

OTHER SUPPORT IN MORAY

Crisis Support

Organisation	Help provided	Telephone	E-mail	Website link	Access to service
British Red Cross	Can loan medical aids	01343 554340	information@redcross.org.uk	Red Cross	Self Access or 3 rd Party Referral
Community Food Moray	Food Bank	01343 820261	foodbank@communityfoodmoray.co.uk	Community Food Moray	3 rd party referral
Hardship Payments	Local Job Centre	0800 055 6688			Self Access
Moray Fresh Start	Provide household items to homeless people taking on new tenancies	07824 815096	contact@morayfreshstart.org.uk	Moray Fresh Start	3 rd Party Referral
Moray Key Fund	Deposit Guarantee for those threatened with homelessness	0300 123 4566	housing@moray.gov.uk	Moray Keyfund Rent Deposit Guarantee Scheme	Referral from Housing Options Team
Samaritans	Provide confidential emotional support	08457 909090 or 01343 543000 for appointments		Elgin Samaritans	Self Access
SAMH	Community based support for people with mental health problems	01343 542781	moray.sa@samh.org.uk	www.samh.org.uk	Self Access or Community Mental Health Team

Tenancy & Housing

Organisation	Help provided	Telephone	E-mail	Website	Access to service
Access Team	A single point of contact for adult Community Care services in Moray	01343 563999	accesscareteam@moray.gov.uk	Access Care Team	Self Access or 3 rd Party Referral
Down Sizing	Down Sizing scheme for Council Tenants	0300 123 4566	housing@moray.gov.uk	Downsizing Incentive Scheme (for Council tenants)	Self Access
Homelessness	Advice on housing options and help with homelessness	0300 123 4566 Emergency 08457 565656	housing@moray.gov.uk	Homeless	Self Access
Housing Support	Council House Tenants support	0300 123 4566 Emergency 08457 565656	housing@moray.gov.uk	Housing and Property - The Moray Council	Self Access
Benefit Service – The Moray Council	Housing Benefit, Council Tax Reduction, Scottish Welfare Fund, Discretionary Housing Payments	01343 563456	revenues@moray.gov.uk	Benefit Service – The Moray Council	Self Access
Moray Independent Living Centre	Help from Occupational Therapists to maintain independent living	01343 559461	info.ilc@moray.gov.uk	Independent Living Centre	Self Access or 3 rd Party Referral
Moray Waste Busters	Offers quality used furniture and goods based in Forres	01309 676056	moraywastebusters@btconnect.com	Moray Waste Busters - homepage	Self Access
The Green Home	Offers quality used furniture and goods (based in Buckie)	01542 839 600			Self Access

Financial

Organisation	Help provided	Telephone	E-mail	Website	Access to service
CAB	Benefit, Employment, Debt and Housing Advice	01343 550088 Fax 01343 559000	bureau@moraycab.casonline.org.uk	Welcome to Moray Citizens Advice Bureau	Self Access
Financial Advice for Students	Details of funding available for students	01343 576000	Moray College UHI – Email from website	Fees and money support - Moray College UHI	Self Access
Financial Inclusion Moray	Free confidential money advice	01343 554623 Fax 01343 554622	money.advice@moray.gov.uk	Money Advice Service - The Moray Council	Self Access
Forres Credit Union	Savings and loans co-operative	01309 676735	facu@phonecoop.coop	Forres Credit Union	Self Access
Moray Energy Advice	Save energy and save money advice	0300 123 4566	housing@moray.gov.uk	Energy Efficiency – The Moray Council	Self Access
REAP	Advises on energy usage and how to save energy.	01542 888070	info@reapscotland.org.uk	REAP Scotland	Self Access
School Meals/Clothing	Free School Meals and Clothing Grants from The Moray Council	01343 551374	educationandsocialcare@moray.gov.uk	School Meals - The Moray Council	Self Access
Welfare Benefits	Advice and info on welfare benefits. Representation at appeal tribunal	01343 569015	bert.phimister@moray.gov.uk	Welfare Benefits – The Moray Council	Self Access

Family Support

Organisation	Help provided	Telephone	E-mail	Website link	Access to service
Advocacy North East	Supports vulnerable people aged 16+ years in their dealings with health and social care services	01343 559649	advocacynemoray@btconnect.com	Advocacy North East	Self Access or 3 rd Party Referral
Dial a Bus	Alternative transport service for people that find public transport difficult to access	01542 835800		BABS Dial-a-bus	Self Access
Dial M for Moray	Accessible door to door bus service for those unable to use existing forms of transport or who do not have a regular bus service.	01343 562529		Dial M – The Moray Council	Self Access
Enable	Offers services for elderly persons with learning disabilities	01343 870178	quest@enable.org.uk	Enable Scotland	Self Access or 3 rd Party Referral
LEAD	Helps access to learning for disabled young people, adults and carers	07768 917248	btaylor@lead.org.uk	Lead Scotland	Self Access or 3 rd Party Referral
Moray Council on Addiction	Counselling on a range of addictions	01343 542110	admin@morayaddiction.org	MCA — Moray Council on Addiction	Self Access or 3 rd Party Referral
Moray Drug & Alcohol Partnership	Supports with tackling drug and alcohol problems	01343 552211	morayadp@moray.org.uk	Moray Alcohol & Drug Partnership	Self Access or 3 rd Party Referral
Moray Women's Aid	Ensures that women and children with experience of domestic abuse get the services they need	01343 548 549	Moray Women's Aid Email Email direct from website	Scottish Women's Aid	Self Access or 3 rd Party Referral
North East Sensory Services	Providing services for people who are deaf, blind or hard of hearing in Moray	08452 712345 or SMS 07968 013951	Email Email direct from website	North East Sensory Services	Self Access or 3 rd Party Referral
Quarriers	Carers support in Moray	01343 556031	carersmoray@quarriers.org.uk	Quarriers Carer Support	Self Access
Turning Point	Single access drug and alcohol service	01343 543792	studio08@turningpointscotland.com	Turning Point Scotland	Self Access or 3 rd Party Referral

Other Organisations National Level

Organisation	Help provided	Telephone	E-mail	Website
British Gas Energy Trust	Helps families and individuals in fuel poverty and can award grants to help clear energy & household debts	01733 421060	bget@charisgrants.com	<u>British Gas Energy Trust - Home</u>
Capability Scotland	Provide services for people with disabilities	0131 3462529	advice@capability-scotland.org.uk	<u>Capability Scotland</u>
Child Poverty Action Group	Free independent advice on all aspects of the welfare benefits system	0141 552 0552	staff@cpagscotland.org.uk	<u>CPAG in Scotland</u>
Energy Saving Trust	Gives impartial, accurate and independent advice on how to use water more sustainably and how to save money on energy bills	0800 512 012	<u>Email Energy Savings Trust</u>	<u>Home (Scotland) - Energy Saving Trust Scotland</u>
Family Fund	Provides grants to low-income families raising disabled and seriously ill children & young people	08449 744 099	info@familyfund.org.uk	<u>Family Fund</u>
Gov.uk	Government services and information			<u>Welcome to GOV.UK</u>
Illegal Money Lending Team	Confidential way to report illegal money lending & to check if a lender registered.	0141 2876 655	loansharks@glasgow.gov.uk	<u>Report a loan shark - GOV.UK</u>
Money Advice Service	Free, independent, unbiased money advice	0300 500 5000	enquiries@moneyadvice.service.org.uk	<u>Money Advice Service</u>
Money Saving Expert	Money saving guides, tips, tools and techniques			<u>Money Saving Expert</u>
Scottish Prison Service	Advice and support for prisoners and their families. Including Grants available	0131 244 8745	gaolinfo@sps.pnn.gov.uk	<u>Scottish Prison Service</u>
Scottish Refugee Council	Offers direct advice to people seeking asylum or are refugees in Scotland	0800 085 6087	info@scottishrefugee.council.org.uk	<u>Scottish Refugee Council</u>
Respect – Men's Advice	Advice and support for men experiencing domestic violence and abuse	0808 801 0327	info@mensadviceline.org.uk	<u>Respect</u>
SCARF	Delivers a range of services to help people reduce their fuel bills and their impact on the environment.	01224 213005	info@scarf.org.uk	<u>Scarf</u>
Shelter	Scottish homelessness charity offering advice on housing issues	0808 800 4444	<u>Email this page - Shelter Scotland</u>	<u>Shelter Scotland</u>

Department for Work and Pension – contact details

The Department for Work and Pensions	www.dwp.gov.uk	
The Pension Service	0845 606 0265	Text Phone 0845 722 4433
Bereavement Benefits	0845 608 8602	0845 608 8551
Child Benefit Helpline	0845 302 1444	
Disability Living Allowance & Attendance Allowance	0845 712 3456	
Incapacity Benefit	0845 608 8598	0845 608 8551
Job Seekers, Income Support, Employment and Support	0845 608 8598	0845 608 8551
Service Personnel & Veterans agency	0800 169 22 77	
Cares Allowance Unit	0845 608 4321	Text Phone 0845 604 5312
Winter Fuel Payments Helpline	0845 915 1515	
Tax Credit Helpline	0345 300 3900	Text Phone 0845 722 4433