## **Our complaints process**

If you have any complaints or comments, please contact any of the local teams. Alternatively, if you are being supported in your home and wish to make a complaint, you can also contact the Care Inspectorate at **www.careinspectorate.com** or the Scottish Social Services Council at **www.sssc.uk.com** who will be able to offer you advice.

# **South West Team**

10 Westside Plaza EH14 2ST Tel: 0131 469 5150 Southwest.familyandhouseholdsupport@edinburgh .gov.uk

# **North East Team**

101 Niddrie Mains Road EH16 4DS Tel: 0131 529 7168 Northeast.familyandhouseholdsupport@edinburgh .gov.uk

# **North West Team**

8 West Pilton Gardens EH4 4DP Tel: 0131 529 5014 Northwest.familyandhouseholdsupport@edinburgh .gov.uk

# **South East Team**

40 Captains Road EH17 8QF Tel: 0131 529 5123 Southeast.familyandhouseholdsupport@edinburgh .gov.uk



You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number18-2941. ITS can also give information on community language translations.



# Family and Household Support Service

Don't struggle alone - we can support you and your family



# We can help

We are here to help if you have a problem and need some support.

From health and wellbeing to parenting, neighbour disputes, welfare benefits and housing, we will help you get in touch with the right people.

This leaflet tells you more about what we do and how you can get in touch with us.

## **About our service**

At the Family and Household Support Service, we work in your community to help anyone who may need our support.

We are a Council service which helps you get all the support you might need. We want to make it much easier for you, so you talk to one person and get access to a whole range of services in the Council and across the community.

# How to contact us

#### **Next steps**

Contact us. We have four teams in Edinburgh. The contact details are listed in this leaflet. It doesn't matter where you live, you can contact any team. You can also be referred by someone else who is supporting you, like your GP, a social worker or a family member.

Agree a date, time and place to meet. We can visit you at home or you can drop in to see us at one of our local offices or agree a more suitable venue.

We will look at your situation with you and discuss how we can help.

Develop a support plan. We will talk through your situation with you and recommend the right support, then put you in touch with the right services.



## Health and wellbeing

Access local groups or activities. Find out about local food banks. Get support from mental health and wellbeing services.

#### Substance misuse

Access support services and resources.

## **Neighbour disputes**

Support you to resolve serious anti-social behaviour and noise with your neighbours.

## Neighbourhood safety

Get fire safety prevention advice. Deal with minority and racial harassment.

## School attendance and attainment

Support children in school or at home to improve attendance and attainment.

Give appropriate advice and signpost young people to access further learning.

## Employment and learning

Access employment and learning opportunities. Build motivation and confidence.