

## Advisors Toolkit

### Factsheet No 4.n

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## Other Sources of Help and Advice

### Citizens Advice

**03454 04 05 06**

The Citizens Advice Consumer Service helpline provides advice on a range of consumer issues, including independent help and advice for energy customers. Phone the helpline or visit

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

### Citizens Advice Bureaux

Offer free impartial advice on a wide range of subjects including benefits, debt and money advice and consumer issues. An online advice service is available at [www.adviceguide.org.uk](http://www.adviceguide.org.uk). For general information on Citizens Advice Scotland and to locate the nearest Bureau see

[www.cas.org.uk](http://www.cas.org.uk)

### Citizens Advice Scotland (CAS)

CAS provides support to the Scottish Citizens Advice Bureaux. CAS is responsible for a range of services including:

- representing consumers' interests in energy, post and water, working to promote fairer markets and improve customer services in these fields
- dealing with complex energy cases, or cases received from vulnerable consumers
- dealing with cases where a consumer has been disconnected or threatened with disconnection. These cases may be handled by the **Extra Help Unit (EHU)**, whose staff will negotiate with suppliers and offer advice. Most of EHU's cases will be transferred to them by the Citizens Advice service (see above), though they may also accept some cases from other sources. EHU can be contacted via Citizens Advice on **0808 223 1133** or via <http://www.ehu.org.uk>
- People who are struggling to make their money last or worried about paying bills can get a free Financial Health Check – call 0800 085 7145 or call /drop into the local bureau.

### Advice Direct Scotland

From 1 April 2019 the consumer service in Scotland is being provided by Advice Direct Scotland.

There is a new phone number and website. Webchat is also available on the website. Call Advice

Scotland's Consumer Service on, **0808 800 9060**. Website: [www.advice.scot](http://www.advice.scot)

### Home Energy Scotland 0808 808 2282

Offers free, impartial energy advice as well as information on HEEPS and other energy saving grants and schemes. Home Energy Scotland (HES) is funded by the Scottish Government and administered by the Energy Saving Trust.

HES has a portal for frontline workers to refer clients, with their permission, to HES' advice service.

The Home Energy Scotland referral portal is secure, online, and works in real time to put the householder's details directly into Home Energy Scotland database for Home Energy Scotland to follow up. Once advice has been given to the householder, and referrals made to any schemes to

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help with energy saving or income maximisation, the portal shows those outcomes in a report. The portal is tablet and mobile enabled, meaning that support workers can refer people to Home Energy Scotland whilst out and about.

To register as a portal user contact Home Energy Scotland Community Liaison Officer on 0808 808 2282

For those already registered, the web address of the Home Energy Scotland portal is <https://hespartnerships.est.org.uk>

**National Debtline 0808 808 4000**

Offers free, confidential and independent advice on ways to deal with debts.

**Fuel Bank Foundation 0300 1237 597**

The Foundation was set up to develop sustainable solutions to support homes in fuel crisis, unable to top up their prepayment meters. With innovative investments, partnerships and research, we want to widen availability for Fuel Bank support.

**Solid Fuel Association 01773 835400**

For tips on saving energy and advice on open fires and solid fuel central heating systems.

**Jobcentre Plus 0800 055 6688**

Provide information and support on a range of benefits, including Cold Weather Payments.

**Winter Fuel Payment Helpline 0800 731 0160**

Provides information on the Winter Fuel Allowance

**Energy Saving Trust 0808 808 2282**

The Energy Saving Trust (EST) in Scotland manages a network of advice centres which provide free, independent energy saving advice to householders. See Home Energy Scotland, above.

[www.energysavingtrust.org.uk/](http://www.energysavingtrust.org.uk/)

**Macmillan Cancer Support 0808 808 00 00**

Provides up-to-date information on cancer for patients, relatives and carers, including financial support, and help to apply for benefits, as well as debt and money advice. [www.macmillan.org.uk](http://www.macmillan.org.uk)

**Age Scotland/Silver Line Scotland 0800 4 70 80 90**

Helps older people and those who care for/work with older people to find an answer to questions about community care, tax, pensions/benefits, heating etc. [www.thesilverline.org.uk/what-we-do/](http://www.thesilverline.org.uk/what-we-do/)

**Turn2us**

Provides help for individuals and intermediaries to access welfare benefits, charitable grants and other financial support. Also a useful free to use benefits calculator and grant search tool.

[www.turn2us.org.uk](http://www.turn2us.org.uk)

**OFTEC 01473 626298**

Provides general information about domestic oil heating. Also provides help and information via a linked website: [www.oftec.org](http://www.oftec.org)

**Child Poverty Action Group (CPAG) Scotland 0141 552 0552**

Advice line for frontline advisors and support workers in Scotland on all aspects of the benefits and tax credit system. [www.cpag.org.uk/scotland](http://www.cpag.org.uk/scotland)

**Step Change 0800 138 1111**

National debt advice charity offering tailored advice and a range of online tools.

[www.stepchange.org/](http://www.stepchange.org/)

**Money Helper 0800 138 7777**

Free & impartial money advice service set up by the UK government. [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

**Main Customer Service Phone Numbers**

ScottishPower	<b>0845 270 0700/0345 270 0700/0800 027 0072</b>
EDF Energy	<b>0800 056 7777</b>
British Gas	<b>0800 048 0202</b>
E.ON	<b>0333 2024 606/0345 052 0000</b>
SSE	<b>0345 026 2658</b>

**Power Cut Contact** number – Dial 105 free of charge, regardless of your supplier, for information about a power cut in any area or to report power loss

**Social Security Scotland 0800 182 2222**

Manages the benefits devolved to Scotland. [www.socialsecurity.gov.scot](http://www.socialsecurity.gov.scot)

