

Worrying About Money?

Follow these steps to find out where to get help in Edinburgh

View this leaflet online:



www.worryingaboutmoney.co.uk/edinburgh

Step 1: What's the problem?

I suddenly have no money

- Lost job/reduced hours
- Lost money/unexpected expense
- Disaster (e.g. flood or fire)
- Relationship breakdown
- Money stopped (e.g. failed a medical)
- Sanctioned - see option 5

See options **1 2 5 6**

I am waiting on a benefit payment/decision

- Made a new claim for benefit
- Benefit payment is delayed
- Waiting for a benefit decision

See options **1 4**

My money doesn't stretch far enough

- Deciding between food/fuel/mobile credit
- Low income or zero hours contract
- Statutory Sick Pay too low to cover costs
- Not sure if eligible for support
- Change of circumstance (e.g. new baby/bereavement/illness/left partner)

See options **1 2**

I have debt

- Rent or Council Tax arrears
- Gas or electricity
- Credit or store cards
- Personal loans and overdrafts
- Owe friends and family
- Benefit repayments

See option **3**

Step 2: What are some options?

1 Scottish Welfare Fund

People on low incomes may be able to get a **crisis grant** from the Council.

This is a payment to help you cope during an emergency or disaster, or due to unexpected expenses. Crisis grants do not have to be paid back (not a loan).

2 Maximise Your Income

Anyone who is struggling financially can get a benefit check and speak to an advisor for free and confidential advice.

A **benefit check** can ensure that you are receiving all the money you're entitled to, especially if your circumstances have changed recently. Speaking to an advisor could also help with managing gas and electricity bills and **make sure you're not missing out** on things like school clothing grants or free school meals.

3 Debt Advice

Debt can happen to anyone. Free advice and support can help you find ways to manage your debts and reduce how much you pay each month.

4 Benefit Advance

If you have made a new claim for benefit and are in financial hardship while you wait for your first payment, you may be able to get an advance to afford things like rent or food. It's important to get advice before taking out an advance. Benefit advances must be paid back, and the money will be taken from your future benefit payments (a loan).

5 Hardship Payment

If you have been sanctioned, you may be able to request a hardship payment from the Jobcentre. Hardship payments are not always paid immediately, and they're not available to everyone. Hardship payments of Universal Credit need to be paid back (a loan), but hardship payments of Jobseeker's Allowance or Employment Support Allowance do not (not a loan).

6 Challenge a Decision

You can challenge a benefit decision if your benefit has been stopped / sanctioned / reduced / refused or you have been overpaid. Most benefit decisions need to be challenged within one month.

Other Support

Department for Work and Pensions
Entitlement information
www.gov.uk

Home Energy Scotland
Energy advice
0808 808 2282
www.homeenergyscotland.org

Shelter
Housing advice
0808 800 4444
scotland.shelter.org.uk

Breathing Space
Mental health support
0800 83 85 87
www.breathingspace.scot

One Way In
Housing support
0131 603 0400
referrals@edinburghvhs.co.uk

Social Security Scotland
General support
0800 182 2222
mygov.scot/benefits

VoiceAbility
Support for disabled people
0300 303 1660
voiceability.org

Step 3: Where can I get help?

Each of these services offer free and confidential advice

The Advice Shop

Advice on welfare rights, benefits, crisis grants and all types of debt
0131 200 2360
advice.shop@edinburgh.gov.uk
www.edinburgh.gov.uk/adviseshop

Help with options: **1 2 3 4 5 6**

Citizens Advice Edinburgh

Advice on benefits, debt, money, housing and more
0131 510 5510
www.citizensadviceedinburgh.org.uk

Help with options: **1 2 3 4 5 6**

Community Help & Advice Initiative

Help with welfare rights, debt and housing advice
0131 442 2100 | chai@chaiedinburgh.org.uk
www.chaiedinburgh.org.uk

Help with options: **1 2 3 4 5 6**

Granton Information Centre

Advice on welfare rights, housing, rent arrears, debt and money
0131 551 2459 or 0131 552 0458
info@gic.org.uk | www.gic.org.uk

Help with options: **1 2 3 4 5 6**

Scottish Welfare Fund

Crisis grants to cover the cost of an emergency
0131 529 5299
welfarefundteam@edinburgh.gov.uk
www.edinburgh.gov.uk/scottishwelfarefund