



20/11/2023

Cost of Living Supports in Midlothian

This leaflet is for employers and employees 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 - 1pm

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

Gorebridge Library
Wednesday, 10am - 2pm

Mayfield Pavillion
Wednesday, 10am - 2pm

Bonyrigg Rose FC
Wednesday, 10am - 2pm

Gorebridge Hive
Monday, 10am - 1pm

No appointment is required for any of these clinics.

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



0131 660 1636



Bureau@DalkeithCAB.org.uk



8 Buccleuch Street, Dalkeith, EH22 1HA



www.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

Lasswade Library

Tuesdays, 10am - 12.10pm

Loanhead Miners

Wednesdays, 10am - 1pm

The Penicuik Hub (Food Facts Friends)

Mondays, 10am - 1pm

Outreach Advice Clinics:

Loganlea Centre

Tuesdays, 1.30pm - 3pm

Midlothian Community Hospital

Thursdays, 1 - 3pm

No appointment is required for any of these clinics.



Freephone Number: 0800 0327 077
Money Advice Number: 01968 675259



www.penicuikcab.org.uk



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



Contact.us@penicuikcab.org.uk



Financial Support

Capital Credit Union

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

Dalkeith Library:
Every first and third
Tuesday, 10am-1pm



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](#).

You can find out more information and your eligibility at their **Local Delivery drop-in clinics**:

Dalkeith Library: Every second Tuesday, 10am - 1pm

Newbattle Library: Every third Thursday, 10am - 1pm

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



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

When you arrive a member of staff will chat with you about your situation, discuss any dietary needs and provide you with a parcel of three days of emergency food.

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**.



07789 173276



www.midlothian.foodbank.org.uk



96 Hunterfield Road, Gorebridge, EH23 4TT



janiceburns@midlothian.foodbank.org

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, Midlothian,
EH24 9AA



Rosewell Development
Trust RDT | Facebook



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**



The MARC Building, 10 Woodburn Road, Dalkeith, EH22 2AT



07384 376156



Central Dalkeith & Woodburn Pantry Facebook Group



cdwpvolunteer@gmail.com



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, 11am - 1pm

Community Lunch Monday, 1pm

Ladywood Leisure Centre

Midlothian Pantry

Monday to Friday, 10:30am - 12
noon, 1pm - 3pm
Saturday, 11am - 1pm

The Midlothian Pantry is open to everyone.
The joining fee is £1. £3.50 for 10 credits. £7
for 20 credits with kids under 16.

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.

Community Fridge

Monday- Friday, 10am-3pm
Saturday, 11am-1pm
Bag for £1

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

Monday, 10am - 3pm
Thursday, 10am - 3pm
Children 1st



Foodbanks, Food Pantries and Community Fridges

MAEDT Community Food Pantry

This pantry is for residents of Mayfield and Easthouses.
Membership is free and based on your household.

Members can shop once per week for £3.50, which provides 10 credits. Members are also offered free fresh fruit and vegetables, sanitary products and bakery items.

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



info@maedt.org.uk

MAEDT

MAYFIELD AND EASTHOUSES DEVELOPMENT TRUST

MAKING IT HAPPEN

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

Community Fridge

Monday - Saturday, 9am - 4pm

Community Cafe

Tuesday - Saturday, 9am - 2.30pm



01875 816320



www.gorebridge.org.uk



The Beacon, Hunterfield Road, Gorebridge, EH23 4TT



office@gorebridge.org.uk



GOREBRIDGE
COMMUNITY DEVELOPMENT TRUST

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



Newton Grange Pantry, 67 Gardiner Place, EH22 4RT



www.ndt.scot

Foodbanks, Food Pantries, Community Fridges

Cyrenians Community Pantries

Danderhall Community Pantry
Newton Church Hall
Edmonstone Road
EH22 1QE
Every Tuesday 10am-11am

Midlothian Community Hospital Gardens
70 Eskbank Road
EH22 3ND
Every Thursday (from 21st Sept) 11am-
12pm

The Pitcairn Centre
High Street
Bonnyrigg
EH19 2ET
Every Friday 10am-11am

**Bonnyrigg Rose Community
Football Club Pantry**
Polotnhall Pavillion
4 Polton Ave Rd,
EH19 2NU
Every Monday 10am-12pm



cyrenians

No referrals, open to anyone in the community. There is a £1 membership fee payable at your first visit, then £2 per shop for a wide variety of items.

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.)

Opening hours: St Luke & St Anne's, Mayfield: Friday, 9am-12pm

Crystal Factor Visitor Centre Penicuik: Tuesday and Wednesday, 11am-2pm



St Luke and St Anne's, 12 Stone Place, Mayfield, EH22 5NR
Old Crystal Factory Visitor Centre, Penicuik, EH26-8EZ
Ladywood Leisure Centre, 14A Yarrow Court, Penicuik, EH26 8HD



07707 207500



Sweet Dignity | Penicuik | Facebook Group



sweetdignity@outlook.com



Clean Gear Laundry - PILOT

Aimed at residents in Mayfield, Easthouses, Newtongrange, Gorebridge and Dalkeith.

If you are working with, or aware of, someone on a low income they can get in touch with Clean Gear Laundry in Mayfield phone or email. Ask to access the council wash and dry service for pick up and drop off. They will take the person's details and arrange a day and time.

The service can be accessed on a weekly basis.



Unit 15-16, Mayfield Industrial Estate
Dalkeith, EH22 4AD



07769971368



www.facebook.com/CleanGearLaundryServices/



cleangearlaundry@gmail.com



Ladywood Leisure Centre - PILOT

Ladywood Leisure Centre and partners in Penicuik (Penicuik CAB, Food Fact Friends, Penicuik Ambassadors etc) have tokens for residents on a low income to use the accessible wash and dry facilities at the Ladywood Leisure Centre.



01968 678473



www.facebook.com/CleanGearLaundryServices/



Ladywood Leisure Centre,
14A Yarrow Court, Penicuik
TQ6 9BX

Reheatable Foods-Pilot

British Red Cross

Midlothian Council, in partnership with the British Red Cross, are running a pilot project to provide low income households with reheatable meals. Please note this is only for those on low income households, they can be in work. The support is targeted at people on low incomes who cannot cook or find it challenging for a variety of reasons. The food is ready made and can be stored in a cupboard, before heating it in a pot or a microwave when needed. Please consider this as a temporary support.

The food will only be available to people referred to the Red Cross by council services or local partner organisations, and who meet the criteria for support. Please complete the referral form and return to BRCMidlothian@redcross.org.uk



0131 654 0340



<https://www.aliss.org/services/midlothian-local-area-coordinators>



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. No matter what stage you are at in your career, support is available from our team of advisers in Midlothian. Our Midlothian SDS centre is located in Dalkeith. Our services include:

- 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

SDS Dalkeith, Monday to Thursday

9am - 5pm



Phone: 0131 663 7287



29 Esbank Road Road, Dalkeith, EH22 1HJ



www.myworldofwork.co.uk



Skills Development Scotland (SDS)

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.

SDS Dalkeith, Monday to Thursday
9am - 5pm



Phone: 0131 663 7287



29 Esbank Road Road, Dalkeith, EH22 1HJ



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



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



www.midlothian.gov.uk/benefits-advice



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 5700**

Lines are open **Monday-Thursday, 9am-5pm and Friday, 9am-3.3pm**

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



0131 271 3201



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



revenues.enquiries@midlothian.gov.uk



www.midlothian.gov.uk/info/701/council_tax_and_benefits



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.



0808 196 2292



homeless.enquiries@midlothian.gov.uk



www.midlothian.gov.uk/info/917/housing



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

 General enquiries: revenues.enquiries@midlothian.gov.uk
If you are struggling to pay: arrears@midlothian.gov.uk

 www.midlothian.gov.uk/info/701/council_tax_and_benefits





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

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/

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

Housing Support

Employee Advice

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

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



0800 800 4444



www.shelterscotland.org.uk



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



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 phonenumber 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