

Citizens Advice Edinburgh (CAE) is a charity providing advice, information and practical assistance. Our services are Free, Confidential, Impartial and Independent. Advice is available in our offices, at Outreach locations, by telephone or via home visits.

**Citizens
Advice
Edinburgh**



To contact us or to book an appointment call 0131 510 5510

For advice by phone, see our Helpline details below

For advice online visit: www.citizensadviceedinburgh.org.uk/adviceguide

Our Locations

CAE Dundas St 58 Dundas Street, EH3 6QZ

Monday: Closed
Tuesday: Closed
Wednesday: 09:30 – 16:30 (Appointment only)
Thursday: 09:30 – 16:30 (Appointment only)
Friday: 09:30 – 12:30 (Drop-in) | 13:00 – 16:30 (Appointment only)

CAE Leith 23 Dalmeny Street, EH6 8PG

Monday: 09:30 – 12:30 (Drop-in) | 13:00 – 16:30 (Appointment only)
Tuesday: 09:30 – 16:30 (Appointment only)
Wednesday: Closed
Thursday: 09:30 – 12:30 (Drop-in) | 13:00 – 16:30 (Appointment only)
Friday: Closed

CAE Portobello 8a&b Bath Street, EH15 1EY

Monday: 09:30 – 12:30 (Drop-in) | 13:00 – 16:30 (Appointment only)
Tuesday: Closed
Wednesday: Closed
Thursday: 09:30 – 16:30 (Appointment only)
Friday: Closed

CAE Gorgie/Dalry Fountainbridge Library (2nd Floor), 137 Dundee Street, EH11 1BG

Monday: Closed
Tuesday: Closed
Wednesday: Closed
Thursday: No reception or appointments available; please call 0131 510 5510
Friday: Closed

CAE Muirhouse North Edinburgh Community Resource Centre, 31-33 Pennywell Road, EH4 4PJ

Monday: 09:30 – 12:30 (Drop-in) | 13:00 – 16:30 (Appointment only)
Tuesday: Closed
Wednesday: 09:30 – 12:30 (Drop-in) | 13:00 – 16:30 (Appointment only)
Thursday: Closed
Friday: 09:30 – 16:30 (Reception only available)

Our drop-ins are very busy - please arrive early for the best chance of being seen

Outreach Services:

CAE Bureaux

For up-to-date information about Citizens Advice Edinburgh's bureaux services (appointments and drop-ins) please visit citizensadviceedinburgh.org.uk

GP Surgeries (only for patients of the surgery)

Inchpark Surgery - 0131 666 2121 - *Appts:* THU PM

Craigmillar Medical Group - 0131 322 2111
Appts: MON AM | WED AM | THU AM & PM | FRI AM

Niddrie Medical Practice - 0131 652 2004
Appts: TUE PM | WED AM | FRI PM

Ferniehill Surgery - 0131 664 2166
Appts: MON PM | FRI PM

Gracemount Medical Practice - 0131 664 2377
Appts: MON PM | WED PM

Milton Surgery - 0131 549 7300 - *Appts:* THU AM

Southfield M.P. - 0131 549 7340 - *Appts:* TUE PM

South Queensferry Medical Practice - 0131 537 4407
Appts: TUE AM

Welfare Rights and Health Project

Royal Infirmary Edinburgh

Rosie Wilson: 07780461966

Christine Wood: 07799541556

LOTH.RIEWelfareadvice@nhslothian.scot.nhs.uk

Western General Hospital

Alan Frith: 07827924549

LOTH.WGHwelfareadvice@nhslothian.scot.nhs.uk

EMPOWER (specialist energy advice)

Contact: Karen Airlie

07825519081 or karen.airlie@caed.org.uk

Appointments & **Home Visits:** Tue/Wed/Thu

National Advice Helplines

Universal Credit – 0800 023 2581 or

www.cas.org.uk/helptoclaim for webchat and self-help

EU Settlement – 0800 916 9847

Financial Health and Budgeting – 0800 085 7145

General Advice (Scotland's Citizens Advice Helpline) – 0800 028 1456 (Mon-Fri, 9am-5pm)

Patient Advice and Support Service (PASS)

Within Edinburgh: Bureaux details on reverse

Dalkeith CAB: 0131 660 1636

Haddington CAB: 01620 824 471

Musselburgh CAB: 0131 653 2748

Penicuik CAB: 01968 675 259

West Lothian CAB: 01506 432 977

National Helpline: 0800 917 2127

In Court Advice Service

Edinburgh Sheriff Court, 27 Chambers Street, EH1 1LW (Level 6, next to Court 15), 9am-5pm

Contact: 0131 202 5114

inca@caed.org.uk

Mediation Service

Edinburgh Sheriff Court, 27 Chambers Street, EH1 1LW (Level 6, next to Court 15)

Contact: 0131 220 1092

court.mediation@caed.org.uk

Pension Wise

Book an appointment via: 0800 138 3944 or online @ www.pensionwise.gov.uk

NextStep Project

- Help finding work and employment rights advice
- Maintaining fair and secure work

Email: nextsteps@caed.org.uk

Phone: 07880 680227