



# Support Services Contact Information



An Easy Read Guide



# Introduction

Our vision is for a Perth and Kinross where everyone can live life well, free from poverty and inequalities. We work with our communities to ensure that people can achieve their best physical and mental health and have access to quality care and support. This leaflet contains information about who you can contact for help when you need it.

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Scan the QR code to access Support Services contact information or visit [www.pkc.gov.uk/communitysafety](http://www.pkc.gov.uk/communitysafety)

# Emergency/Crisis information



**Police/fire/ambulance emergency**

999



**Police non-emergency**

101

**Suicide? Help!**  
www.suicidehelp.co.uk

**CRISIS SUPPORT** | Emergencies **999** | Samaritans **116 123**  
Breathing Space **0800 83 85 87** | NHS 24 **111**

**Download the Suicide? Help! App**

Logos: Somerset Health & Social Care Partnership, Somerset Health & Social Care Partnership, Somerset Health & Social Care Partnership

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## **The Lighthouse**

Crisis line for those aged 12 to 18 years  
8.00am to 10.00pm

0800 121 4820

[help@lighthouseforperth.org](mailto:help@lighthouseforperth.org)



## **The Neuk – Mental Health Crisis and Suicide Prevention Centre**

18 St Paul's Square, Perth, PH1 5QW

7 days a week, 9.00am to 9.00pm

0800 121 4820

[help@lighthouseforperth.org](mailto:help@lighthouseforperth.org)



## **Samaritans**

Call day or night, 365 days a year

116 123



## **NHS non-emergency**

111



## **Adult Support and Protection**

You may see and hear things that make you worry about an adult's welfare and safety. Call to report concerns, available 24 hours a day.

0345 301 11 20



## **Social Work Out of Hours**

03453 011120

# Harm reduction services



## **IDART – Integrated Drug and Alcohol Recovery Team**

Birnam, Murray Royal Hospital, Muirhall Road, Perth, PH2 7BH

Monday to Friday, 9.00am to 4.45pm

01738 564261

07920 070797

07920 070845



## **Hillcrest Futures – Tayside IEP Harm Reduction Service**

Drumhar Health Centre, Drumhar Court, Perth, PH1 5PD

Monday to Friday, 9.00am to 5.00pm

01738 564267

# Welfare services



## Families Outside

Families Outside support people affected by a family member's involvement in the justice system.

We have a national helpline, one-to-one support for children and adults and peer support opportunities.

Lines are monitored Monday to Friday, 9.00am to 5.00 pm

0800 254 0088

Text FAMOUT to 60777

[support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)



## Child Impact Assessments

If you are a child or young person and you have someone in your life who has been arrested/is in prison/about to be released, then you are entitled to have your opinion heard.



Scan the QR code or visit [www.pkc.gov.uk/article/23972/Child-Impact-Assessments-The-Toolkit](http://www.pkc.gov.uk/article/23972/Child-Impact-Assessments-The-Toolkit) to find out more information about your rights and how to ask for an impact assessment.



## **CATH Community Hub**

Unit 20, St Catherine's Road, Perth,  
PH1 5RY

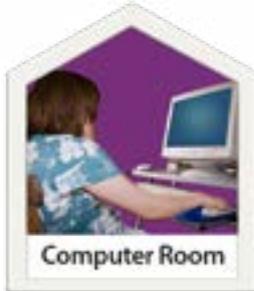
Monday 9.15am to 4.30pm

Tuesday 9.15am to 6.00pm

Wednesday 9.15am to 4.30pm

Thursday 9.15am to 4.30pm

Friday 9.15am to 4.00pm



Recovery Café 1st Saturday every  
month, 9:30am to 11.30am, free  
breakfast

01738 633077

[enquiries@cath-org.co.uk](mailto:enquiries@cath-org.co.uk)



## **Salvation Army**

77 South Street, Perth, PH2 8PD

Drop-in Monday and Wednesday only,  
11.00am to 1.00pm

Recovery Café every Thursday, midday  
to 3.00pm at the 3:16 Café in King  
Edward Street, Perth

01738 440090

[perth@salvationarmy.org.uk](mailto:perth@salvationarmy.org.uk)



## **Citizens Advice**

Monday to Friday, 10.00am to 1.00pm

01738 450580

[advice@perthcab.org.uk](mailto:advice@perthcab.org.uk)



## **Foodbank**

Unit A, 10-16 York Place, Perth,  
PH2 8EP

Tuesday, Wednesday and Friday,  
Midday to 4.00pm

Thursday 1.30pm to 3.30pm

01738 626799

[info@perthkinross.foodbank.org.uk](mailto:info@perthkinross.foodbank.org.uk)



## **Advice and support including food help**

Monday to Friday, 8.45am to 5.00pm

0345 30 111 00

[WelfareFund@pkc.gov.uk](mailto:WelfareFund@pkc.gov.uk)



## **Housing Advice Team**

Pullar House, 35 Kinnoull Street, Perth,  
PH1 5GD

Monday to Friday, 9.00am to 5.00pm

01738 476000

[housinginfo@pkc.gov.uk](mailto:housinginfo@pkc.gov.uk)



## **Welfare Rights Team**

Pullar House, 35 Kinnoull Street, Perth,  
PH1 5GD

Monday to Friday, 9.00am to 5.00pm

01738 476900

[welfarerights@pkc.gov.uk](mailto:welfarerights@pkc.gov.uk)

Benefits for people in prison and their families

[www.pkc.gov.uk/peopleinprison](http://www.pkc.gov.uk/peopleinprison)



## **Employment Support Team**

Help if you are at risk of losing your job and you have health condition or disability. They can liaise with your employer, offer advice and ensure any reasonable adjustments are considered.

Voicemail box 01738 477638

[HCCEmploymentSupport@pkc.gov.uk](mailto:HCCEmploymentSupport@pkc.gov.uk)

[www.pkc.gov.uk/est](http://www.pkc.gov.uk/est)



## **The Scottish Welfare Fund**

Crisis Grants to help you get furniture or money until your next pay cheque.

Monday to Friday, 9.00am to 5.00pm

01738 476900 (option 2)

[WelfareFund@pkc.gov.uk](mailto:WelfareFund@pkc.gov.uk)



## **Universal Credit (help with rent)**

Monday to Friday, 9.00am to 5.00pm

0800 328 5644

[www.pkc.gov.uk/uc](http://www.pkc.gov.uk/uc)



## **Help with rent and Council Tax (Housing Benefit and Council Tax Reduction)**

Monday to Friday, 9.00am to 5.00pm

01738 476049

[www.pkc.gov.uk/ctrhbapply](http://www.pkc.gov.uk/ctrhbapply)

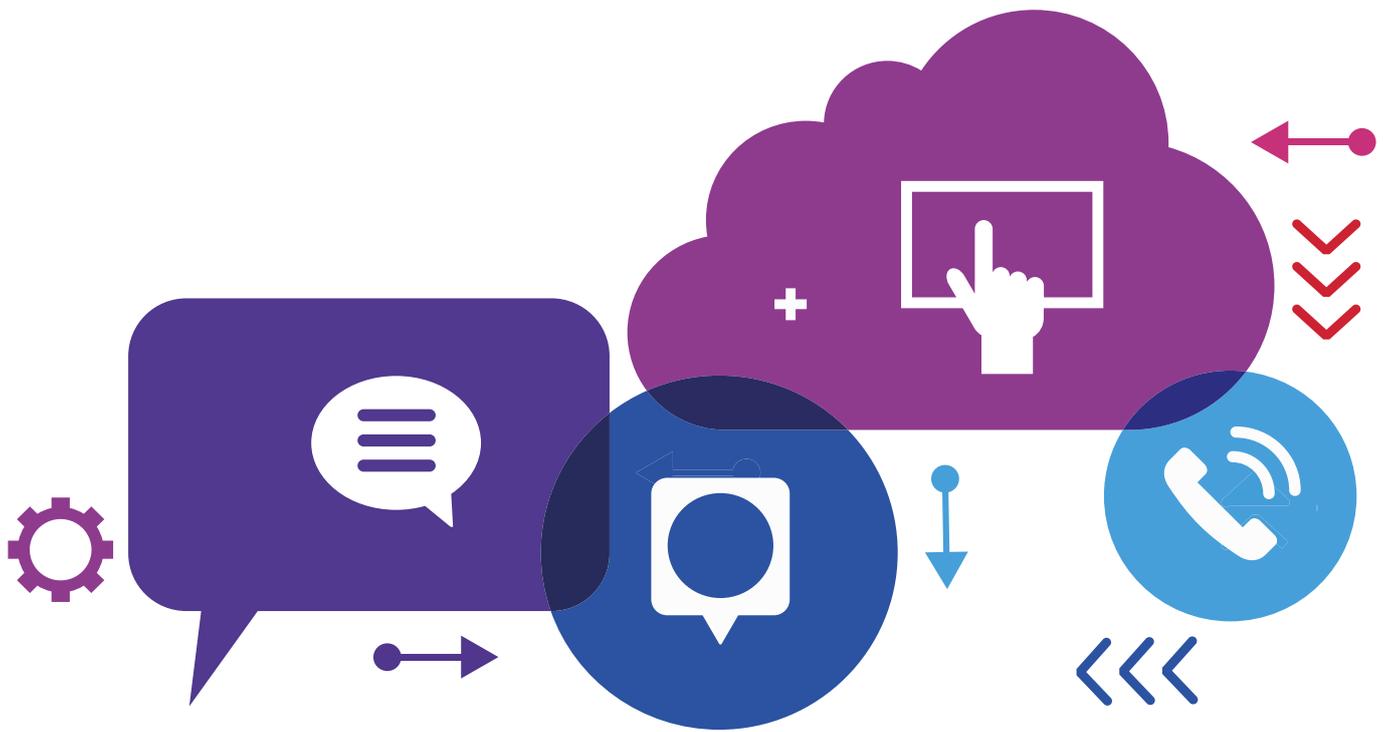


## **To find details of your local doctors, mental health services and foodbanks**

Monday to Friday, 8.45am to 5.00pm

01738 476173

[SCT@pkc.gov.uk](mailto:SCT@pkc.gov.uk)



If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

BSL users can contact us via Contact Scotland BSL, the online British Sign Language video relay interpreting service. Find out more on the Contact Scotland BSL website <https://contactscotland-bsl.org>