

Financial Support and Advice for Families

The Advice Shop is City of Edinburgh Council's welfare rights and debt advice service. It is accessible to all Edinburgh residents and aims to improve people's financial situation by ensuring they have access to any welfare benefits that they may be entitled to and addressing any personal debt that is causing difficulties. Advisors can assist with filling in forms, advocacy with the DWP, Social Security Scotland, creditors, representation at benefit appeals etc.

They are able to provide all information and advice remotely or in person, including home visits when this is essential. They operate a telephone Advice Line on **0131 200 2360** which is open 5 days a week from 9am to 1pm, except Tuesdays start at 10am. These hours may increase toward the end of 2024. They are also accessible by email at advice.shop@edinburgh.gov.uk for non-urgent enquiries. People with urgent enquiries can attend their drop in at 249 High Street on Tuesday and Thursday mornings.

More information on their webpage www.edinburgh.gov.uk/advice-shop where you can also submit an enquiry form to seek information and advice.