## Scotland Useful Information Quick Links

## Useful information quick links

If you are living with a disability or caring for someone with a disability there are many services that may be able to help you. This quick links guide gives contacts for national services in Scotland, councils, and organisations with Scotland-wide networks.

If you cannot find the information you need look in our **Disability Directory** or call our helpline on 0300 323 9961

## Legal background

Disability is one of the “protected characteristics” under the Equality Act 2010. You can find information about this on the Equality and Human Rights Commission website here <https://www.equalityhumanrights.com/equality/equality-act-2010>

People receiving care also have protection under other legislation here <https://careinfoscotland.scot/topics/your-rig-protecting-people-in-care/equality-act-2010/>

Some disability related legislation is specific to Scotland **Disabled people – gov.scot (www.gov.scot)**

## Specialist health and disability charities

**Abilitynet**

Online information and volunteer support to use technology

0300 180 0028

About AbilityNet [www.abilitynet.org.uk](http://www.abilitynet.org.uk)

**Alzheimer Scotland**

Information, signposting and support for anyone affected by dementia.

0808 808 3000

**www.alzscot.org**

**Scottish Autism**

Information and support for people with autism

01259 720044

<https://www.scottishautism.org/?gad_source=1&gclid=CjwKCAiA_5WvBhBAEiwAZtCU7_DhE7C2uOldSQFOhaTFLxw8e6O_OqNvAnD-b6dVFGljHE_supGeORoCaVcQAvD_BwE>

**Breast Cancer Now**

Information and support for anyone affected by breast cancer.

0808 800 6000

[**www.breastcancernow.org**](http://www.breastcancernow.org)

**Chest Heart and Stroke Scotland**

Advice and support on recovery from and living with chest, heart and stroke issues.

0808 801 0899

[**www.chss.org.uk**](http://www.chss.org.uk)

**Contact Scotland BSL**

Scotland’s national BSL video interpreting relay service

0333 344 7712

<https://contactscotland-bsl.org/>

**Deaf Action**

Services for people who are hard of hearing and deaf.

0131 556 3128

<https://deafaction.org/services/>

**Diabetes Scotland**

Specialist information and advice on living with diabetes.

0345 123 2399

[**www.diabetes.org.uk/scotland**](http://www.diabetes.org.uk/scotland)

**Disability Equality Scotland**

Information about accessible travel, inclusion, access panels and Hate crime

0141 370 0968

[**https://disabilityequality.scot/**](https://disabilityequality.scot/)

**Enable**

Support for people with a learning disability

**0300 0200 101**

<https://www.enable.org.uk/>

**Enquire**

Advice about support for education

<https://enquire.org.uk/>

**LEAD Scotland (Linking Education and Disability)**

Practical support, information and advice tailored to your individual circumstances.

0131 228 9441

[**https://www.lead.org.uk/**](https://www.lead.org.uk/)

**Macmillan Cancer Support**

Information and support for anyone affected by cancer.

0808 808 00 00

[**www.macmillan.org.uk**](http://www.macmillan.org.uk)

**MND Scotland**

Advice about staying independent, money, wellbeing and practical matters

0141 332 3903

<https://mndscotland.org.uk/>

**MS Society**

Advice about Multiple Sclerosis

0808 800 8000

<https://www.mssociety.org.uk/>

**NASS – National Axial Spondyloarthritis Society**

Advice about Axial Spondyloarthritis

020 8741 1515

<https://nass.co.uk/>

**Parkinson’s UK helpline**

Information, signposting and support for anyone affected by Parkinson’s.

0808 800 0303

[**www.parkinsons.org.uk**](http://www.parkinsons.org.uk)

**RNIB (support for people with sight loss)**

Help and advice for blind and partially sighted people.

0303 123 9999

[**www.rnib.org.uk/scotland**](http://www.rnib.org.uk/scotland)

**RNID**

Information and support for people who are deaf, or have hearing loss or tinnitus.

0808 808 0123

Text message: 07360 268 988

Relay UK: 18001 then 0808 808 0123

[**www.rnid.org.uk/scotland**](http://www.rnid.org.uk/scotland)

**Royal Osteoporosis Society**

Information and support on living well with osteoporosis.

0808 800 0035

[**www.theros.org.uk**](http://www.theros.org.uk)

**Scottish Disability Sport**

Information about sports for people of all ages and abilities

[**scottishdisabilitysport.com**](https://www.scottishdisabilitysport.com/)

**Sense Scotland**

Information, advice and support for people with complex needs

**0300 330 9292**

<https://www.sensescotland.org.uk/>

**Sight Scotland**

Supports people in Scotland with sight loss

**0800 024 8973**

<https://sightscotland.org.uk/>

**Versus Arthritis**

Information about arthritis

0800 5200 520

<https://www.versusarthritis.org/>

**Visibility Scotland**

Information about living with sight loss

0141 332 4632

<https://visibilityscotland.org.uk/>

## General health information

**Breathing Space telephone support**

If you are experiencing low mood, anxiety or depression.

0800 83 85 87

[**www.breathingspace.scot**](http://www.breathingspace.scot)

**Cruse Scotland**

Bereavement support and counselling

0808 802 6161

<https://www.crusescotland.org.uk/>

**LGBT Health & Wellbeing**

Information and emotional support for the LGBT+ community.

0800 464 7000

[**www.lgbthealth.org.uk**](http://www.lgbthealth.org.uk)

**Living Made Easy**

Advice on daily living aids for people living with a disability.

0800 123 3084

[**www.livingmadeeasy.org.uk**](http://www.livingmadeeasy.org.uk)

**NHS 24**

Urgent health care advice and mental health support.

111

[**www.nhs24.scot**](http://www.nhs24.scot)

**NHS Inform helpline**

Non-urgent information about health and local services.

0800 22 44 88

[**www.nhsinform.scot**](http://www.nhsinform.scot)

You can search their website for local health services here <https://www.nhsinform.scot/scotlands-service-directory/health-and-wellbeing-services>

**Patient Advice and Support Service**

Information about NHS patients’ rights and responsibilities in Scotland.

0800 917 2127

[**www.pass-scotland.org.uk**](http://www.pass-scotland.org.uk)

**Samaritans**

24-hour phone support to explore thoughts and feelings.

116 123

[**https://www.samaritans.org/scotland/**](https://www.samaritans.org/scotland/)

## Employment

**ACAS**

Advice on employment rights, rules and best practice

0300 123 1100

<https://www.acas.org.uk/>

**Equality Advisory Support Service**

Advice and assistance if you are treated unfairly.

0808 800 0082

<https://www.equalityadvisoryservice.com/>

**Access to Work**

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

0800 121 7479

<https://www.gov.uk/access-to-work/apply>

## Care information

**Care Information Scotland**

Information and advice on how to get and provide care.

0800 011 3200

[**www.careinfoscotland.scot**](http://www.careinfoscotland.scot)

**Your local Council**

For a care needs assessment contact your local council <https://www.mygov.scot/organisations#scottish-local-authority>  or in Highland NHS Highland

**Scottish Government**

Information about social care

<https://www.gov.scot/policies/social-care/>

**Age Scotland**

Care home rights

0800 12 44 222

<https://www.ageuk.org.uk/scotland/information-advice/care-and-support/?gad_source=1&gclid=EAIaIQobChMIx8jvzqWZhAMVN2lBAh3a2wnrEAAYASAAEgLgSvD_BwE>

**Care Inspectorate**

Oversees care services, standards and complaints

0345 600 9527

[**www.careinspectorate.com**](http://www.careinspectorate.com)

**Local Carers Centres**

Care Information Scotland lists them here  <https://careinfoscotland.scot/topics/support-for-carers/carer-centres/>

**Carers Scotland**

Advice, information and support for carers.

0808 808 7777

[**www.carersuk.org/scotland**](http://www.carersuk.org/scotland)

## Benefits and social security

**Social Security Scotland**

Responsible for the benefits that are devolved to Scotland. These include

Adult Disability Payment <https://www.mygov.scot/adult-disability-payment>

Child Disability Payment <https://www.mygov.scot/child-disability-payment>

Carer Support Payment <https://www.mygov.scot/carer-support-payment>

Carers Allowance Supplement <https://www.mygov.scot/carers-allowance-supplement>

0800 182 2222

[**www.socialsecurity.gov.scot**](http://www.socialsecurity.gov.scot)

## Councils

Responsible for paying some benefits including

**Council Tax Reduction** <https://www.citizensadvice.org.uk/scotland/benefits/help-if-on-a-low-income/help-with-your-council-tax-council-tax-reduction-s/> and  <https://www.checkmycounciltax.scot/>

**Housing benefit** (help with rent for some working age people who are not yet on Universal Credit and people over State Pension age) <https://www.citizensadvice.org.uk/scotland/benefits/help-if-on-a-low-income/housing-benefit/>

**Scottish Welfare Fund** <https://www.citizensadvice.org.uk/scotland/benefits/help-if-on-a-low-income/scottish-welfare-fund-s/scottish-welfare-fund-overview-s/>

You can find contact details for your local council here <https://www.mygov.scot/organisations#scottish-local-authority>

**Department for Work and Pensions**

Department for Work and Pensions <https://www.gov.uk/government/organisations/department-for-work-pensions>

Pays many of the England-only benefits and UK- wide benefits including Universal Credit, State Pension and Employment and Support Allowance.

**Turn2us**

Benefits information <https://benefits-calculator.turn2us.org.uk/?gclid=EAIaIQobChMIhd2y_6SZhAMVipxQBh0pFgTdEAAYASAAEgIi9_D_BwE>

Grant search  [https://grants-search.turn2us.org.uk/?\_ga=2.256974665.331144356.1707310986-500698534.1706183670&\_gac=1.212086048.1707310986.EAIaIQobChMIhd2y\_6SZhAMVipxQBh0pFgTdEAAYASAAEgIi9\_D\_BwE&\_gl=1\*1ec7ctk\*\_ga\*NTAwNjk4NTM0LjE3MDYxODM2NzA.\*\_ga\_E1WBSX9YR8\*MTcwNzMxMDk4Ni4yLjEuMTcwNzMxMTAxMy4wLjAuMA](https://grants-search.turn2us.org.uk/?_ga=2.256974665.331144356.1707310986-500698534.1706183670&_gac=1.212086048.1707310986.EAIaIQobChMIhd2y_6SZhAMVipxQBh0pFgTdEAAYASAAEgIi9_D_BwE&_gl=1*1ec7ctk*_ga*NTAwNjk4NTM0LjE3MDYxODM2NzA.*_ga_E1WBSX9YR8*MTcwNzMxMDk4Ni4yLjEuMTcwNzMxMTAxMy4wLjAuMA)..

## Money Matters

**Money Helper**

Guidance about money matters, including debt, benefits and pensions.

0800 138 7777 (money)

0800 011 3797 (pensions)

[**www.moneyhelper.org.uk**](http://www.moneyhelper.org.uk)

**Turn2us**

Grants and benefits information.

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

**Stepchange**

Free, independent help with debt

**0800 138 1111**

<https://www.stepchange.org/>

## Transport and mobility

**Blue Badge Scotland**

[**Apply for or renew a Blue Badge – mygov.scot**](https://www.mygov.scot/apply-blue-badge)

**Transport Scotland**

How to apply for a 60+ or disabled person’s National Entitlement Card

<https://www.transport.gov.scot/concessionary-travel/how-to-apply-for-or-renew-your-national-entitlement-card/>

**Housing**

**Shelter Scotland Helpline**

Advice on housing matters, including urgent situations.

0808 800 4444

[**www.scotland.shelter.org.uk**](http://www.scotland.shelter.org.uk)

**Care and Repair Scotland**

Support and advice on home repairs and adaptations.

0141 221 9879

[**www.careandrepairscotland.co.uk**](http://www.careandrepairscotland.co.uk)

**Housing Options Scotland**

Help finding housing for older and disabled people, and veterans.

0131 510 1567

[**www.housingoptionsscotland.org.uk**](http://www.housingoptionsscotland.org.uk)

**Trustmark**

Government endorsed listings of trusted tradespeople.

0333 555 1234

[**www.trustmark.org.uk**](http://www.trustmark.org.uk)

**Scottish Fire and Rescue Service**

Advice about fire safety and book a free home fire safety visit

<https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/>

## Energy and water

**Home Energy Scotland**

Advice on and financial support with energy costs.

0808 808 2282

[**www.homeenergyscotland.org**](http://www.homeenergyscotland.org)

**National gas emergency service**

Emergency assistance, and gas and carbon monoxide safety advice.

0800 111 999

<https://www.nationalgas.com/safety-and-emergencies/emergencies-and-safety-advice#:~:text=Call%20the%20Gas%20Emergency%20number%20on%200800%20111%20999%20to,advice%20from%20the%20emergency%20services>

**Electricity power cut**

**National grid report a power cut.**

105

<https://www.nationalgrid.co.uk/power-cut-information/how-to-report-a-power-cut#:~:text=Report%20a%20power%20cut%20by,your%20electricity%20to%20be%20restored>.

**Scottish Water**

Inquiries and to report water supply and waste water issues.

0800 0778 778

<https://www.scottishwater.co.uk/>

**Priority Service Register Scotland**

Your energy and water suppliers have Priority Service Registers so they can support older or disabled people in case of emergency

<https://psrscotland.com/>

## Legal matters

**Police Scotland**

Non-emergency crime reporting and advice on crime prevention.

101

[**www.scotland.police.uk**](http://www.scotland.police.uk)

**Equality Advisory and Support Service**

0800 800 0082

Advises and assists people on issues relating to equality and human rights

<https://www.equalityadvisoryservice.com/>

**Scottish Women’s Aid**

0800 027 1234

<https://womensaid.scot/contact-us/>

**Office of the Public Guardian in Scotland**

Power of Attorney and Guardianship

01324 678 300

[**www.publicguardian-scotland.gov.uk**](http://www.publicguardian-scotland.gov.uk)

**Mental Welfare Commission**

Advice on mental health and incapacity law, care and treatment.

0800 389 6809

[**www.mwcscot.org.uk**](http://www.mwcscot.org.uk)

**Victim Support Scotland**

Information and support for anyone affected by crime.

0800 160 1985

<https://victimsupport.scot/>

**Scottish Public Services Ombudsman**

Formal complaints about public service organisations after using service complaints procedures

0800 377 7330

[**www.spso.org.uk/spso**](http://www.spso.org.uk/spso)

## Generalist advice agencies

**Advice Direct Scotland**

<https://advicedirect.scot/>

Specialist services about

[homeheatingadvice.scot](https://homeheatingadvice.scot/)

[consumeradvice.scot](https://consumeradvice.scot/)

[postaladvice.scot](https://postaladvice.scot/)

[energyadvice.scot](https://energyadvice.scot/)

[**advice.scot**](https://advice.scot/)        (benefits, employment, housing, neighbourhood issues, family and relationships)

<https://moneyadvice.scot/>

[**socialenterprisedirect.org.uk**](https://www.socialenterprisedirect.org.uk/)

**Citizens Advice Bureau**

Network of offices across Scotland here <https://www.citizensadvice.org.uk/scotland/about-us/get-advice-s/> Up to date advice about a wide range of topics

Helpline number to find your local CAB **0800 028 1456**

Specialist services about

Claiming Universal Credit  <https://www.citizensadvice.org.uk/scotland/benefits/universal-credit/claiming/helptoclaim/>

* Money advice  <https://www.moneytalkteam.org.uk/>
* Defined contribution pensions  <https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise/book-a-free-pension-wise-appointment>
* NHS Complaints <https://pass-scotland.org.uk/>
* Specialist support for Veterans <https://www.adviceasap.org.uk/get-advice>

## Information if you are not in Scotland

Much of the legislation that affects the lives of people with disabilities and their carers is devolved to Scotland, and not the same as that elsewhere in the UK.

If your enquiry does not relate to Scotland you can find information about disability-related issues from

**Citizens Advice**

You can find advice and also details of your local service here: check top left of the screen to specify the country where you live

<https://www.citizensadvice.org.uk/>

**Scope**

The disability equality charity for England and Wales

**0808 800 3333**

<https://www.scope.org.uk/>

**Age UK**

Information and advice for people over 50

0800 678 1602

<https://www.ageuk.org.uk/>

Information last updated on **26 August 2024**. Please note that information may be subject to change. All information is provided in good faith but Disability Information Scotland does not endorse any product or service referred to within this resource.