



**Glasgow's Advice &
Information Network**

**Glasgow's Advice and Information
Network Directory**

GAIN Helpline 0808 801 1011

www.gain4u.org.uk

CONTENTS PAGE

GAIN Organisations	Page Number
EAST	6
Agency Name: Bridgeton Citizens Advice Bureau	6
Agency Name: Easterhouse Citizens Advice Bureau	7
Agency Name: Greater Easterhouse Money Advice Project	8
Agency Name: Parkhead Citizens Advice Bureau	10
SOUTH EAST	11
Agency Name: Budgeting Service	11
Agency Name: Castlemilk Citizens Advice Bureau	12
Agency Name: Castlemilk Law and Money Advice Centre	14
Agency Name: Daisy Street Law and Money Advice Centre	16
Agency Name: Gorbals Law and Money Advice Centre	17
Agency Name: The Bridge Project	18
Agency Name: Toryglen Law and Money Advice Centre	19
SOUTH WEST	20
Agency Name: Govan Law Centre	20
Agency Name: Greater Pollok Citizens Advice Bureau	21
Agency Name: Money Matters Money Advice Centre	23
Agency Name: Pollok Credit Union / Pollok Post Office / The Budgeting Services	26
NORTH	27
Agency Name: Legal Services Agency Ltd.	27
Agency Name: Maryhill Citizens Advice Bureau	29
Agency Name: North Glasgow Advice Centre	31
Agency Name: Sunnyside Advice Centre	34

WEST	36
Agency Name: Drumchapel Citizens Advice Bureau	36
Agency Name: Drumchapel Law & Money Advice Centre	38
CITYWIDE	40
Agency Name: GAIN Helpline	40
Agency Name: Debt Arrangement Scheme Team (DAS)	41
Agency Name: Ethnic Minorities Law Centre	42
Agency Name: Glasgow Central Citizens Advice Bureau	43
Agency Name: Legal Services Agency Ltd.	44
Agency Name: Money and Debt Advice Service - “SKINT”	46
Agency Name: Scotcash CIC	47
Agency Name: Shelter	48
ASSOCIATE MEMBERS	49
EAST	50
Agency Name: Lochfield Park Housing Association	50
Agency Name: Thenew Housing Association	51
Agency Name: Tollcross Advice & Learning Centre	52
SOUTH EAST	53
Agency Name: AMINA - The Muslim Women’s Resource Centre	53
Agency Name: Cassiltoun Housing Association	54
Agency Name: Govanhill Law Centre	55
Agency Name: The Well – Multi-Cultural Advice Centre	56
NORTH	57
Agency Name: GHA North Area Team	57
Agency Name: Maryhill Housing Association	58
Agency Name: Scottish Asian Action Committee	59

Agency Name: West of Scotland Housing Association Ltd	60
WEST	61
Agency Name: Argyle Advice Project	61
Agency Name: GHA West Area Team	62
Agency Name: Partick Housing Association	63
Agency Name: WestGAP	64
Agency Name: Whiteinch & Scotstoun Housing Association	65
CITYWIDE	66
Agency Name: Chinese Community Development Partnership (CCDP)	66
Agency Name: Choices: One Parent Families Scotland	67
Agency Name: Christians Against Poverty	68
Agency Name: Clydeside Action on Asbestos	69
Agency Name: Education Law Unit	70
Agency Name: F.A.S.S (Family Addiction Support Service)	71
Agency Name: Hemat Gryffe Woman's Aid	72
Agency Name: G-Heat (Glasgow Home Energy Advice Team)	73
Agency Name: Glasgow's Helping Heroes	74
Agency Name: Glasgow Housing Association	75
Agency Name: Long-term Conditions Financial Inclusion Partnership	76
Agency Name: Macmillan Benefits Service Glasgow	78
Agency Name: Positive Action in Housing	80
Agency Name: Scottish Refugee Council	81
Agency Name: Universal Beneficent Society (UBS)	82
CITYWIDE – CARERS	83
CITYWIDE – GCC HOMELESSNESS SERVICES	87



Glasgow's Advice &
Information Network

GAIN Organisations

**Information contained within this directory was accurate
at the date of print and is subject to change.**

EAST

Agency Name: Bridgeton Citizens Advice Bureau
Consortium Name: East Glasgow Advice (EGA)
Address: 35 Main Street, Bridgeton, G40 1QB
Phone: 0141 554 0336
Fax: 0141 556 5560

Opening hours: Monday 09:00 – 12:30 & 13:30 – 17:00
Tuesday 09:00 – 12:30 & 13:30 – 17:00 by appointment
Wednesday 09:00 – 12:30 & 13:30 – 17:00
Thursday 09:00 – 12:30 & 13:30 – 17:00
Friday 09:00 – 12:30 & 13:30 – 17:00 by appointment
Saturday (2nd & 4th) 10:00 – 13:00 by appointment

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	✓
Debt/Money Advice	✓	Housing	✓
Education	✓	Immigration and Nationality	✓
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other	

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	✓
Disabled Access	✓

Details of outreach surgeries

Turkish and Ethnic Minority Centre 187-189 Gallowgate Glasgow G1 5YD	Monday	13:00 - 16:00
Reidvale Housing Association, 13 – 15 Whitevale Street, G31 1QW	Wednesday	10:00 – 13:00

EAST

Agency Name: Easterhouse Citizens Advice Bureau
Consortium: East Glasgow Advice (EGA)
Address: 46 Shandwick Square, Easterhouse, Glasgow G34 9DT
Phone: 0141 771 2328
Administration: 0141 771 6654
Home Visit Line: 0141 773 1349
Fax: 0141 781 1070
Email: adminuser@easterhousecab.casonline.org.uk

Opening hours:

Monday	10.00-16.00 drop in
Tuesday	9.30-17.00 by appointment
Wednesday	9.30-17.00 drop in
Thursday	9.30-17.00 drop in
Friday	9.30-17.00 by appointment
Saturday (first of month)	10.00 – 13.00 by appointment

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Employment	✓
Consumer Issues	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Education	✓	Legal Advice	✓
Family and Relationships	✓	Health & Community Care	✓
Discrimination/Human Rights	✓	Immigration and Nationality	✓

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Details of outreach surgeries

Location	Day	Time
Refugee Outreach Project, Cranhill Parish Church, Bellrock Street, Cranhill	Monday	10.00 – 13.00 (by appointment)
	Wednesday	10.00 – 15.30 (by appointment)

EAST

Agency Name: Greater Easterhouse Money Advice Project

Consortium: East Glasgow Advice (EGA)

Address: Unit 2/31 Westwood Business Centre,
69 Aberdalgie Road, Easterhouse, G34 9HJ

Phone: 0141 773 5850

Fax: 0141 781 1777

Email: info@gemap.co.uk

Opening hours:

Monday	9.00-17.00
Tuesday	9.00-17.00
Wednesday	9.00-17.00
Thursday	9.00-19.30
Friday	9.00-17.00
Saturday	Closed

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Employment	✓
Consumer Issues	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Education	✓	Legal Advice	✓
Other			

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries continued/

GEMAP SURGERIES

Health Centres

Townhead Health Centre

16 Alexandra Parade
Townhead
Every Monday
10.00 am – 12 noon

Baillieston Health Centre

20 Muirside Road
Baillieston
Every Monday
10.00 am – 12 noon

Easterhouse Health Centre

9 Auchinlea Road
Easterhouse
Every Tuesday all day & Every Thursday **(PM)**
10.00 am – 12 noon 1.00 pm – 3.30 pm

Lightburn Medical Centre

930 Carntyne Road

Every Tuesday
10.00 am – 12 noon
(Patients Only)

Bridgeton Health Centre

201 Abercrombie Street
Bridgeton
Every Wednesday
1.30 pm – 3.30 pm

Parkhead Health Centre

101 Salamanca Street
Parkhead
Every Thursday
1.30 pm – 3.30 pm

Shettleston Health Centre

420 Shettleston Road
Shettleston
Every Friday
1.00 pm – 3.30 pm

Housing Associations

Thenew Housing Association

14 Ruchazie Place
Cranhill
Every Monday
1.30 pm – 3.30 pm

Blairtummock H A

45 Boyndie Street
Easterhouse
Every Monday/Every Tuesday
9.00 am – 4.30 pm
(Tenants Only)

Easthall H A

9 Glenburnie Place
Easthall
Every Thursday
9.00am – 4.30pm
(Tenants Only)

Provanhall H A

34 Conisborough Road
Provanhall
Every Wednesday/Thursday
9.00 am – 4.30 pm
(Tenants Only)

Calvay H A

55 Calvay Road
Barlanark
Every Monday – Tuesday
9.00am – 4.30pm
(Tenants Only)

Wellhouse H A

The Hub
49 Wellhouse Crescent
Wednesday **All Day**
9.00am-4.30pm
(Tenants Only)

Ruchazie Housing Association

24 Avondale Street
Ruchazie
Every Wednesday (AM)
10.00am-12.00pm
(Tenants Only)

Community Venues

The Hub

49 Wellhouse Crescent
Wellhouse
Every Tuesday
1.30 pm – 3.30 pm

Ruchazie Community Centre

Gartloch Road
Ruchazie
Every Tuesday
1.00 pm – 3.30 pm

Garthamlock Community Enterprise Centre

Barholm Square
Garthamlock
Every Thursday
10.00 am – 12 noon

Barlanark Health Shop

327 – 329 Hallhill Road
Barlanark
Every Thursday
10.00 am – 12 noon
1.00 pm – 3.30 pm

Carmyle Community Centre

28 Hillcrest Road
Every Friday
11am-1pm

Haghill & Dennistoun Credit Union

316/318 Duke Street
Glasfow G31 1QZ
Every Thursday
10:00am – 12:00noon

EAST

Agency Name: Parkhead Citizens Advice Bureau
Consortium: East Glasgow Advice (EGA)
Address: 1361 Gallowgate, Glasgow, G31 4DN
Phone: 0141 554 0004 enquiries
Fax: 0141 554 0339 fax and message line

Opening hours:

Monday	17.30 – 19:30	by appointment
Tuesday	13:30 – 19:30	open door
Wednesday	10:00 – 19:30	by appointment
Thursday	08:30 – 14:30	open door

Offers free, confidential and impartial advice in the following areas

Debt/Money Advice	✓	Employment	✓
Consumer Issues	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Education	✓	Health & Community Care	✓
Benefits and Taxes	✓	Immigration & Nationality	✓
Family & Relationships	✓	Compensation	✓
Discrimination/Human Rights	✓		✓

Additional services indicated by ✓

Solicitor	
Tribunal & Court Representation	✓
Home Visits	✓
Disabled Access	✓

Details of outreach surgeries

Anvil Centre	Wednesday	11:30 - 14:30
HMP Barlinnie	Wednesday	10.30 – 13.00

SOUTH EAST

Agency Name: Budgeting Service

Address: c/o Castlemilk Law & Money Advice Centre
155 Castlemilk Drive
Glasgow
G45 9UG
budgetingservices@yahoo.co.uk

Phone: 0141 634 0313

Fax: 0141 634 1944

Opening hours:

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 17:00

Offers free, confidential and impartial advice in the following areas

Financial Management	✓	Health and Community Care	
Consumer Issues		Housing	
Debt/Money Advice		Immigration and Nationality	
Education		Benefits and Taxes	
Employment		Compensation	
Family and Relationships		Other	
Discrimination/ Human Rights			

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

SOUTH EAST

Agency Name: Castlemilk Citizens Advice Bureau

Consortium: South East Glasgow Community Legal & Advice Services

Address: 27 Dougie Drive, Glasgow, G45 9AD

Phone: 0141 634 0338

Fax: 0141 634 0549

Opening hours:

Monday	09:00 – 13:00 & 14:00 – 17:00
Tuesday	09:00 – 13:00 & 14:00 – 17:00
Wednesday	09:00 – 13:00 & 14:00 – 17:00
Thursday	09:00 – 13:00 & 14:00 – 17:00
Friday	Closed

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	✓
Debt/Money Advice	✓	Housing	✓
Education	✓	Immigration and Nationality	✓
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other - Utilities	✓

Additional services indicated by ✓

Solicitor	
Social Security Appeal Tribunal Representation	✓
Home Visits	✓
Disabled Access	

Details of Outreach Surgeries/

SOUTH EAST – Castlemilk Law Centre and CAB Surgeries

Health Centres

Gorbals Health Centre
45 Pine Street
Glasgow G5
Every Monday
13:00 – 17:00

Castlemilk Health Centre
71 Dougrie Drive
Glasgow G45
Every Tuesday
13:00 – 17:00

Mount Florida Medical Centre
Prospecthill Road
Glasgow G42
Every Wednesday
13:00 – 17:00

Govanhill Health Centre
133 Calder Street
Glasgow G42
Every Thursday
13:00 – 17:00

Wright Surgery
Glenmore Avenue
Glasgow G42
Every Friday
13:00 – 17:00

Housing Association

Thistle Housing Association
26 Glenmore Avenue
Glasgow G42 0EH
Every Friday
10.00 – 12.30

Southside Housing Association
427 Shields Road
Glasgow G41
Every Monday 10:00 – 13:00

Community Venues

Glasgow Sheriff Court
ASSIST in court advice
1 Carlton Place
Glasgow
Wednesdays as agreed

The Well Multi Cultural Advice Centre
42/44 Albert Road
Glasgow G42 8DN
Every 2nd Tuesday
10.30 – 13.00

Pollokshields Health Shop
427 Shields Road, Glasgow
Every Thursday 10:00 – 13:00

Employment Regeneration Surgeries

GRA Castlemilk Office
Glenwood House
Glasgow G45
First Monday of the month
14.00 – 16.30

GRA Gorbals Office
Adelphi Centre
Glasgow G5
Second Monday of the month
14.00 – 16.30

GRA Govanhill Office
514 Victoria Road
Glasgow G42
Third Monday of the month
14.00 – 16.30

SOUTH EAST

Agency Name: Castlemilk Law and Money Advice Centre

Consortium Name: South East Glasgow Community Legal & Advice Services

Address: 155 Castlemilk Drive, (First floor), Castlemilk, Glasgow, G45 9UG

Phone: 0141 634 0313
Fax: 0141 634 1944
Email: mail@castlemilklawcentre.co.uk

Opening hours:

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 17:00

Out of hours service: by appointment Mon, Tues & Wed between 17:00 – 19:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other	

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	✓
Disabled Access	

Other Offices linked to Castlemilk Law and Money Advice:

Toryglen Law and Money Advice Centre 18 Prospecthill Square, Toryglen G42 0LE Daisy Street Law and Money Advice Centre, 6 Daisy Street, Glasgow G42 8JL	Gorbals Law and Money Advice Centre 72 Commercial Rd, Gorbals The Bridge Project, c/o Cathcart Old Parish Church, 119 Carmunnock Road, Glasgow, G44 5AW
--	---

Details of Outreach Surgeries/

SOUTH EAST – Castlemilk Law Centre and CAB Surgeries

Health Centres

Gorbals Health Centre

45 Pine Street
Glasgow G5
Every Monday
13:00 – 17:00

Castlemilk Health Centre

71 Dougrie Drive
Glasgow G45
Every Tuesday
13:00 – 17:00

Mount Florida Medical Centre

Prospecthill Road
Glasgow G42
Every Wednesday
13:00 – 17:00

Govanhill Health Centre

133 Calder Street
Glasgow G42
Every Thursday
13:00 – 17:00

Wright Surgery

Glenmore Avenue
Glasgow G42
Every Friday
13:00 – 17:00

Housing Association

Thistle Housing Association

26 Glenmore Avenue
Glasgow G42 0EH
Every Friday
10.00 – 12.30

Southside Housing Association

427 Shields Road
Glasgow G41
Every Monday 10:00 – 13:00

Community Venues

Glasgow Sheriff Court

ASSIST in court advice
1 Carlton Place
Glasgow
Wednesdays as agreed

The Well Multi Cultural Advice Centre

42/44 Albert Road
Glasgow G42 8DN
Every 2nd Tuesday
10.30 – 13.00

Pollokshields Health Shop

427 Shields Road, Glasgow
Every Thursday 10:00 – 13:00

Employment Regeneration Surgeries

GRA Castlemilk Office

Glenwood House
Glasgow G45
First Monday of the month
14.00 – 16.30

GRA Gorbals Office

Adelphi Centre
Glasgow G5
Second Monday of the month
14.00 – 16.30

GRA Govanhill Office

514 Victoria Road
Glasgow G42
Third Monday of the month
14.00 – 16.30

SOUTH EAST

Agency Name: Daisy Street Law and Money Advice Centre

Consortium: South East Glasgow Community Legal & Advice Services

Address: Daisy Street Neighbourhood Centre, 6 Daisy Street, Glasgow G42 8JL

Phone: 0141 424 4414

Opening hours:

Monday	09:00 – 12:45 & 14:00 – 17:00
Tuesday	09:00 – 12:45 & 14:00 – 17:00
Wednesday	09:00 – 12:45 & 14:00 – 17:00
Thursday	09:00 – 12:45 & 14:00 – 17:00
Friday	09:00 – 12:45 & 14:00 – 17:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other	

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	✓
Disabled Access	

Other Offices linked to Daisy Street Law and Money Advice

Castlemilk Law and Money Advice Centre, 155 Castlemilk Drive, Castlemilk, Glasgow, G45 9UG	Gorbals Law and Money Advice Centre, 72 Commercial Rd Gorbals G5 0RG
Daisy Street Law and Money Advice Centre, 6 Daisy Street, Glasgow G42 8JL	The Bridge Project, c/o Cathcart Old Parish Church, 119 Carmunnock Road, Glasgow, G44 5AW

SOUTH EAST

Agency Name: Gorbals Law and Money Advice Centre

Consortium: South East Glasgow Community Legal & Advice Services

Address: 72 Commercial Road, Glasgow G5 0RG

Phone: 0141 418 1010
Fax: 0141 634 1944
Email: mail@gorbalslawcentre.co.uk

Opening hours:

Monday	09:00 – 12:45 & 14:00 – 17:00
Tuesday	09:00 – 12:45 & 14:00 – 17:00
Wednesday	09:00 – 12:45 & 14:00 – 17:00
Thursday	09:00 – 12:45 & 14:00 – 17:00
Friday	09:00 – 12:45 & 14:00 – 17:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other	

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	✓
Disabled Access	

Other Offices linked to Gorbals Law and Money Advice Centre

Castlemilk Law and Money Advice Centre, 155 Castlemilk Drive, Castlemilk, Glasgow, G45 9UG	Gorbals Law and Money Advice Centre, 72 Commercial Rd Gorbals G5 0RG
Daisy Street Law and Money Advice Centre, 6 Daisy Street, Glasgow G42 8JL	The Bridge Project, c/o Cathcart Old Parish Church, 119 Carmunnock Road, Glasgow, G44 5AW

SOUTH EAST

Agency Name: The Bridge Project

Consortium: South East Glasgow Community Legal & Advice Services

Address: c/o Cathcart Old Parish Church, 119 Carmunnock Road, Glasgow, G44 5AW

Phone: 0141 569 1200

Fax: 0141 634 1944

Opening hours: Monday 09:00 – 12:45 & 14:00 – 17:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	✓
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	✓
Disabled Access	

Other Offices linked to The Bridge Project

Castlemilk Law and Money Advice Centre, 155 Castlemilk Drive, Castlemilk, Glasgow, G45 9UG	Gorbals Law and Money Advice Centre, 72 Commercial Rd Gorbals G5 0RG
Daisy Street Law and Money Advice Centre, 6 Daisy Street, Glasgow G42 8JL	The Bridge Project, c/o Cathcart Old Parish Church, 119 Carmunnock Road, Glasgow, G44 5AW

SOUTH EAST

Agency Name: Toryglen Law and Money Advice Centre

Consortium: South East Glasgow Community Legal & Advice Services

Address: Toryglen Community Base, 18 Prospecthill Square, Glasgow G42 0LE

Phone: 0141 613 3033

Fax: 0141 613 3036

Email: mail@toryglenrightsproject.co.uk

Opening hours:

Monday	09:00 – 12:45 & 14:00 – 17:00
Tuesday	09:00 – 12:45 & 14:00 – 17:00
Wednesday	09:00 – 12:45 & 14:00 – 17:00
Thursday	09:00 – 12:45 & 14:00 – 17:00
Friday	09:00 – 12:45 & 14:00 – 17:00

Out of hours: A solicitor is available between 08:00 and 09:00 Monday to Friday

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other	

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	✓
Disabled Access	

Other Offices linked to Toryglen Law and Money Advice Centre

Castlemilk Law and Money Advice Centre, 155 Castlemilk Drive, Castlemilk, Glasgow, G45 9UG	Gorbals Law and Money Advice Centre, 72 Commercial Rd Gorbals G5 0RG
Daisy Street Law and Money Advice Centre, 6 Daisy Street, Glasgow G42 8JL	The Bridge Project, c/o Cathcart Old Parish Church, 119 Carmunnock Road, Glasgow, G44 5AW

SOUTH WEST

Agency Name: Govan Law Centre

Consortium: Advice 4 South West Glasgow

Address: Orkney Street Enterprise Centre, Units 4 & 6
18-20 Orkney Street, Glasgow G51 2BX

Phone: 0141 440 2503

Fax: 0141 445 3934

Website: www.govanlc.com

Email: m@govanlc.com

Opening hours:

Monday	9.00 to 5.00
Tuesday	9.00 to 5.00
Wednesday	9.00 to 5.00
Thursday	9.00 to 5.00
Friday	9.00 to 4.00
Saturday	3rd Saturday of every month (9.30am to 12.30)

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	✓
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice	✓	Legal Advice	✓

Additional services indicated by ✓

Solicitor	✓	Home Visits	✓
Court / Tribunal Representation	✓	Disabled Access	✓

Details of outreach surgeries

Location	Day	Time
Greater Pollok CAB Pollok Civic Realm 27 Cowglen Road Glasgow G53 6EW	Tuesday	17:00 – 19:00 by prior arrangement
Pollokshaws Parish Church 223 Shawbridge Street Shawlands Glasgow G41 1QN	Every 2 nd Wednesday	10:00 – 14:00 by prior arrangement

SOUTH WEST

Agency Name: Greater Pollok Citizens Advice Bureau
Consortium: Advice 4 South West Glasgow
Address: Pollok Civic Realm, 27 Cowglen Road, Glasgow G53 6EW
Phone: 0141 876 4401
Fax: 0141 876 1794
Website: www.cas.org.uk
Email:

Opening hours:

Monday	9.00 to 5.00	drop-in
Tuesday	9.00 to 1.00	appointments
Tuesday	1.00 to 5.00	drop-in
Tuesday	5.00 to 7.00	appointments
Wednesday	9.00 to 5.00	appointments
Thursday	9.00 to 5.00	appointments
Friday	9.00 to 5.00	drop-in
Saturday	2nd Saturday of every month (appointments)	

We also offer a limited Home visiting service for residents of Glasgow South West who are disabled or elderly and unable to leave their homes.

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Consumer Rights	✓		

Additional services indicated by ✓

Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

French		Russian	
Polish			

Details of outreach surgeries/

Greater Pollok Citizens Advice Bureau - continued

Details of outreach surgeries/

Location	Day	Time
Pollokshaws Parish Church 223 Shawbridge Street Glasgow G43 1QN	Every 2 nd Wednesday	10:00 -14:00 (drop in)
Kennishead Community Flat 70 Kennishead Avenue Glasgow G46 8RP	Every 2 nd Wednesday	10:00 to 14:00 (drop in)
Penilee Community Education Centre 10 Gleddoch Road Glasgow G52 4BD	Every 2 nd Thursday	10:00 to 14:00 (drop-in)
Rosehill Housing Association 250 Peat Road Glasgow G53 6SA	Wednesday	10:00 -13:00 (drop-in) 13:30 -15:30 by appointment
Rossdale Resource Centre 12 Haughburn Road Glasgow G53 6AB	Thursday	10:00 to 15:00 (drop-in)

SOUTH WEST

Agency Name: Money Matters Money Advice Centre
Consortium: Advice 4 South West Glasgow
Address: Orkney Street Enterprise Centre
18-20 Orkney Street
Glasgow
G51 2BZ
Phone: 0141 445 5221
Fax: 0141 445 7618
Website: www.moneymattersweb.co.uk
Email: advice@moneymattersweb.co.uk

Opening hours:

Monday	9.00 to 5.00
Tuesday	9.00 to 5.00
Wednesday	9.00 to 7.00
Thursday	9.00 to 5.00
Friday	9.00 to 4.00
Saturday	1st Saturday of every month (9.30am – 12.30pm)

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓

Additional services indicated by ✓

Court / Tribunal Representation	✓	Disabled Access	✓
Home Visits	✓		

Languages (Other than English) spoken indicated by ✓

Polish	✓	Urdu	✓
Russian	✓	Punjabi	✓
German	✓	Czech	✓
Slovakian	✓		

Details of outreach surgeries/

Money Matters Money Advice Centre

Details of outreach surgeries/

<u>Location</u>	<u>Day</u>	<u>Time</u>
Multi-cultural surgery Money Matters Advice Centre	Wednesday	9.00 to 1.00
South West Bridging Service 6 Haughburn Road Glasgow G53 6AB	Monday	9.00 to 5.00
Linthouse Housing Association 1 Cressy Street Glasgow G51 4RB	Monday	9.30 to 4.30
Elderpark Housing Association 31 Garmouth Street Glasgow G51 3PR	Tuesday	9.30 to 4.30
Glen Oaks Housing Association 3 Kilmuir Drive Glasgow G46 8BW	Tuesday	9.30 to 4.30
Keep Well 6 Haughburn Road Glasgow G53 6AB	Tuesday	9.00 to 5.00
Southern General Hospital (Wards 31&32) 1345 Govan Road Glasgow G51 4TF	Tuesday	9.30 to 12.30
Leverndale Hospital 510 Crookston Road Glasgow G53 7TU	Tuesday	12.30 to 4.30
South West Bridging Service 25 Lammermoor Avenue Glasgow G52 3BE	Wednesday	9.00 to 5.00
Keep Well 6 Haughburn Road Glasgow G53 6AB	Thursday	9.30 to 5.00

Money Matters Money Advice Centre - continued

Details of outreach surgeries

Linthouse Housing Association 1 Cressy Street Glasgow G51 4RB	Thursday	9.30 to 4.30
Elderpark Housing Association 31 Garmouth Street Glasgow G51 3PR	Friday	9.30 to 4.00
Glen Oaks Housing Association 3 Kilmuir Drive Glasgow G46 8BW	Friday	9.30 to 4.00

Financial Capability Sessions are available to groups throughout the South West. Please contact us for further information.

Money Matters New Service for Glasgow

We now have a new Energy Project providing a wide range of energy advice, tackling fuel poverty and accessing available grants. Presentations to Groups and training delivered. If anyone in the city is interested in accessing this service please contact Money Matters.

SOUTH WEST

Agency Name: Pollok Credit Union / Pollok Post Office / The Budgeting Services

Address: Unit W13, Silverburn, Barrhead Road, Pollok, Glasgow, G53 6QR

Phone: 0141 880 7888

Fax:

Website: www.pollokcu.com

Email: info@pollokcu.com

Opening hours:

Monday	09:30 – 16:00
Tuesday	09:30 – 16:00
Wednesday	11:00 – 16:00
Thursday	09:30 – 16:00
Friday	09:30 – 16:00
Saturday	09:30 – 12:30

Offers free, confidential and impartial advice in the following areas

Financial Products	✓	Post Office Financial Products & Services	✓
Bill Paying & Debt Management Services	✓	Other – Training & Education	✓

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	
Disabled Access	✓

Details of outreach surgeries

Shawlands Office Pollok Credit Union 17 Kilmarnock Road Glasgow, G41 3YN Contact: 0141 632 7847	Tuesday & Wednesday	09:30 - 16:00
	Monday, Thursday & Friday	09:30 – 13:00
	Saturday	Closed

NORTH

Agency Name: Legal Services Agency Ltd.

Consortium Name: The Citywide Consortium
North Glasgow Advice Services

Address: 3rd Floor, Fleming House, 134 Renfrew Street,
Glasgow, G3 6ST

Phone: 0141 353 3354

Fax: 0141 353 0354

Website: www.lsa.org.uk

Email: lsa@btconnect.com

Opening hours:

Monday	09.00 – 13.00 and 14.00 – 17.00
Tuesday	09.00 – 13.00 and 14.00 – 17.00
Wednesday	09.00 – 13.00 and 14.00 – 17.00
Thursday	09.00 – 13.00 and 14.00 – 17.00 (late night surgery 16.45 – 18.45)
Friday	09.00 – 13.00 and 14.00 – 17.00

Drop-in surgeries:

Monday	11.00 – 12.30 (only for evictions calling next day)
Wednesday	11.00 – 12.30 and 14.00 – 16.00
Thursday	16.45 – 18.45

Telephone Advice:

Tuesday	11.00 – 13.00 (Mental Health issues)
Thursday	11.00 – 13.00 (General advice)

Offers free, confidential and impartial advice in the following areas ✓

Consumer Issues	✓	Homelessness	✓
Debt/Money Advice		Housing Information & Advice	✓
Education		Criminal Injuries Compensation	✓
Employment Rights Advice	✓	Legal Advice	✓
Mortgage and Rent Arrears	✓	Compensation	✓
Health and Community Care	✓	Asylum (Women and Children only)	✓
		Dementia	✓
Other	✓	Mental Health	✓

Additional services /

Legal Services Agency Ltd continued

Additional services indicated by ✓

Solicitor	✓	Home Visits	✓
Court / Tribunal Representation	✓	Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Interpreters can be provided by arrangement	✓		
---	---	--	--

Details of outreach surgeries

Location	Day	Time
Glasgow Sheriff Court (Eviction Court Advice Desk)	Tuesday	9.30 – 10.30 and 13.30 to finish
Glasgow Sheriff Court (Mortgage Repossession Advice Desk)	Friday	9.30 – 10.30
Sunnylaw Advice Centre 160 Saracen Street Glasgow G22 5AS.	Thursday	2pm – 4pm Drop-in or appointment

(See also North Glasgow Advice Centre)

NORTH

Agency Name: Maryhill Citizens Advice Bureau

Consortium: North Glasgow Advice Services

Address: 25 Avenuepark Street, Maryhill, Glasgow G20 8TS

Phone: 0141 946 6373

Fax: 0141 576 5103

Opening hours:

Monday	10:00 -12:30 & 13:00 -16:00 (appointments)
Tuesday	10.00 -15:30 & 16:00 -19:00 (appointments)
Wednesday	10.00 -16:00 (appointments & phone advice)
Thursday	10.00 -13:00 & 13.00 -19:00 (appointments)
Friday	10.00 -15.30

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Other	✓		

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Urdu	✓	Arabic	✓
Hindi	✓	Farsi	✓
Kurdish – Sorani	✓	French	✓
Kurdish – Kurmanji	✓	Spanish	✓
Punjabi	✓	Italian	✓
Russian	✓	Pushto	✓
Shona - Ndebele	✓	Swahili	✓

Details of outreach surgeries/

Maryhill Citizens Advice Bureau continued/

Details of outreach surgeries

Location	Day	Time
Hawthorn Housing Co-op 25 Fruin Street G22 5DP	Monday, Wednesday	13.30 – 16.30 0141 336 2138 Appointments only for tenants of the Co-op
Cadder Housing Association 66 Skirsa St G23 5BA	Monday, Wednesday & Thursday	10.00 – 16.00 0141 945 3282 Appointments only for tenants/ Owner occupiers within Cadder Housing Association
Maryhill Housing Association 45 Garrioch Road Glasgow G20 8RG	Monday	13.45 – 16.45 Appointments only for tenants/ Owner occupiers within Maryhill Housing Association
Maryhill Housing & Council Tax Benefit Centre Gairbraid Avenue G20	Wednesday	10.00 – 13.00 Appointments only from Housing and Council Tax Centre
Shawpark Mental Health Resource Unit Shawpark Health Centre Shawpark Street G20	Thursday	10.00 – 16.00 0141 531 8770 Appointments only for users of the Resource unit.
Summerston/AcreLHO Gairbraid Avenue G20	Thursday, Friday	10.00 – 16.00 Appointments only for tenants from Summerston/Acre LHO area
Keep Well Possilpark Health Centre Denmark St G22	Friday	10.00 – 16.00 Appointments only via referrals from GP practices
Cube Housing Association G20	Thursday	10.00 – 13.00 Appointment only for tenants from Cube Housing Association

NORTH

Agency Name: North Glasgow Advice Centre
Consortium: North Glasgow Advice Services
Address: 1169 Royston Road, Glasgow, G33 1EY.
Phone: 0141 770 7869
Fax: 0141 770 7976
Website: www.lsa.org.uk
Email: ngac@btconnect.com

Opening hours:

Monday	09.00 – 13.00 and 14.00 – 17.00
Tuesday	09.00 – 13.00 and 14.00 – 17.00
Wednesday	09.00 – 13.00 and 14.00 – 17.00
Thursday	09.00 – 13.00 and 14.00 – 17.00
Friday	09.00 – 13.00 and 14.00 – 17.00
Saturday	09.00 – 12.00 (First Saturday of each month, by appointment only)

Drop in Surgeries:

Monday	14.00 – 16.00
Wednesday	10.00 – 12.00 Money Advice, benefits
Wednesday	14.00 – 16.00 Housing – eviction, mortgage
Friday	10.00 – 12.00

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Other	✓		

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Outreach services/

North Glasgow Advice Centre - continued

Details of outreach surgeries:

Location	Day	Time
North Glasgow Housing Association, 50 Reidhouse Street, Glasgow, G21 4LS	Monday	9.30 – 12.30 (appointment only)
Unity Homes, 217 Wallacewell Road, Glasgow, G21 3PR.	Tuesday	14.00 – 16.00 (appointment only)
Spireview Housing Association, 43 Tharsis Street, Glasgow, G21 2JF.	Tuesday	9.30 – 12.30 (appointment only)
Millburn Centre, 221 Millburn Street, Glasgow, G21 2HL.	Tuesday	10.00 – 12.00 (appointment only)
Tron St. Mary's Church, 128 Red Road, Glasgow, G21 4PJ.	Tuesday	14.00 – 16.00 (drop in service - term time only)
Tron St. Mary's Church, 128 Red Road, Glasgow, G21 4PJ.	Wednesday	15.00 – 17.00 (drop in service, 1 st Wednesday of each month, term time only)
North Glasgow Housing Association, 50 Reidhouse Street, Glasgow, G21 4LS.	Thursday	9.30 – 12.30 (except last Thursday of each month – appointment only)
North Glasgow Housing Association, 104 Bardowie Street, Glasgow, G22	Thursday	13.30 – 16.30 (last Thursday of each month only – appointment only)

Outreaches continued/

North Glasgow Advice Centre - continued

Details of outreach surgeries:

St. Rollox Church, 9 Fountainwell Road, Glasgow, G21.	Thursday	10.00 – 12.00 (drop in service only)
Sunnylaw Advice Centre 160 Saracen Street Glasgow G22 5AS	Thursday	14.00 – 16.00 (appointment only) (solicitor session)
Rosemount Flexicentre, 102 Royston Road, Glasgow	Friday	13.00 – 15.00 (appointment only)

NORTH

Agency Name: Sunnylaw Advice Centre

Consortium name: North Glasgow Advice Services

Address: 160 Saracen St
Glasgow
G22 5AS

Phone: 0141 336 3405
Fax: 0141 336 3406
Email: info@sunnylawadvice.org.uk

Opening hours:

Monday & Tuesdays 09:30 -10:00 Emergencies – by arrangement
10:00 -13:00 appointments
13:00 -14:00 lunch
14:00 -16:30pm appointments

Wednesday 09:30 -10:00 Emergencies – by arrangement
10:00 -13:00 appointments
13:00 -14:00 lunch
14:00 - 18:30pm appointments

Thursday 09:30 -10:00 Emergencies – by arrangement
10:00 -13:00 appointments
13:00 -14:00 lunch
14:00 - 16:30pm appointments
Legal Clinic 14:00 -16:00 appointments

Friday 09:30 -10:00 Emergencies – by arrangement
10:00 -13:00 appointments
13:00 -14:00 lunch
14:00 - 15:30pm appointments

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Other	✓		

Additional services /

Sunnylaw Advice Centre continued

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries

Location	Day	Time
Milton Resource Centre 460 Ashgill Road, Glasgow, G22 7HJ.	Monday	10.00am to 13.00pm drop in
Milton Volunteer Project 123 Castlebay Drive, Glasgow, G22 7LP.	Tuesday	14.00pm to 16.00pm drop in
Milton & Possil Credit Union 1 Westray Circus Glasgow G22 7BE	Wednesday	13:30pm to 15:30pm drop in
Milton LHO, 450 Ashgill Road, Glasgow, G22 7HJ.	Thursday	10.00am to 13.00pm app for tenants of Milton LHO only
The Bungalow, 27 Hillend Road, Glasgow, G22 5NY.	Friday	10.00am to 13.00pm drop in

WEST

Agency Name: Drumchapel Citizens Advice Bureau

Address: 195c Drumry Road East, Drumchapel, Glasgow, G15 8NS

Phone: 0141 944 2612 or 0141 944 0205
Fax: 0141 944 8066
Email: bureau@drumchapelcab.casonline.org.uk

Opening hours:

Monday
10:00 -12:30 drop in
13:00 -14:00 lunch
14:00 -17:00 appointments only

Tuesday
09:30 -12:30 appointments only
13:00 -14:00 lunch
14:00 -17:00 appointments only

Wednesday
09:00 -12:30 appointments only
13:00 -14:00 lunch
14:00 -17:00 appointments only

Thursday
10:00 -12:30 drop in
13:00 -14:00 lunch
14:00 -17:00 appointments only

Friday
10:00 -12:30 appointments only
13:00 -14:00 lunch
14:00 -17:00 appointments only

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	
Other	✓		

Additional services/

Drumchapel Citizens Advice Bureau continued

Additional services indicated by ✓

Court / Tribunal Representation	
Disabled Access	
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

French	✓		
Arabic	✓		

Details of outreach surgeries:

Location	Day	Time
DLMAC Outreach Centre 1945 Dumbarton Road, Glasgow, G14 0JA Phone: 0141 944 2612	Monday	9.30am to 11.30am By appointment
The Three Eyes Centre 52 Knightscliffe Avenue, Glasgow, G13 2TE Phone: 0141 944 2612	Tuesday	9.30am to 11.30am By appointment
Argyle Advice Project Glasgow West Housing Association 3 Royal Crescent Glasgow, G3 5LS Phone: 0141 944 2612	Alternative Wednesdays	9.30am to 11.30am By appointment
GRA Offices 15 Kennedy Path Townhead, Glasgow Phone: 0141 944 2612	Thursday	14-00 16-00pm By appointment

WEST

Agency Name: Drumchapel Law & Money Advice Centre
Address: Suite 18, Garscadden House, 3 Dalsetter Crescent, Glasgow, G15 8TG
Phone: 0141 944 0507
Fax: 0141 944 5504
Website: www.dlmac.co.uk
Email: law@dlmac.co.uk

Opening hours:

Monday	09:30 – 13:00 & 14:00 – 17.00
Tuesday	09:00 – 13:00 & 14:00 – 17.00
Wednesday	09:00 – 13:00 & 14:00 – 17.00
Thursday	09:00 – 13:00 & 14:00 – 17.00
Friday	09:00 – 13:00 & 14:00 – 17.00

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Other			

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Translation services available			

Details of outreach surgeries/

Drumchapel Law & Money Advice Centre continued

Details of outreach surgeries:

Location	Day	Time
The Three Eyes Centre 52 Knightscliffe Avenue, Glasgow, G13 2TE By appointment 0141 944 0507	Every Thursday	09:30 – 12:00
Argyle Advice Glasgow West Housing Association 3 Royal Crescent Glasgow, G3 5LS By appointment 0141 944 0507	2 nd Wednesday	09:30 – 12:00
DLMAC Outreach Centre 1945 Dumbarton Road, Glasgow, G14 0JA By appointment 0141 958 0379	Monday to Thursday	09:00 – 15:00
The Annexe Healthy Living Centre 9 Stewartville Street, Glasgow, G11 5PE By appointment 0141 944 0507	Every Monday	16:30 – 18:30
Ethnic Minority Law Centre 41 St Vincent Place Glasgow G1 2ER	Via referral	As arranged
Drumchapel Citizen's Advice Bureau 195c Drumry Road East Glasgow G15 8NS By appointment 0141 944 0507	1 st & 3 rd Saturday and 2 nd & 4 th Wednesday	09:30 – 11:30 (Sat) 17:00 – 19:00 (Wed)

CITYWIDE

Agency Name: GAIN Helpline
Phone: 0808 801 1011
Fax: 0141 553 5534
Website: www.gain4u.org.uk

Email:

Opening hours:

Monday	10:00 -20:00
Tuesday	10:00 -20:00
Wednesday	10:00 -20:00
Thursday	10:00 -20:00
Friday	10:00 -20:00
Saturday	10:00 -14:00

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Other			

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	
Disabled Access	

Languages (Other than English) spoken indicated by ✓

CITYWIDE

Agency Name: Debt Arrangement Scheme Team (DAS)

Address: First Floor, 20 India Street, Glasgow, G2 4PF

Phone: 0141 287 8732

Fax: 0141 287 8750

Opening hours:

Monday	09:30 – 12:45 & 14:00 – 17:00
Tuesday	09:30 – 12:45 & 14:00 – 17:00
Wednesday	09:30 – 12:45 & 14:00 – 17:00
Thursday	09:30 – 12:45 & 14:00 – 17:00
Friday	09:30 – 12:45 & 14:00 – 16.00

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	
Court Representation	✓
Home Visits	✓
Disabled Access	✓

This team specialises in making applications for Debt Payment Programmes under the Debt Arrangement Scheme (DAS)

CITYWIDE

Agency Name: Ethnic Minorities Law Centre

Address: 2nd Floor, 41 St Vincent Place, Glasgow, G1 2ER

Phone: 0141 204 2888
Fax: 0141 204 2006
Website: www.emlc.org.uk
Email: admin@emlc.org.uk

Opening hours:

Monday	09:00 - 13:00 & 14:00 - 17:00
Tuesday	09:00 - 13:00 & 14:00 - 17:00
Wednesday	09:00 - 13:00 & 14:00 - 17:00
Thursday	09:00 - 13:00 & 14:00 - 17:00
Friday	09:00 - 13:00 & 14:00 - 17:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice		Housing	
Education		Immigration and Nationality	✓
Employment	✓	Benefits and Taxes	
Family and Relationships		Compensation (CICA)	✓
Discrimination/ Human Rights	✓	Other (Asylum)	✓

Additional services indicated by ✓

Solicitor	✓
Court Representation	✓
Home Visits	
Disabled Access	

Languages (Other than English) spoken indicated by ✓

Hindi	✓	Lingalla	✓
Punjabi	✓	French	✓
Urdu	✓	Spanish	✓
Hakka	✓	Cantonese	✓

CITYWIDE

Agency Name: Glasgow Central Citizens Advice Bureau

Consortium: The Citywide Consortium

Address: 1st Floor, 88 Bell Street, Glasgow, G1 1LQ.

Phone: 0141 552 5556
Fax: 0141 552 7878

Opening hours:

Monday	09.30 – 16.30
Tuesday	09.30 – 16.30
Wednesday	09.30 – 16.30
Thursday	09.30 – 16.30
Friday	09.30 – 16.30

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	
Other	✓		

Additional services indicated by ✓

Solicitor	
Benefit Tribunal Representation	✓
Home Visits (Chest, Heart & Stroke Project)	✓
Disabled Access	✓

Details of outreach surgeries

Location	Day	Time
Legal Services Agency Ltd., Fleming House, 134 Renfrew Street, Glasgow, G3 6ST.	Thursday	4.30pm – 7.00pm

CITYWIDE

Agency Name: Legal Services Agency Ltd.

Consortium Name: The Citywide Consortium
North Glasgow Advice Services

Address: 3rd Floor, Fleming House, 134 Renfrew Street,
Glasgow, G3 6ST

Phone: 0141 353 3354
Fax: 0141 353 0354
Website: www.lsa.org.uk
Email: lsa@btconnect.com

Opening hours:

Monday	09.00 – 13.00 and 14.00 – 17.00
Tuesday	09.00 – 13.00 and 14.00 – 17.00
Wednesday	09.00 – 13.00 and 14.00 – 17.00
Thursday	09.00 – 13.00 and 14.00 – 17.00 (late night surgery 16.45 – 18.45)
Friday	09.00 – 13.00 and 14.00 – 17.00

Drop-in surgeries:

Monday	11.00 – 12.30 (for evictions calling next day)
Wednesday	11.00 – 12.30 and 14.00 – 16.00
Thursday	16.45 – 18.45

Telephone Advice:

Tuesday	11.00 – 13.00 (Mental Health issues)
Thursday	11.00 – 13.00 (General advice)

Offers free, confidential and impartial advice in the following areas ✓

Consumer Issues	✓	Homelessness	✓
Debt/Money Advice		Housing Information & Advice	✓
Education		Criminal Injuries Compensation	✓
Employment Rights Advice	✓	Legal Advice	✓
Mortgage and Rent Arrears	✓	Compensation	✓
Health and Community Care	✓	Asylum (Women and Children only)	✓
		Dementia	✓
Other	✓	Mental Health	✓

Additional services indicated by ✓

Solicitor	✓	Home Visits	✓
Court / Tribunal Representation	✓	Disabled Access	✓

Languages/

Legal Services Agency Ltd – continued

Languages (Other than English) spoken indicated by ✓

Interpreters can be provided by arrangement	✓		
---	---	--	--

Details of outreach surgeries

Location	Day	Time
Glasgow Sheriff Court (Eviction Advice Desk)	Tuesday	9.30 – 10.30 and 13.30 to finish
Glasgow Sheriff Court (Mortgage Repossession Advice Desk)	Friday	9.30 – 10.30

CITYWIDE

Agency Name: Money and Debt Advice Service - “SKINT”

Consortium Name: The Citywide Consortium

Address: Move On
52 St Enoch Square
Glasgow
G1 4AA

Phone: 0141 221 2272 (to arrange appointment)
Fax: 0141 221 2273
Website: www.moveon.org.uk
Email: mail@moveon.org.uk

Opening hours: Monday – Friday 9.00am - 5.00pm (by appointment)

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing/Homelessness	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice		Legal Advice	
Other		Benefits and Taxes	✓

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	
Disabled Access	

Details of outreach surgeries

Location	Day	Time
Blue Triangle Housing Association, 342 Argyle Street, Glasgow, G3 8LY.	Wednesday	9.00am – 1.00pm
Glasgow Simon Community, 472 Ballater Street, G5 0QW	Friday	9.00am – 5.00pm
Flourish House, 23 – 25 Ashley Street, Glasgow G3 6DR	Every 2 nd Thursday`	10.00am – 12pm

CITYWIDE

Agency Name: Scotcash CIC
Address: 55 High Street, Glasgow, G1 1LX
Phone: 0141 276 0525
Fax: 0141 276 0522
Website: www.scotcash.net
Email: info@scotcash.glasgow.gov.uk

Opening hours: Monday: 09:15 – 17:00
Tuesday: 09:15 – 17:00
17:00 – 18:00 by appointment
Wednesday: 10:00 – 17:00
Thursday: 09:15 – 18:00
17:00 – 18:00 by appointment
Friday: 09:15 – 16:00

Scotcash Money Advice is all by appointment except for emergencies.

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Scotcash will assist in any of the areas listed above if there is a financial impact as a result of the issue.

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	
Disabled Access	✓

CITYWIDE

Agency Name: Shelter

Consortium Name: The Citywide Consortium

Address: Shelter Advice Services Glasgow
First Floor Suite 2, Breckenridge House
274 Sauchiehall Street
Glasgow, G2 3EH

Free housing advice helpline: 0808 800 4444
(available Monday to Friday 09:00 – 17:00)

Emergency Drop-In: Thursday 14:00 – 16:00

Fax: 0141 332 7346

Website: www.shelter.org.uk

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing/Homelessness	✓
Rent and Mortgage Arrears	✓	Benefits and Taxes (Housing)	✓
Eviction	✓	Housing Benefit	✓
Dampness and disrepair	✓	Overcrowding	✓
Landlord/tenant disputes	✓		

Additional services indicated by ✓

Court / Tribunal Representation	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Access to Interpreters through Language Line	✓
--	---

Details of outreach surgeries/

Location	Day	Time
(City Centre) LSA Office, Fleming House, 134 Renfrew Street, Glasgow, G3 6ST.	Thursday	16.45 -18.45 (Drop In)
(Woodlands) Multi Cultural Centre, 39 Napiershall Street, Glasgow, G20 6EZ.	Tuesday	14:00-16:00 (Drop In)



Glasgow's Advice &
Information Network

Associate members

EAST

Agency Name: Lochfield Park Housing Association

Address: 37 Drumlanrig Avenue
Easterhouse
Glasgow G34 0JF

Phone: 0141 771 2228

Fax: 0141 773 0015

Website: [www. Lochfieldpark.co.uk](http://www.lochfieldpark.co.uk)

Email: pharrison@lochfield.co.uk

Opening hours:

Monday 09.00 – 12:30 & 13:30 – 17.00
Tuesday 09.00 – 12:30 & 13:30 – 17.00
Wednesday 09.00 – 12:30 & 13:00 – 17.00
Thursday 09.00 – 12:30 & 13:00 – 17.00
Friday 09.00 – 12:30 & 13:00 – 16:00
Saturday - Closed

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	
Welfare Rights Advice	✓	Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other			

Additional services indicated by

Solicitor	
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries

EAST

Agency Name: Thenew Housing Association

Address: 2 Main St
Bridgeton
Glasgow
G40 1HA

Phone: 0141 554 5245
Fax: 0141 554 5758
Email: willie.sinclair@thenewhousing.co.uk

Opening hours:

Monday	09.30	16.30
Tuesday	09.30	16.30
Wednesday	09.30	12.30
Thursday	09.30	16.30
Friday	09.30	16.30

Offers free, confidential and impartial advice in the following areas ✓

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other (Asylum)	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

Details of outreach surgeries

Location	Day	Time
83 Green St Glasgow	Monday	09.30 – 16.30
2 Main St Bridgeton Glasgow	Tuesday	09.30 – 16.30
2 Main St Bridgeton Glasgow	Wednesday	09.30 – 12.30
14 Ruchazie Pl Cranhill	Friday	09.30 – 16.30
Every second Friday morning at 49 Blaeloch Drive Castlemilk		09.30 – 12.30

EAST

Agency Name: Tollcross Advice & Learning Centre
Address: 1061 - 1063 Tollcross Road, Tollcross, Glasgow, G32 8UQ
Phone: 0141 764 1234
Fax: 0141 763 0457
Website:

Opening hours:

Monday	09.00 – 12:30 & 13:30 – 16:30
Tuesday	09.00 – 12:30 & 13:30 – 16:30
Wednesday	09.00 – 12:30 & 13:30 – 16:30
Thursday	09.00 – 12:30 & 13:30 – 16:30
Friday	09.00 – 12:30 & 13:30 – 16:30

Offers free, confidential and impartial advice in the following areas

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	
Other			

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	
Disabled Access	✓

Additional services:

BCD Tollcross Credit Union
Tollcross Learning Centre
Employment & Training Opportunities
Volunteer Project
Community Library

SOUTH EAST

Agency Name: AMINA - The Muslim Women's Resource Centre

Address: 311 Calder Street, Govanhill, Glasgow, G42 7NQ

Phone: 0141 585 8026

Fax: 0141 423 7700

Free Helpline: 0808 801 0301

E mail: info@mwrc.org.uk

Website: www.mwrc.org.uk

Opening hours:

Monday	09:30 – 17:00 drop in 10:00 – 12:30
Tuesday	09:30 – 17:00
Wednesday	09:30 – 17:00 drop in 10:00 – 12:00
Thursday	09:30 – 17:00 drop in 13:00 – 15:00
Friday	09:30 – 17:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	✓
Debt/Money Advice	✓	Housing	✓
Education	✓	Immigration and Nationality	
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	
Discrimination/ Human Rights	✓	Other (Counselling)	✓

Additional services indicated by ✓

Advocacy Support	✓
Interpretation Services	✓
Childcare/ Crèche facilities	✓
Disabled Access	✓

Details of Outreach Surgeries

Languages (other than English) spoken indicated by ✓

Arabic	✓	Hindi	✓
Farsi	✓	Urdu	✓
Kachi	✓	Swahili	✓
Kurdish	✓	Bengali	✓
Punjabi	✓		

SOUTH EAST

Agency Name: Cassiltoun Housing Association

Address: 59 Machrie Road, Castlemilk, Glasgow, G45 0AZ

Phone: 0141 634 2673

Opening hours:

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 12:30
Thursday	09:00 – 17:00
Friday	09:00 – 17:00

Welfare Rights Advice available to tenants by appointment only

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice		Housing	
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other (Counselling)	

Additional services indicated by ✓

Advocacy Support	
Interpretation Services	
Home Visits	✓
Disabled Access	✓

Details of Outreach Surgeries

The service is also available to tenants by appointment at North View Housing Association, Ardenglen Housing Association

SOUTH EAST

Agency Name: Govanhill Law Centre
Address: 168 Butterbiggins Road, Glasgow, G42 7AL
Phone: 0141 4332665
Fax: 0141 4332984
Website: www.govanhilllc.com
Email:
Opening hours: Thursday 13:30 -17:00

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	✓
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice	✓	Legal Advice	✓
Other			

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Slovakian	✓		

SOUTH EAST

Agency Name: The Well – Multi-Cultural Advice Centre

Address: 42/44 Albert Road, Glasgow, G42 8DN

Phone: 0141 424 4523

Fax: 0141 422 1722

Website: www.thewell.org.uk

Email: info@thewell.org.uk

Opening hours:

Monday	09:30 – 16:00
Tuesday	09:30 – 12:30
Wednesday	09:30 – 16:00
Thursday	09:30 – 16:00
Friday	09:30 – 12.30

The centre is 'open door' with no appointments.

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	✓
Employment		Benefits and Taxes	✓
Family and Relationships	✓	Compensation	
Discrimination/ Human Rights	✓	Other (Literacy Problems)	✓

Additional services indicated by ✓

Home Visits	✓
Disabled Access	✓
Form filling	✓

Languages (Other than English) spoken indicated by ✓

Arabic	✓	Phusto	✓
Bengali	✓	Punjabi	✓
French	✓	Urdu	✓
German	✓		

NORTH

Agency Name: GHA North Area Team

Address: Unit E2
145 Charles Street
Glasgow, G21 2QA

Phone: 0141 274 8255

Fax: 0141 274 5770


Appointments can be arranged by GHA tenants through their local housing office and home visits can be arranged on request.

The Area Team offers free, impartial advice, assistance and representation to tenants on all aspects of Welfare Benefits.

Fuel Advisers offer home visits on request and deal with a variety of issues ranging from discussing more cost effective fuel tariffs to getting fuel debt written off.

A Tenancy Engagement Officer offers home visits on request and discusses the benefits of Home Insurance Cover.

Additional services indicated by 

Solicitor	
Court / Tribunal Representation	
Home Visits	
Disabled Access	

The Area Team covers the following Local Housing Offices:- Balmore, Lambhill, North Glasgow LHO, Red Road, Maryhill LHO, Queens Cross Dundasvale, Queens Cross South Maryhill, Milton Community Homes, Compass, Unity, Summerston/Acre and Royston Corridor Homes.

NORTH

Agency Name: Maryhill Housing Association

Address: 45 Garrioch Road
Glasgow
Maryhill
G20 8RG

Phone: 0141 946 2466

Fax: 0141 945 4457

Opening hours:

Monday	09:00 – 17: 00
Tuesday	09:00 – 17: 00
Wednesday	09:00 – 17: 00
Thursday	09:00 – 17: 00
Friday	09:00 – 17: 00

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

Details of Outreach Surgeries:

Sheltered Accommodation
5 Shiskine Place
Glasgow G20

NORTH

Agency Name: Scottish Asian Action Committee

Address: 39 Napiershall Centre, Room No.3, Napiershall Street, Glasgow G20 6EZ

Phone: 01413410025, 01413410018
Fax: 01413410020
Website: www.Saacforall.net
Email: saaccommittee@aol.com

Opening hours:

Monday	10:00 -17:00
Tuesday	10:00 -17:00
Wednesday	10:00 -17:00
Thursday	10:00 -17:00
Friday	10:00 -17:00
Saturday	14:00 -18:00

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice	✓	Legal Advice	✓
Other (Racism, Health Issues)	✓	Immigration Advice/Services	✓

Additional services indicated by ✓

Solicitor	Qualified/Registered Immigration Lawyer
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Urdu	✓	Punjabi	✓
Hindi	✓	Pushto	✓

Details of outreach surgeries

Location	Day	Time
Varies - by arrangement	Flexible	Evening/Weekend

NORTH

Agency Name: West of Scotland Housing Association Ltd

Address: 252 Keppochhill Road
Springburn
Glasgow
G21 1HG

Phone: 0141 558 6336

Fax: 0141 558 6377

Opening hours:

Monday	09:00 – 16:30
Tuesday	09:00 – 16:30
Wednesday	09:00 – 16:30
Thursday	09:00 – 16:30
Friday	09:00 – 16:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

WEST

Agency Name: Argyle Advice Project

Address: Glasgow West Housing Association
3 Royal Crescent
Glasgow
G3 7SL

Phone: 0141 331 6665
Fax: 0141 331 6669
Website: www.glasgowwestha.co.uk

Opening hours: Monday 09:30 – 16:00
Tuesday 13:30 – 16:00
Wednesday 09:30 – 16:00
Thursday 09:30 – 16:00
Friday

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

Details of Outreach Surgeries

Yorkhill HA Offices	Wednesday Friday	10:00 – 15:00 10:00 – 12:00
Avalon Community Centre, 48 Cleveland Street (behind Mitchell Library)	First Thursday in Month	09:00 – 12:00 Drop in centre – no appointment needed

WEST

Agency Name: GHA West Area Team

Address: Skypark
8 Elliot Place, Suite 4.1
Glasgow
G3 8EP

Phone: 0141 274 8280

Fax: 0141 274 8201

Appointments can be arranged by GHA tenants through their local housing office and home visits can be arranged on request.

The Area Team offers free, impartial advice, assistance and representation to tenants on all aspects of Welfare Benefits.

Fuel Advisers offer home visits on request and deal with a variety of issues ranging from discussing more cost effective fuel tariffs to getting fuel debt written off.

A Tenancy Engagement Officer offers home visits on request and discusses the benefits of Home Insurance Cover.

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	

The Area Team covers the following Local Housing Offices:- Knights, TMH, Clydeside, GWTP, Argyle, Garscadden and Spiers, Whiteinch, Scotstoun and Yorkhill.

WEST

Agency Name: Partick Housing Association

Address: 10 Mansfield Street

Phone: 0141 357 3773

Fax: 0141 357 4053

Website: www.partickha.org.uk

Email:

Opening hours:

Monday	09.00 – 5.00
Tuesday	09.00 – 5.00
Wednesday	11.00 – 5.00
Thursday	09.00 – 5.00
Friday	09.00 – 5.00
Saturday	

*Open door for housing information and advice.

*Appointment only for welfare rights and debt/ money advice.

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other			

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	

Details of outreach surgeries

Glasgow West Credit Union	Every 2 nd Tuesday	2.00 – 4.00
---------------------------	----------------------------------	-------------

WEST

Agency Name: WestGAP

Address: 65 Hyndland Street, Glasgow, G11 5PS

Phone: 0141 342 4343

Fax: 0141 342 4343

Opening hours: Monday 10:00 – 12:00 & 13:00 – 16:00
(morning drop-in: to be seen you must be at the office by 11:30)
Wednesday 10:00 – 12:00 & 13:00 – 16:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues	✓	Health and Community Care	✓
Debt/Money Advice	✓	Housing	✓
Education	✓	Immigration and Nationality	
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	✓
Discrimination/ Human Rights	✓	Other	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	
Disabled Access	

WEST

Agency Name: Whiteinch & Scotstoun Housing Association

Address: 1 Northinch Court
Whiteinch
Glasgow
G14 OUG

Phone: 0141 959 2552

Fax: 0141 950 4432

Opening hours:

Monday	09.00 – 17:00
Tuesday	09.00 – 17:00
Wednesday	09.00 – 17:00
Thursday	09.00 – 17:00
Friday	09.00 – 17:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

CITYWIDE

Agency Name: Chinese Community Development Partnership (CCDP)

Address: Napiershall Street Centre, 39 Napiershall Street, Glasgow, G20 6EZ

Phone: 0141 341 0026
Fax: 0141 341 0026
Website: www.ccdp.org.uk
Email: general@ccdp.org.uk

Opening hours:

Monday	9.00 am – 5.00 pm
Tuesday	9.00 am – 5.00 pm
Wednesday	9.00 am – 5.00 pm
Thursday	9.00 am – 5.00 pm
Friday	9.00 am – 4.00 pm

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other	✓	3 rd Party Reporting Centre	✓

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	
Disabled Access	

Languages (Other than English) spoken indicated by ✓

Mandarin	✓	Cantonese	✓
----------	---	-----------	---

CITYWIDE

Agency Name: Choices: One Parent Families Scotland

Address: Level 2, 100 Wellington Street, Glasgow, G2 6DH

Phone: 0141 847 0444
Lone Parent Helpline: 0808 801 0323 (freephone)
Website: www.opfs.org.uk

Email: mariondavis@opfswest.org.uk

Opening hours:

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 17:00

Offers free, confidential and impartial advice on issues affecting lone parents in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice		Legal Advice (family law)	✓
Other	✓		

Additional services indicated by ✓

Solicitor	✓
Tribunal Representation	✓
Home Visits	
Disabled Access	✓

Details of outreach surgeries

One stop advice shop at:		
100 Wellington St	Every Wednesday	10.30 - 12.30

CITYWIDE

Agency Name: Christians Against Poverty

Address: Findlay CAP Centre, Findlay Community Services,
50 Clarendon Place, St George's Cross, Glasgow
G20 7PZ

Phone: 0141 332 9870

Fax:

Website: www.capuk.org

Email: jeannicholson@capuk.org

Opening hours:

Tuesday	9am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other			

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	✓
Disabled Access	✓

CITYWIDE

Agency Name: Clydeside Action on Asbestos
Address: 245 High Street, Glasgow, G4 OQR
Phone: 0141 552 8852
Fax: 0141 552 8352
Website: www.clydesideactiononasbestos.org.uk
Email:

Opening hours: Monday 9:30 – 16:30
 Tuesday 9:30 – 16:30
 Wednesday 9:30 – 16:30
 Thursday 9:30 – 16:30
 Friday 9:30 – 16:30

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	
Welfare Rights Advice	✓	Financial Capability Advice	
Employment Rights Advice		Legal Advice	✓
Other	✓		

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries

Location	Day	Time
Edinburgh Falkirk Aberdeen Greenock	Contact charity	

CITYWIDE

Agency Name: Education Law Unit
Address: 43 Burleigh Street, Glasgow G51 3LB
Phone: 0141 445 1955
Fax: 0141 445 3934
Website: www.edlaw.org.uk
Email: admin@edlaw.org.uk

Opening hours:

Monday	9-12.30	1.30-5
Tuesday	9-12.30	1.30-5
Wednesday	9-12.30	1.30-5
Thursday	9-12.30	1.30-5
Friday	9-12.30	1.30-4
Saturday	Closed	

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice		Legal Advice	✓
Other (Education Law Advice)	✓		

Additional services indicated by ✓

Solicitor	✓
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries

Location	Day	Time

CITYWIDE

Agency Name: F.A.S.S (Family Addiction Support Service)

Address: 123 West Street, Glasgow G5 8BA

Phone: 0141 420 2050

Fax: 0141 420 6262

Website: www.fassglasgow.org

Email:

Opening hours: Monday 9am to 4pm
 Tuesday 9am to 4pm
 Wednesday 9am to 4pm
 Thursday 9am to 4pm
 Friday 9am to 4pm
 Saturday closed

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other	✓		

We are a registered charity and offer a free, confidential support service to parents and family members affected by someone's alcohol and drug use. We have an in house Counsellor and a link worker who offers support to Kinship carer's. She can offer Respite services in Partnership with Geezabreak.

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	✓
Disabled Access	

Languages (Other than English) spoken indicated by ✓

--	--	--	--

CITYWIDE

Agency Name: Hemat Gryffe Woman's Aid

Address: 24 Willowbank Street, 0/1, Charing Cross, Glasgow G3 6LZ

Phone: 0141 353 0859

Opening hours:

Monday	09:00 – 17.00	open door
Tuesday	09:00 – 17:00	open door
Wednesday	09:00 – 17:00	open door
Thursday	09:00 – 17:00	open door
Friday	09:00 – 17:00	open door

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	✓
Debt/Money Advice		Housing	✓
Education		Immigration and Nationality	✓
Employment	✓	Benefits and Taxes	✓
Family and Relationships	✓	Compensation	
Discrimination/ Human Rights	✓	Other (Counselling)	✓

Additional services indicated by ✓

Welfare Rights	✓
Home Visits	
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Hindi	✓		
Punjabi	✓		
Urdu	✓		

CITYWIDE

Agency Name: G-Heat (Glasgow Home Energy Advice Team)

Address: 1212 Edinburgh Road
Glasgow
G33 4EJ

Phone: 0800 092 9002

Website: www.g-heat.org.uk

Email: g-heat@thewisegroup.co.uk

Opening hours:

Monday	09:00 – 18:00
Tuesday	09:00 – 18:00
Wednesday	09:00 – 18:00
Thursday	09:00 – 18:00
Friday	09:00 – 18:00
Saturday	09:00 – 13:00

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other- energy efficiency advice	✓		

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	✓
Disabled Access	

Contact us for details of outreach surgeries throughout the city.

CITYWIDE

Agency Name: Glasgow's Helping Heroes
Address: 15-17 Duke Street, Glasgow G4 0U
Phone: 0141 276 7199
Fax: 0141 276 9754
Website: www.glasgowshelpingheroes.org
Email: contact form on website

Opening hours:

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 17:00

Offers free, confidential and impartial advice in the following areas ✓. One- stop referral service for serving personnel, veterans, their dependants and carers who live or work in the Glasgow Area.

Debt/Money Advice	✓	Housing Information & Advice	✓
Welfare Rights Advice	✓	Financial Capability Advice	
Employment Rights Advice	✓	Legal Advice	
Other – Referral to SSAFA for 3 rd Sector Grant applications	✓	Other – Military pension/compensation claim advice	✓

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	✓
Disabled Access	

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries

Location	Day	Time

CITYWIDE

Agency Name: Glasgow Housing Association

Address: Granite House
177 Trongate
Glasgow
G1 5HF

Or you can visit your local housing organisation (LHO)

Phone: 0800 479 7979
You can call us 24 hours a day, every day

Website: www.gha.org.uk

Email: info@gha.org.uk

Our LHOs are open:

Monday	9:30am to 4:00pm
Tuesday	9:30am to 4:00pm
Wednesday	9:30am to 4:00pm
Thursday	9:30am to 4:00pm
Friday	9:30am to 4:00pm

Offers free, confidential and impartial advice in the following areas ✓

Consumer Issues		Health and Community Care	
Debt/Money Advice		Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	
Family and Relationships		Compensation	
Discrimination/ Human Rights		Welfare Rights Advice	✓

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	✓
Disabled Access	✓

CITYWIDE

Agency Name: Long-term Conditions Financial Inclusion Partnership

Address: 266 George Street, Glasgow, G1 1QX

Phone: 0141 287 5901

Fax: 0141 287 3541

Email: FinanceandHealthPartnership@glasgow.gov.uk

Website:

Opening hours:

Monday	08:45 – 16:45
Tuesday	08:45 – 16:45
Wednesday	08:45 – 16:45
Thursday	08:45 – 16:45
Friday	08:45 – 15:55

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	
Welfare Rights Advice	✓	Financial Capability Advice	✓
Employment Rights Advice		Legal Advice	
Other			

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	✓
Home Visits	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Details of outreach surgeries/

Long-term Conditions Financial Inclusion Partnership cont

Outreach Location*	Day	Time	Criteria
Beatson	Mon, Tues, Wed, Friday	08:45 – 17:00	Cancer patients attending for treatment & referred by clinicians or self referrals by patients on site
New Stobhill	Wednesday	10:00 – 16:00	Cancer patients referred by clinicians
New Victoria	Tuesday	10:00 – 16:00	Cancer Patients referred by Clinicians
Victoria Infirmary	Monday	09:30 – 13:00	COPD clinic patients referred by clinicians
Victoria Infirmary	3 rd Thursday	13:00 – 16:00	COPD clinic patients referred by clinicians
Marie Curie Hospice	Thursday	11:00 – 1:00	Patients referred by hospice staff
The Bridge Easterhouse	Friday	Drop-in 10:00 – 12:10 Appts only: 13:30 – 16:30	Anyone with a cancer diagnosis
Calvay Housing Association	Thursday	10:00 – 16:00	Tenants with a cancer, heart, stroke or respiratory disorder

CITYWIDE

Agency Name: Macmillan Benefits Service Glasgow

Address: 266 George Street, Glasgow, G1 1QX

Phone: 0141 420 8123

Fax: 0141 420 8065

Email: FinanceandHealthPartnership@glasgow.gov.uk

Website: www.macmillan.org.uk

Opening hours: Monday: 08:45 – 16.45
Tuesday: 08:45 – 16.45
Wednesday: 08:45 – 16.45
Thursday: 08:45 – 16.45
Friday: 08.45 – 15.55

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice	✓	Housing Information & Advice	
Welfare Rights Advice	✓	Financial Capability Advice	
Employment Rights Advice		Legal Advice	

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	✓
Disabled Access	✓

Details of outreach surgeries/

Macmillan Benefits Service Glasgow cont

Outreach Location*	Day	Time	Criteria
Beatson	Mon, Tues, Wed, Friday	08:45 – 17:00	Cancer patients attending for treatment & referred by clinicians or self referrals by patients on site
New Stobhill	Wednesday	10:00 – 16:00	Cancer patients referred by clinicians
New Victoria	Tuesday	10:00 – 16:00	Cancer Patients referred by Clinicians
Victoria Infirmary	Monday	09:30 – 13:00	COPD clinic patients referred by clinicians
Victoria Infirmary	3 rd Thursday	13:00 – 16:00	COPD clinic patients referred by clinicians
Marie Curie Hospice	Thursday	11:00 – 1:00	Patients referred by hospice staff
The Bridge Easterhouse	Friday	Drop-in 10:00 – 12:10 Appts only: 13:30 – 16:30	Anyone with a cancer diagnosis
Calvay Housing Association	Thursday	10:00 – 16:00	Tenants with a cancer, heart, stroke or respiratory disorder

CITYWIDE

Agency Name: Positive Action in Housing
Address: 98 West George Street, Glasgow, G2 1PJ
Phone: 0141 353 2220
Fax: 0141 353 3882

Opening hours:

Monday	09:00 – 12:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 16:00

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	✓
Debt/Money Advice	✓	Housing	✓
Education		Immigration and Nationality	
Employment		Benefits and Taxes	✓
Family and Relationships		Compensation	
Discrimination/ Human Rights	✓	Assisting Destitute Asylum Seekers	✓

Additional services indicated by ✓

Home Visits	✓
Disabled Access	✓

Other than English) spoken indicated by ✓

All languages through interpreters	✓
------------------------------------	---

CITYWIDE

Agency Name: Scottish Refugee Council

Address: 5 Cadogan Square, 170 Blythwood Court,
Glasgow, G2 7PH

Phone: 0141 248 9779
Fax: 0141 243 2499

Free Advice Line (except mobiles): 0800 085 6087

Website: www.scottishrefugeecouncil.org.uk

Opening hours:

Each morning we offer a drop-in service:

Monday 10:00 – 13:00
Tuesday 10:00 – 13:00
Wednesday closed during the morning
Thursday 10:00 – 13:00
Friday 10:00 – 13:00

Each afternoon we offer advice by appointment only:

Monday 14:00 – 16:00
Tuesday 14:00 – 16:00
Wednesday 14:00 – 16:00
Thursday closed during the afternoon
Friday 14:00 – 16:00

Note: If you do not have an appointment, we may not be able to see you in the afternoon. For advice call our free phone number on 0800 085 6087.

Offers free, confidential and impartial advice in the following areas

Debt/Money Advice		Housing	✓
Education		Immigration and Nationality	✓
Employment		Benefits and Taxes	✓
Detention	✓	Compensation	
Discrimination/ Human Rights	✓	Other(Asylum process/NASS)	✓

Additional services indicated by ✓

Women's Group	✓
Training with other agencies	✓
Youth	✓
Disabled Access	✓

Languages (Other than English) spoken indicated by ✓

Interpreters upon request (key languages include: Mandarin, Kurdish Sorani, Arabic, Farsi, Urdu, French, Somali,, Pashto and Tigrinya).

CITYWIDE

Agency Name: Universal Beneficent Society (UBS)

Address: P O Box 2878
Bishopbriggs
Glasgow, G64 9AY

Phone: 0141 772 2861
Fax: 0141 772 2861
Website: www.u-b-s.org.uk
Email: joyce.nicol@ubs.independentage.org.uk

Opening hours: Monday 9-5
Tuesday 9-5
Wednesday 9-5
Thursday 9-1

Offers free, confidential and impartial advice in the following areas ✓

Debt/Money Advice		Housing Information & Advice	
Welfare Rights Advice		Financial Capability Advice	
Employment Rights Advice		Legal Advice	
Other/Charity	✓		

The benefits given to our beneficiaries include:

Thermal slippers to ward off hypothermia
Access to a new bedding pack
A food hamper at Christmas, with essential foodstuffs and some treats
Access to an emergency grant
The support of the Regional Development Officer
A Volunteer Visitor, Pen Friend or Phone Buddy
Invite to Christmas Get Together

Additional services indicated by ✓

Solicitor	
Court / Tribunal Representation	
Home Visits	✓
Disabled Access	

Languages (Other than English) spoken indicated by ✓

--	--	--	--

CITYWIDE – CARERS

Agency Name: Carers Information and Support Line

Email Address: carerssupportline@crossroads-scotland.co.uk

Contact Tel: 0141 353 6504

Web Address: <http://www.crossroads-scotland.co.uk/cislmain.htm>

Opening Hours:

Monday	9am - 5.00pm	Thursday	9am - 5.00pm
Tuesday	9am - 5.00pm	Friday	9am - 4.00pm
Wednesday	9am - 5.00pm	Saturday/Sunday	Closed

Answer Machine Outwith Normal Working Hours and Public Holidays

Offers free, confidential and impartial advice in the following areas

Consumer Issues		Health and Community Care	✓
Debt/Money Advice	✓	Housing	
Education		Immigration and Nationality	
Employment		Benefits and Taxes	
Family and Relationships	✓	Compensation	
Discrimination/ Human Rights		Other	

Additional services indicated by ✓

Solicitor	
Court Representation	
Home Visits	
Disabled Access	

Carers centres/projects in Glasgow have been developed to support carers in their caring role by providing support and assistance through the following services:

Information and Advice

Experienced workers deliver this in different ways. For example through information, events, newsletters, leaflets and individual discussions. Information can be provided in alternative formats and languages.

Income Maximisation

Centres/projects will provide a full check on welfare benefits entitlement and advice on other money matters. This can include help with completing forms.

Emotional Support

Centres/projects offer emotional support on a one to one basis and/or in a group.

Short Breaks

Centres/projects will provide a flexible, appropriate and reliable service working in partnership with other providers to allow carers to attend training courses, meetings or one off events.

Having a Voice

All centres/projects have a role in ensuring that carers views, either individually or collectively, are heard at all levels. Groups and forums are supported and projects can signpost carers on to local or national consultative and representative organisations, for example, Glasgow Carers Network or Carers Scotland.

Training

Training is available to support carers to care and to maintain their own health and well-being in areas such as health promotion and personal development opportunities. This is done, where possible, in response to individual needs.

Princess Royal Trust West Glasgow Carers Centre

1561 Great Western Road

Anniesland

Glasgow G13 1HN

Phone: 0141 959 9871

Fax: 0141 950 1144

e-mail: westcarers@volunteerglasgow.org

Providing a service in the following areas: Drumchapel, Knightswood, Anniesland, Temple, Jordanhill, Scotstoun, Whiteinch and Yoker

Carers continued/

Glasgow North West Carers Project

Killearn Resource Centre
29 Shakespeare Street
Maryhill

Glasgow G20 8TH

Phone: 0141 946 5612

Fax: 0141 945 4532

e-mail: carersnwproject@sw.glasgow.gov.uk

Providing a service in the following areas: Partick, Maryhill, Dowanhill, Kelvinside, Broomhill, Summerston, Yorkhill, Anderston, Garnethill, Cowcaddens and Hyndland

Glasgow North Carers Support Team

Social Work Services

400 Petershill Road

Springburn

Glasgow G21 4AA

Phone: 0141 558 6296

Fax: 0141 557 5870

e-mail: carersnorthsupport@sw.glasgow.gov.uk

Providing a service in the following areas: Ruchill, Springburn, Milton, Firhill, Sighthill, Royston, Germiston, Petershill, Balornock, Barmulloch, Provanmill, Port Dundas and Possil

Glasgow North East Carers Centre

Easterhouse Congregational Church

51 Tronra Place

Easterhouse

Glasgow G34 9AX

Phone: 0141 781 0728

e-mail: gneccarerscentre@hotmail.com

Providing a service in the following areas: Easterhouse, Ruchazie, Baillieston, Garrowhill, Mount Vernon, Barlanark, Gartloch, Riddrie, Garthamlock, Cranhill, Craigend, Swinton, Carmyle and Crosshill

Princess Royal Trust Glasgow East End Community Carers Ltd

1061/1063 Tollcross Road

Glasgow G32 8UQ

Phone: 0141 764 0550

e-mail: centre@eastend.carers.net

Providing a service in the following areas: Dennistoun, Parkhead, Tollcross, Bridgeton, Calton, Townhead, Braidfauld, Fullarton, Shettleston, Greenfield, Dalmarnock, Haghill, Carntyne and Springboig

Princess Royal Trust South East Carers Centre

656 Cathcart Road
Govanhill
Glasgow G42 8AA
Phone: 0141 423 0728
Fax: 0141 423 5361
e-mail: dixon.carers@btconnect.com

Sub office:
Unit 20 Braes Shopping Centre
Castlemilk, Glasgow G45 9AA
Phone: 0141 634 1874

Providing a service in the following areas:
Gorbals, Hutchesontown, Oatlands, Polmadie, Govanhill, Mount Florida, Cathcart, Battlefield, Langside, Shawlands, Crossmyloof, Toryglen, Crosshill, Strathbungo, Pollokshields, Kings Park, Croftfoot, Simshill, Carmunnock, Castlemilk.

Princess Royal Trust Greater Pollok Carers Centre

130 Langton Road
Pollok
Glasgow G53 5DP
Phone: 0141 882 4712
e-mail: pollokcarers@volunteerglasgow.org
Providing a service in the following areas:
Pollok, Priesthill, Nitshill, Carnwadric, Arden, Pollokshaws, Mansewood, Shawbridge and Corkerhill

Glasgow South West Carers Centre

Unit 11
6 Harmony Row
Glasgow G51 3BA
Phone: 0141 440 5316
e-mail: glasgowswcc@quarriers.org.uk
Providing a service in the following areas:
Govan, Ibrox, Hillington, Penilee, Crookston, Drumoyne, Linthouse, Craigton, Shieldhall, Mossspark, Bellahouston, Cardonald and Tradeston

CITYWIDE – GCC HOMELESSNESS SERVICES

Glasgow City Council delivers a homelessness casework service to anyone who is homeless, threatened with homelessness, or is in need of advice about homelessness issues, through its Community Casework Services.

There are five Community Casework Services operating within the local Community Health and Care Partnership (CHCP) boundaries and two specialist casework services working city-wide. The address, telephone number, and office-opening hours of each Community Casework offices are listed below. If you are homeless or threatened with homelessness, you should call in to the office covering the area in which you are living at present. Staff will be pleased to discuss your circumstances with you in a private interview room and advise you on what will be done next to help you.

The Council also provides a homelessness service at:

The Hamish Allan Centre
180 Centre Street
Glasgow G5 8EE
Phone: 0141 287 1800
Free phone: 0800 838 502

This centre is open 24 hours each day of the year. There is a free phone contact number to assist customers wishing to make enquiries.

West Community Casework Team
20 Dunkenny Square
Drumchapel
Glasgow G15 8NB
Phone: 0141 287 3158
Fax: 0141 287 3151

North Community Casework Team
30 Mansion Street
Glasgow G22 5SZ
Phone: 0141 276 6169
Fax: 0141 287 1690

East Community Casework Team
33 Burnmouth Road
Glasgow G33 4ST
Phone: 0141 276 6153
Fax: 0141 276 6150

GCC Homelessness Services - continued

South East Community Casework Team
1st Floor, TwoMax Building
187 Old Rutherglen Road
Glasgow G5 0RE
Phone: 0141 276 8201
Fax: 0141 276 8278

South West Casework Team Services
27 Brockburn Road
Pollok
Glasgow G53 5BG
Phone: 0141 276 6180
Fax: 0141 276 0686

Prison Casework Team
Social Work Unit
HMP Barlinnie
Lee Avenue
Glasgow G33 2QX
Phone: 0141 770 2123
Fax: 0141 770 9808

Refugee Support Team
1st Floor, TwoMax Building
187 Old Rutherglen Road
Glasgow G5 0RE
Phone: 0141 276 8201
Fax: 0141 276 8278

Opening Hours:
Monday to Friday 9.00 am to 4.00 pm
Phone enquiries: 9.00 am to 5.00 pm

The Housing Options Guide provides detailed and accessible information about all aspects of housing in the City and includes sections on the socially rented, private rented and owner occupation sectors. It also provides information on housing rights and links extensively across other related sites and the broader advice sector. The Housing Options Guide is available at www.glasgow.gov.uk/housingoptions



Glasgow's Advice & Information Network

July 2011

If you require any further information on the Directory or GAIN please contact:

Christine Chalmers
Financial Inclusion Team
Phone: 0141 287 9913
Email: christine.chalmers@glasgow.gov.uk