:30 pm - 3.30pm**

**Bonnyrigg Rose FC**  
**Wednesday, 10am - 2pm**

**Gorebridge Library**  
**Thursday, 10am - 1pm**

**Gorebridge Hive**  
**Monday, 10am - 12 noon**

**Midlothian Foodbank**  
**Thursdays 12 - 2pm**

No appointment is required for any of these clinics.

Outreach sessions at VOCAL and Horizons Café are available for clients of those projects. Please contact the CAB for more details.



0131 660 1636



8 Buccleuch Street, Dalkeith, EH22 1HA



[www.DalkeithCAB.org.uk](http://www.DalkeithCAB.org.uk)



[Bureau@DalkeithCAB.org.uk](mailto:Bureau@DalkeithCAB.org.uk)



# Financial Support

## Penicuik CAB

Free independent and confidential advice and assistance on benefits, debt, housing, utilities, employment issues and more.

You can contact Penicuik CAB by phone, email or by filling out the 'Contact Us' form on their website. If you have a complex problem, or would prefer a face-to-face appointment, then please phone [01968 675259](tel:01968675259) to arrange an appointment.

### Drop-in Clinics:

**Loanhead Library**  
**Mondays, 10am - 1pm**

**The Steading Rosewell**  
**Alternate Mondays, 2-4pm**

**The Penicuik Hub**  
**(Food Facts Friends)**  
**Mondays, 10:30 -12.30**

**Hawthorn Children and Families Centre**  
**Monday, 9-4pm**  
**Friday, 9-12**

**Newton Parish Church**  
**Wednesday, 10-12pm**

**Lasswade Library**  
**Tuesdays, 9:30- 12:30pm**

**Loanhead Miners**  
**Wednesdays, 10am - 1pm**

**Midlothian Community Hospital**  
**Thursdays, 10:30-1pm**

No appointment is required for any of these clinics.



Freephone Number: 0800 0327 077



Palmer House, 14a John Street, Penicuik, EH26 8AB



[www.penicuikcab.org.uk](http://www.penicuikcab.org.uk)



[Contact.us@penicuikcab.org.uk](mailto:Contact.us@penicuikcab.org.uk)



# Financial Support

## Children First

Children First Financial Wellbeing Service can help you cope with the stress and anxiety money worries can cause and any wider challenges your family are facing. If you are a parent with children under 18, we can help with:

- Putting a budget together and understanding what bills are important
- Seeing if you can increase the amount of money you have coming in by doing a benefit check
- Help to apply for benefits
- Explore ways to reduce your spending
- Seeing if there are any grants available to help reduce your money worries
- Dealing with creditors
- Ways to deal with unmanageable debts based on your situation.

Contact us on 0131 654 9540 or email [midlothian@childrenfirst.org.uk](mailto:midlothian@childrenfirst.org.uk).

We can meet you in either of our bases in Dalkeith or Penicuik, give advice by phone or we can come to you.



0131 6549540



40/9 and 40/10 Hardengreen Business Park,  
Dalhousie Road Esbank  
Dalkeith, EH22 3NU



[www.childrenfirst.org.uk](http://www.childrenfirst.org.uk)



[midlothian@childrenfirst.org.uk](mailto:midlothian@childrenfirst.org.uk)

# Financial Support

## Capital Credit Union

Find out more on how to save, borrow and manage your money with a community owned bank.



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

## Social Security Scotland

You may be entitled to receive benefits that are delivered by Social Security Scotland.

A full list can be found here: [Social Security Scotland - Benefits](#).

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You can find out more information and your eligibility by emailing the Social Security Scotland Stakeholder Engagement Team at [stakeholderengagement@socialsecurity.gov.scot](mailto:stakeholderengagement@socialsecurity.gov.scot)

Staff are based in the Local Area and can provide advice/ support by appointment. This can be by phone, video or face to face in a local venue or at home. Please call **0800 182 2222** (freephone number) and ask for a Local Delivery appointment and someone will arrange this for you.



0800 182 2222



[www.socialsecurityscotland.gov.scot](http://www.socialsecurityscotland.gov.scot)



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Foodbanks, Food Pantries and Community Fridges

## Midlothian Foodbank

Midlothian foodbank operates on a referral only basis. If you need to access the foodbank follow these steps:



1

Get in touch with CAB or your worker to request a referral. They will discuss your situation and put the referral in and provide us with all necessary details.

2

Come along to the foodbank on your arranged day between **10am and 2pm** to collect your food parcel

Midlothian Foodbank also has a community lunch **every Thursday starting at 12pm**. They ask for a 50p donation per course (3 of them).

In addition to this, they have a **CAB outreach between 12pm and 2pm on Thursdays**.



07789 173276



[www.midlothian.foodbank.org.uk](http://www.midlothian.foodbank.org.uk)



96 Hunterfield Road, Gorebridge, EH23 4TT



[janiceburns@midlothian.foodbank.org.uk](mailto:janiceburns@midlothian.foodbank.org.uk)

# Foodbanks, Food Pantries and Community Fridges

## The Steading Community Fridge

The community fridge is available to anybody in need.

Outwith these times, please ask a member of staff at reception who would be happy to help, as long as items are available.

**Opening hours: Tuesday and Thursday,  
1pm - 5pm**



The Steading, Carnethie Street, Rosewell, EH24 9AA



[www.facebook.com/RDTRosewell1](https://www.facebook.com/RDTRosewell1)



[info@rdtrosewell.org.uk](mailto:info@rdtrosewell.org.uk)

## Central Dalkeith and Woodburn Pantry

This pantry is for residents of Central Dalkeith and Woodburn. Membership is free, One membership card per household. You pay £3.50 for a shop and receive 10 points to spend in the Pantry. Members are also offered free fresh fruit and vegetables, and bread products if they are available.

**Opening hours: Every Friday,  
1.30pm - 5.30pm**



07384 376156



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



Woodburn Community Hub, 10 Woodburn Road, Dalkeith, EH22 2AT



# Foodbanks, Food Pantries and Community Fridges

## Food Facts Friends

The Food Fact Friends Community Hub is open to anyone facing hunger because of crisis.  
Food and support are available.

### Community Cafe

**Monday - Friday, 10am - 3pm**

**Saturday, 10.30am - 1pm**

**All food free**

### Community Meal

**Tuesday 1-6pm**

Food Fact Friends Community Hub

### Community Fridge

**Monday- Friday, 10am-3pm**

**Saturday, 11am-1pm**

**Cost £1.50**

### Paws Pantry

**Monday- Friday, 10am - 3pm**

**Saturday, 11am - 1pm**

Organised in collaborating with Edinburgh Dog  
and Cat Home, you can pick up free wet and dry  
food for cats and dogs.

£7 for 20 credits with kids under 16.

### Midlothian Pantry

**Monday - Thursday, 10:30am - 12 noon,**

**Monday & Thursday 1pm - 3pm**

**Saturday, 11am - 1pm**

The Pantry is open to anyone in Midlothian..  
The joining fee is £2. £4 to shop.

### Connection Cafe

**Tuesday, 11am - 1pm**

Get confidential support for any  
alcohol and substance issues from  
Health in Mind and Children 1st.

### Money Advice and Support for Families

**Thursday, 10am - 3pm**

Children 1st



42 John Street, Penicuik, EH26 8AB



[www.foodfactfriends.org.uk](http://www.foodfactfriends.org.uk)





# Foodbanks, Food Pantries and Community Fridges

## MAEDT Community Pantry

The MAEDT pantry is free to join. Membership is open to all residents of Mayfield and Easthouses, regardless of income.

Members can shop once per week for £3.50, and are also offered free fresh fruit and vegetables, free sanitary products and free bakery items (where available).

**Opening hours:** **Tuesday, 10.30am - 2.30pm**  
**Wednesday, 1pm - 5pm**  
**Thursday, 10.30am - 2.30pm**



0131 663 5317



14-15 Bogwood Court, Mayfield, Midlothian, EH22 5DG



[www.maedt.org.uk](http://www.maedt.org.uk)



[info@maedt.org.uk](mailto:info@maedt.org.uk)



## Pet Food Bank

Hosted by Edinburgh Dog and Cat Home, this is for anyone struggling with pet food bills.

Tea and coffee, a warm space and free pet food to collect are available.

**Opening hours:** **First Tuesday of each month,**  
**10am-12pm**  
**St Mary's Church, Dalkeith**

# Foodbanks, Food Pantries, Community Fridges

## Gorebridge Beacon

### Community Pantry

**Tuesday 3pm- 5pm**

**Sign up to become a member and then shop there for £3.50 a week, getting around £15 worth of groceries**

### Warm Space

**Monday - Saturday 8am - 5pm**

**The Warm Space at the Beacon offers you somewhere to be comfortable and warm, free WI-Fi, and tea and coffee.**

### Community Fridge

**Monday - Saturday, 9am - 4pm**

**When items are available we post on our Facebook page @gorebridgebeacon**

### Community Cafe

**Tuesday - Saturday, 9am - 2.30pm**

**Cafe open, all welcome. If you would like a bowl of soup (free) please say 'Robert Sent You' when you order.**



01875 816320



[www.gorebridge.org.uk](http://www.gorebridge.org.uk)



The Beacon, Hunterfield Road, Gorebridge, EH23 4TT



[office@gorebridge.org.uk](mailto:office@gorebridge.org.uk)



**GOREBRIDGE**  
COMMUNITY DEVELOPMENT TRUST

# Foodbanks, Food Pantries, Community Fridges

## Newtongrange Development Trust: The Pool Pantry

£3.50 gives credits for the pantry. Most items are 1 credit, with some items at 2 credits.

- ◆ Free membership
- ◆ Card and cash payments accepted
- ◆ Bring your own bags

Plus **free**:

- ◆ Fresh fruit and vegetables
- ◆ Pet food
- ◆ Sanitary Products
- ◆ Bakery Items

**Opening hours: Sunday, 11am - 1pm**



07821631975



Newtongrange Pantry,  
67 Gardiner Place, EH22 4RT



[www.ndt.scot](http://www.ndt.scot)

# Foodbanks, Food Pantries, Community Fridges

## Community Pantries

### **Danderhall Community Pantry**

Newton Church Hall  
Edmonstone Road  
EH22 1QE

Every Tuesday 10am-11am

### **The Pitcairn Centre**

High Street  
Bonnyrigg  
EH19 2ET

Every Friday 10am-11am

No referrals, open to anyone in the community. There is a £1 membership fee payable at your first visit, then £3 per shop for a wide variety of items.



[epryde@churchofscotland.org.uk](mailto:epryde@churchofscotland.org.uk)



[lpurden@churchofscotland.org.uk](mailto:lpurden@churchofscotland.org.uk)

# Foodbanks, Food Pantries, Community Fridges

## Dalkeith Storehouse

**Dalkeith Storehouse**  
Full Gospel Church  
140 High Street,  
Dalkeith,  
EH22 1AY

Dalkeith Storehouse operates in, and is run by, the Full Gospel Church in Dalkeith. They support families and individuals living in Dalkeith, Woodburn, Danderhall and Pathhead. They can provide emergency food parcels and essential household supplies.

If you would like to refer someone for support please make sure, before referring, that you have checked whether they are suitable for a Scottish Welfare Fund application and that they have been informed of income maximisation services.

**The service is referral only.** To make a referral you can email [philipmeldrum@LIVE.CO.UK](mailto:philipmeldrum@LIVE.CO.UK) or telephone 07928 020 396. Referrals can be taken Monday – Friday during normal working hours.



07928 020 396



[philipmeldrum@LIVE.CO.UK](mailto:philipmeldrum@LIVE.CO.UK)

### Sweet Dignity Clothing Bank

Sweet Dignity Clothing Bank is a community recycling project aiming to provide clothing for all ages, as well as, home and baby goods.

Their aim is to provide a service to those in need, and preventing unnecessary items from finding their way to landfill.

They have everything from wedding dresses and special occasion wear, to baby clothes and nursery equipment.

(Please note some items may incur a minimum donate to cover overheads.}

**St Luke and St Anne's**  
**12 Stone Place, Mayfield, EH22 5NR**

Open: Friday, 9am-12pm

**Old Crystal Factory Visitor**  
**Centre Penicuik, EH26-8EZ**

Open: Tuesday and Wednesday, 11am-2pm



07707 207500



Ladywood Leisure Centre,  
14A Yarrow Court, Penicuik, EH26 8HD



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



[sweetdignity@outlook.com](mailto:sweetdignity@outlook.com)



### Midlothian Council CLLE Hygiene Bank

The CLLE Hygiene Bank operates from 3 Eskdaill Court, Dalkeith.

The hygiene bank holds items like nappies, period products, deodorant, aftershave etc.

The items are available for anyone living in Midlothian. If you're working with someone who would benefit from these products please email [CLL@midlothian.gov.uk](mailto:CLL@midlothian.gov.uk)

Individuals need to be referred. The Bank can be accessed during office hours; staff will discuss with the referrer if they wanted to collect or if the individual wants to visit the Bank and choose what they need.



0131 271 3713



[www.midlothian.gov.uk/CLLE](http://www.midlothian.gov.uk/CLLE)



3 Eskdaill Court, Dalkeith, EH22 1AG



[cll@midlothian.gov.uk](mailto:cll@midlothian.gov.uk)

### Period Poverty

On the basis of funding being made available by the Scottish Government:  
“We will strive to ensure that everyone in Midlothian who has a period will have convenient access to appropriate products free of charge, as and when they are required.”

If you run a community building you are able to order free period products for your users.  
These can be ordered from Midlothian Council via [CLL@midlothian.gov.uk](mailto:CLL@midlothian.gov.uk)

Period Products will need to be collected by the organisation requesting them from a Council building, and two week's notice is required.



0131 271 3713



[www.midlothian.gov.uk/CLLE](http://www.midlothian.gov.uk/CLLE)



3 Eskdaill Court, Dalkeith, EH22 1AG



[cll@midlothian.gov.uk](mailto:cll@midlothian.gov.uk)



# Early Ages

## Midlothian Sure Start

**Midlothian Sure Start is a service that supports infants, young children and their families to ensure that they are building best beginnings.**

### Early Learning and Childcare for 0-5 year olds

Want to find out more about your eligibility to 25 hours a week funded (free to you) childcare for 2-5 year olds?

We offer every family an initial home visit to get to know each other, and find out what you really want to get out of your time with Midlothian Sure Start. From there we can link you with the best services for you.

### Mental Health

We provide counselling for parents/ carers of children aged 0-5 years.


See website for more details and to fill in the online query form or contact [referrals@midlothiansurestart.org.uk](mailto:referrals@midlothiansurestart.org.uk)


### Staying Connected


Feeling isolated and have a young child?

Attend one of the Midlothian Sure Start Open Kindergarten groups or family learning programmes.

More details available on [\*\*Eventbrite\*\*](#)

 0131 654 0489

 [admin@midlothiansurestart.org.uk](mailto:admin@midlothiansurestart.org.uk)

 Mcsence Business Park  
32 Sycamore Road, Dalkeith, EH22 5TA

 [www.midlothiansurestart.org.uk](http://www.midlothiansurestart.org.uk)



# Early Ages

## Midlothian Sure Start

### Employability and Financial Support

Midlothian Sure Start offer IT courses and fun capacity building courses to help you to take the first steps into and back to employability.

If you are interested contact us through our online enquiry form or contact [referrals@midlothiansurestart.org.uk](mailto:referrals@midlothiansurestart.org.uk)

See available courses by searching 'Midlothian Sure Start on Eventbrite.  
We work in partnership with CAB Penicuik and CAB Dalkeith.



0131 654 0489



[admin@midlothiansurestart.org.uk](mailto:admin@midlothiansurestart.org.uk)



Mcsence Business Park  
32 Sycamore Road, Dalkeith, EH22 5TA



[www.midlothiansurestart.org.uk](http://www.midlothiansurestart.org.uk)



# Early Ages

## Home Link Family Support

### Early Years Home Support

Our Family Opportunity Worker can support families with children under 5

- Providing a listening ear and parenting support.
- Access to mental health support
- Navigating benefits and access to financial advice.
- Help access a local food pantry and foodbanks
- Giving advice about supporting a child with additional needs

### Therapeutic Support

These services are available to children in Midlothian, aged up to 12 years, and their families

#### Systemic Family Counselling

Working with a counsellor, help is provided to build family relationships and communication.

#### Art Therapy

Working with a therapist using creative techniques to help children to express themselves emotionally

### Group Work

Home Link Family Support run a range of groups for parents, carers and families in rotation.

**Peep Learning Together Programme , Bookbug, Stay and Play, and Peer Support** for parents who have a child under 5 with additional support needs.

Call 0131 661 0890 for more information.

**Families can get in touch with us directly or through a Health Visitor or other professionals.**



0131 661 0890



[info@homelinkfamilysupport.org](mailto:info@homelinkfamilysupport.org)



1 Dalkeith Road Mews, Dalkeith Road, Edinburgh, EH16 5GA



[www.homelinkfamilysupport.org](http://www.homelinkfamilysupport.org)



Home Link Family Support

# Job Support

## JobCentre

JobCentre Plus is part of the Department for Work and Pensions, which is responsible for welfare, pensions and child maintenance policy. There are two JobCentres in Midlothian, they can help you with:

- Access to employability opportunities
- Access to job fairs and information events
- Securing work experience placements
- Named work coach and one-to-one support
- Information and support on skills gaps and training
- Upskilling with digital skills
- Support creating and updating CVs
- Support completing application forms and applying for online vacancies

### Dalkeith Job Centre

**Monday to Friday, 8am - 6pm**



Phone: 0800 169 0190  
Textphone: 0800 169 0314



5 Buccleuch Street, Dalkeith, EH22 1HB

### Penicuik Job Centre

**Monday to Friday, 8am - 6pm**



Phone: 0800 169 0190  
Textphone: 0845 608 8551



25 John Street, Penicuik, EH26 8HN

job  
centre  
plus

# Job Support

## Skills Development Scotland (SDS)

Skills Development Scotland is the national skills agency of Scotland who provide career, information, advice, and guidance services to people of all ages.

Their advisers are located at community venues across Midlothian:

- **Monday 09:00-16:00: Midlothian Community Action** - 4-6 White Hart Street, Dalkeith, EH22 1AE
- **Tuesday 09:00-17:00: Midlothian Campus, Edinburgh College** - 46 Dalhousie Road, Dalkeith, EH22 3FR
- **Wednesday 10:30-17:00: Midlothian Campus, Edinburgh College** - 46 Dalhousie Road, Dalkeith, EH22 3FR
- **Thursday 09:30 -16:30: Gorebridge Beacon** - Hunterfield Road, Gorebridge, EH23 4TT
- **Friday (Morning) 09:00-13:00: Midlothian Campus, Edinburgh College** - 46 Dalhousie Road, Dalkeith, EH22 3FR
- **Friday (Afternoon) 14:00-17:00: Food Fact Friends** - 42 John Street, Penicuik, EH26 8AB

Call 0131 663 7287 (Monday to Friday, 9am - 5pm) to book an appointment.



Phone: 0131 663 7287



[www.myworldofwork.co.uk](http://www.myworldofwork.co.uk)

# Job Support

## Skills Development Scotland (SDS)

No matter what stage you are at in your career, support is available from our team of advisers in Midlothian.

- Individual career guidance appointments
- Exploring the routes and pathways into different careers
- One to one ongoing support to look at your options if you have recently left school.
- Support with CVs, application forms and interviews
- Access to PCs for job searching, CV's, applications etc
- Redundancy support
- Insight into the local labour market
- Support for parents and carers
- Access to My World of Work, Scotland's career website

Skills Development Scotland also offer career services in school and have qualified advisors in every secondary school in Midlothian which young people and their parent's or carer's can book appointments with.

Young people and their parents or carers can make an appointment to speak to their SDS Careers Adviser at any time throughout secondary school. Contact your school office or Guidance Teacher for details of how to get in touch.



Phone: 0131 663 7287



[www.myworldofwork.co.uk](http://www.myworldofwork.co.uk)

# Midlothian Council

## Welfare Rights

The Welfare Rights Service offers:

- Welfare advice and benefits checks
- Help with applying for benefits
- Help in a crisis e.g. if you have no money
- Help with benefit appeals and tribunal representation
- Basic debt and housing advice
- Advice on maximising your income for social work clients and older people
- Specialist Macmillan benefits adviser for people with cancer and their carers

\*Please note that average waiting time for an appointment is 1-3 weeks

### Welfare Rights Officers



0131 270 8922



[www.midlothian.gov.uk/benefits-advice](http://www.midlothian.gov.uk/benefits-advice)



Fairfield House, 8 Lothian Road, Dalkeith, EH22 3AA



# Midlothian Council

## Scottish Welfare Fund

**The Scottish Welfare Fund offers two types of grants:**

1

Crisis grants - if you are in crisis because of a disaster, like a fire or flood, or an emergency such as losing all your money or having to visit a sick child in hospital.

2

Community Care - if you are about to leave care to live on your own in the community or to help if you are struggling to provide a safe and secure home for your family.

You must be at least 16 to apply.

Normally you will be entitled to: Income support, Job seeker's Allowance (and have no other income), Employment and Support allowance (and have no other household income) and Pension Credit

For online support or to apply by phone: call **0131 270 5600**

Lines are open **Monday-Thursday, 9am-5pm and Friday, 9am-3.30pm**

Or download and complete the Scottish Welfare Fund Application Form on the website.



0131 270 5600



Midlothian House,  
40-46 Buccleuch Street, Dalkeith, EH22 1DN



[www.midlothian.gov.uk/info/701/council\\_tax\\_and\\_benefits](http://www.midlothian.gov.uk/info/701/council_tax_and_benefits)



[revenues.enquiries@midlothian.gov.uk](mailto:revenues.enquiries@midlothian.gov.uk)



# Midlothian Council

## Housing Options Service

Housing Options is a free service available to any person over the age of 16 who needs advice and assistance with finding a home. A trained advisor will help you to find solutions to your housing need by making you aware of all the options available to you.

- Renting from Midlothian Council or a Housing Association
- Private Renting
- Staying in your own home
- Homelessness
- Homeless prevention
- Supported Housing
- Low cost home ownership
- Mutual Exchange
- Mortgage to rent

You can arrange a Housing Options Appointment by using the contact details below.  
An appointment with a specially trained advisor will be arranged at a time to suit you.



0131 271 3397



homeless.enquiries@midlothian.gov.uk



[www.midlothian.gov.uk/info/917/housing](http://www.midlothian.gov.uk/info/917/housing)



# Melville Tenant Support

## Melville Housing Association

**Only available to Melville Housing Association tenants.**

Melville Housing Association

Registered social landlord with approx. 2000 in Midlothian who provide the following services:

Welfare Benefits Advice

Energy Advice

Tenancy Advice and Support

If you are a Melville tenant and require support, please contact them on 0131 654 2733



0131 654 2733



Melville Housing Association Ltd, The Corn Exchange,  
200 High Street Dalkeith, Midlothian, EH22 1AZ



[www.melville.org.uk](http://www.melville.org.uk)



[info@melville.org.uk](mailto:info@melville.org.uk)

## Council Tax

You may be able to get help with paying your Council Tax:

### Council Tax Discounts

**You may be eligible for a discount if you meet the conditions of one of the following categories:**

- Single person
- Disregarded people
- Empty property

### Council Tax Exemptions

**You may be eligible for exemption if you meet the conditions of one of the following categories:**

- Students
- People under 18
- People who are severely mentally impaired
- Empty property

### Council Tax Reduction

**Council Tax Reduction is a Government scheme to help those on low incomes, If you think you may be entitled to Council Tax reduction, you should claim as soon as possible.**

Please note that there is a backlog of 6-8 months in Revenues at the moment, so it will be a delay in response if e-mailing. Some queries can be resolved over the phone quicker, but not all.



0131 271 3201



Midlothian House, 40-46 Buccleuch Street,  
Dalkeith, EH22 1DN



[www.midlothian.gov.uk/info/701/council\\_tax\\_and\\_benefits](http://www.midlothian.gov.uk/info/701/council_tax_and_benefits)



General enquiries: [revenues.enquiries@midlothian.gov.uk](mailto:revenues.enquiries@midlothian.gov.uk)  
If you are struggling to pay: [arrears@midlothian.gov.uk](mailto:arrears@midlothian.gov.uk)





# **Support in Scotland**

This leaflet is for employers and employees in Midlothian.

## Organisations

You can receive support from a range of energy efficiency organisations, energy suppliers and the UK Government to help you with energy costs.

### Changeworks

Provide advice on energy bills and efficiency



0131 555 4010



[ask@changeworks.org.uk](mailto:ask@changeworks.org.uk)

### Home Energy Scotland

Provide advice on energy bills and efficiency, and check you eligibility for discounts



0808 808 2282



[www.homeenergyscotland.org/reduce-home-energy-bills-tips-support-funding/](http://www.homeenergyscotland.org/reduce-home-energy-bills-tips-support-funding/)

### Warmer Homes Scotland

The Scottish Government's programme offers funding and support for energy bills. Please note that there is a hold on referrals until 2nd October 2023.

### Energy Grants

Energy grants may be available from your energy supplier to help with gas and electricity debts. Most energy suppliers only offer grants specifically to their customers.

Energy suppliers might also provide other grants and support. Please note you will need to show that you have received debt advice to apply for an energy grant. You can get debt advice from your local Citizens Advice Bureau.

### OFGEM

You can find a guide on OFGEM's website with a list of energy grants and schemes that can help reduce your bills if you are eligible.



[www.ofgem.gov.uk/information-consumers/energy-advice-households](http://www.ofgem.gov.uk/information-consumers/energy-advice-households)

# Housing Support

## Shelter Scotland

Shelter Scotland help people struggling with housing or homelessness through advice, support and legal services. They can provide you with advice and support on a variety of topics:

- ◆ Homelessness
- ◆ Finding a home
- ◆ Renters' rights
- ◆ Housing costs and money help
- ◆ Eviction
- ◆ Home repairs
- ◆ Letter templates and more



0800 800 4444



[www.shelterscotland.org.uk](http://www.shelterscotland.org.uk)

# Employee Advice

## Acas

Acas offers employees and employers free, impartial advice on workplace rights, rules and best practice.

How Acas can help:

- ◆ Free advice on employment rights, rules and best practice
- ◆ Templates for letters, forms and policy documents that you can adapt
- ◆ Dispute resolution services
- ◆ Training and tailored support on a wide range of employment topics



Helpline: 0300 123 100  
Text relay: 18001 0300 123 1100



[www.acas.org.uk](http://www.acas.org.uk)



## Organisations

These helplines are available to you when you need someone to talk to.

### The Breathing Space

A free and confidential phoneline service for anyone in Scotland who is experiencing low mood or depression.



0800 838 587

### Samaritans

A free helpline available all day, 365 days a year that provides a safe place for you to talk about whatever's getting to you.



116 123

### Calm Zone

A helpline offering support to men of any age, who are down or in crisis.



0800 585 858

### SupportLine

A helpline that offers confidential emotional support to children, young adults and adults.



01708 756 200

### The Silver Line

A free confidential helpline that is there to provide information, advice or friendship to older people.



0800 470 8090