

Family and Household Support Service

Helping residents live safe and healthy lives



We can help

We help residents who need support with their day to day lives. From health and wellbeing to parenting, neighbour disputes to welfare benefits, we will assess their need and put them in touch with the right services.

If you know someone who could benefit from our service, this leaflet tells you more about the range of support we can offer and how to get in touch with us.

About our service

At the Family and Household Support Service, we work in communities to help people who need our support.

We are a single point of contact for residents and work across Council, health, and other services, making it easier for people to access the right support at the right time.

How to contact us

We have four teams across Edinburgh working in each locality. You can refer residents to us or recommend they get in touch directly.

If you're a professional working with someone who could benefit from our service, please get in touch using the contact details listed in this leaflet.

Next steps

We will:

- have a conversation with you to discuss the appropriateness of the referral
- contact your client and arrange to meet with them either at home or locally at one of our offices or other venue
- listen to your client and talk through their situation
- provide advice and guidance and come to an agreed way forward that meets the needs of the client
- keep you updated.

How we can help

Health and wellbeing

- access local groups or activities
- find out about local food banks
- get support from mental health and wellbeing services

Substance misuse

- access support services and resources

Family relationships

- build strong and sustainable relationships within families

Parenting

- build routines and boundaries within the family
- develop strategies to deal with challenging behaviour

School attendance and attainment

- support children in school or at home to improve attendance and attainment
- give appropriate advice and signpost young people to access further learning

Employment and learning

- access employment and learning opportunities
- build motivation and confidence

Housing

- help people access Housing Options
- apply for grants, funding or furniture

We will also support residents to stay in their home and maintain it properly by helping them build positive routines and structures into their daily life.

Debt

- budget and manage bills
- get debt advice and support

Welfare benefits

- help residents deal with the Department for Work and Pensions (DWP)

Neighbour disputes

- support the community to resolve serious anti-social behaviour and noise

Neighbourhood safety

- get fire safety prevention advice
- deal with minority and racial harassment

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