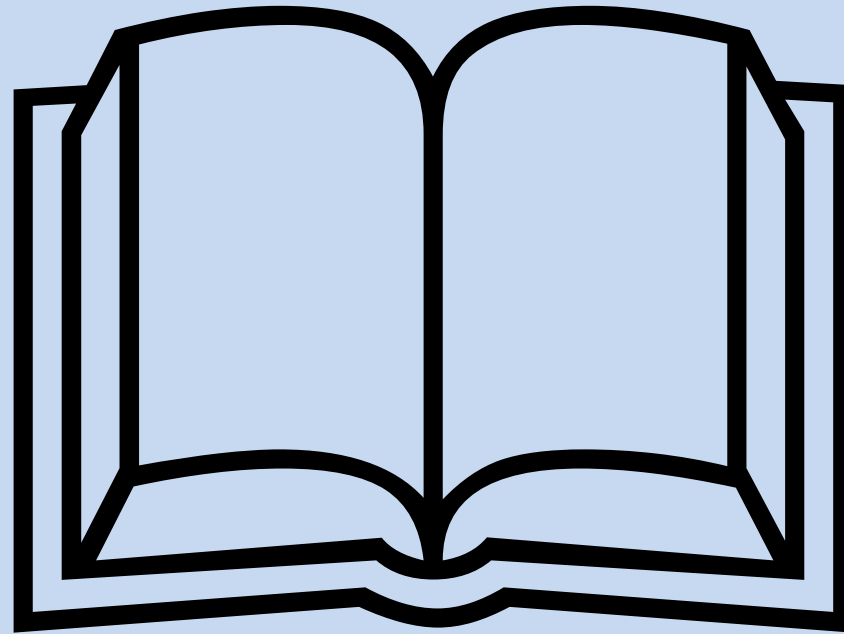






























































A guide to organisations that can help you Wigtownshire 2015



Version 3 June 2015

In Wigtownshire, there are people who can help you with ...	Who can help ...		
 <p>Your home</p>	<ul style="list-style-type: none"> housing and paying rent applying for housing and other benefits the Benefit Cap and Under Occupancy if you are affected by them - with your housing 		Your landlord or housing officer
	<ul style="list-style-type: none"> setting up a new home getting good 2nd hand furniture 		Furniture projects
	<ul style="list-style-type: none"> how to cut your energy bills and make your home warmer by funding insulation and other measures 		Home Energy Scotland
	<ul style="list-style-type: none"> advice if you are going to court to be evicted for not paying your rent 		Dumfries and Galloway Citizens Advice Service
	<ul style="list-style-type: none"> support if you are facing eviction or have nowhere to live 		Your landlord or housing officer
 <p>Your benefits and money</p>	<ul style="list-style-type: none"> applying for benefits you may be entitled to – there are over 50. These include Universal Credit, Jobseekers Allowance, Employment and Support Allowance, Disability Living Allowance, Personal Independence Payment, Attendance Allowance, Pension Credit, benefits for people injured in the Armed Forces and benefits for Carers. 		Jobcentre Plus
	<ul style="list-style-type: none"> applying for tax credits and child benefit you may be entitled to 		HMRC (Her Majesty's Revenue and Customs)
	<ul style="list-style-type: none"> applying for housing benefits the Benefit Cap and Under Occupancy, if you are affected by them - with applying for Discretionary Housing Payments and looking at other options for financial support advice on Council Tax Reduction (previously Council Tax Benefit) 	 	Revenues and Benefits, Dumfries and Galloway Council
	<ul style="list-style-type: none"> applying for money for a one-off emergency (Crisis Grant) applying for help to set up or stay in your home (Community Care Grant) 	 	Scottish Welfare Fund, Dumfries and Galloway Council
	<ul style="list-style-type: none"> advice about applying for benefits including Tax and Pension Credits advice about applying for “passported” benefits you may be entitled to - from our Council – free school meals, help with school uniforms, transport concessions, garden maintenance etc. From the NHS - Healthy Start food and vitamins, free NHS dental treatment, glasses, transport to hospital, etc. Legal Aid Independent Learning Accounts 		Dumfries and Galloway Citizens Advice Service
	<ul style="list-style-type: none"> letting you know about other ways you might be able to get financial help advice if you are behind with paying your rent or want to manage your money better debt advice and help to manage debts a benefits health check to make sure you are getting everything you should be information about other ways you might get help in a crisis - if you are not eligible for a Crisis or Community Care Grant 		Dumfries Welfare Rights
	 	Financial Inclusion and Assessment Team, Dumfries and Galloway Council	

In Wigtownshire, there are people who can help you with ...	Who can help ...		
 <p>Bank accounts, loans and savings</p>	<ul style="list-style-type: none"> opening a basic bank or building society account to pay in your benefit and pay your bills advice about setting up monthly direct debits for rent and other bills 		Basic bank accounts with a bank or building society
	<ul style="list-style-type: none"> applying for a loan at an affordable rate 		Jobcentre Plus – Budgeting loan
			Stranraer Credit Union
	<ul style="list-style-type: none"> opening a savings account 		Basic bank account with a bank or building society
	<ul style="list-style-type: none"> dealing with an illegal money lender 	 	Stranraer Credit Union Trading Standards, Dumfries and Galloway Council
 <p>Computers</p>	<ul style="list-style-type: none"> getting access to a computer basic training in how to use a computer 	 	Employability and Skills Service, Dumfries and Galloway Council
			IT centres
		 	Jobcentre Plus
		 	Libraries, Dumfries and Galloway Council
 <p>Training and jobs</p>	<ul style="list-style-type: none"> improving your reading, writing or counting 	 	Community Learning and Development, Dumfries and Galloway Council
	<ul style="list-style-type: none"> improving your English if it's not your first language 		Dumfries and Galloway Multi-cultural Association
		 	Community Learning and Development, Dumfries and Galloway Council
			Dumfries and Galloway College
	<ul style="list-style-type: none"> accredited training 		Dumfries and Galloway College
	<ul style="list-style-type: none"> training, learning or volunteering building your confidence form filling, CV writing and learning interview skills getting into work 	 	Employability and Skills Service, Dumfries and Galloway Council
		 	Community Learning and Development, Dumfries and Galloway Council
		Jobcentre Plus	
<ul style="list-style-type: none"> taking a job or increasing the hours you already work, if you are in a job 		Jobcentre Plus	


In Wigtownshire, there are people who can help you with ...		Who can help ...	
 <p>Dealing with problems</p>	<ul style="list-style-type: none"> dealing with a physical disability or a hearing or eyesight loss 		DGVoice
	<ul style="list-style-type: none"> Support if you are a carer 	 	Social Work Services, Dumfries and Galloway Council
	<ul style="list-style-type: none"> support If you have been subject to domestic abuse 		Dumfries & Galloway Carers Centre
	<ul style="list-style-type: none"> ex-service personnel issues 		Wigtownshire Women's Aid
	<ul style="list-style-type: none"> support if you are a child or young person and have a drink, drug, gambling or other addiction problem 		Soldiers, Sailors and Airmen's Families Association (SSAFA)
	<ul style="list-style-type: none"> support if you are an adult and have a drink, drug, gambling or other addiction problem 		Issu18
			Addaction
		ADS South West Scotland	
		Apex	
 	Criminal Justice, Dumfries and Galloway Council		
	NHS Specialist Drug and Alcohol team		


















































**Please note this list only has some of the places you can go for help.
There are many other organisations that provide a variety of support.
Talk to a specialist adviser who will know of other people who may be able to help you.**





















In Wigtownshire, here are the contact details for the services who can help you









Please note that this is not a full list of all the support that is available.

For more information about what is available, please contact any of the agencies shown.

Who I am looking for		Where they are	How I can contact them	When they are open
Addaction		32 Charlotte Street, Stranraer DG9 7EF	☎ 01776 705907 ✉ http://www.addaction.org.uk/default.asp Dumfries&Galloway@addaction.org.uk	Mon to Fri 9am - 5pm.
Alcohol and Drugs Support, South West Scotland		32 Charlotte St, Stranraer DG9 7EF	☎ 01776 702626 ✉ http://www.adssws.co.uk/ info@adssws.co.uk	Mon to Fri 9am - 5pm.
Apex Scotland		2 Back Rampart, High Street, Stranraer DG9 7LW	☎ 01776 700973 ✉ http://www.apexscotland.org.uk/ gary.small@apexscotland.org.uk	Mon to Fri 9am - 5pm.
Basic bank account: Wigtown		Bank of Scotland, 21 North Main Street, Wigtown DG8 9HL	☎ 01988 402386 ✉ http://www.bankofscotland.co.uk/	Mon, Tues, Thurs & Fri 9.15am - 4.45pm, Wed 10am - 4.45pm. Closed for lunch 12.30pm – 1.30pm.
Basic bank account: Port William		Bank of Scotland, 2 High Street, Port William DG8 9SL	☎ 01988 700707 ✉ http://www.bankofscotland.co.uk/	Thur 9.15am – 12.30pm and 1.30pm - 4.45pm.
Basic bank account: Newton Stewart		Bank of Scotland, 37 Albert Street, Newton Stewart DG8 6EF	☎ 01671 402262 ✉ http://www.bankofscotland.co.uk/	Mon, Tues, Thurs & Fri 9.15am - 4.45pm, Wed 9.30am - 4.45pm. Closed for lunch 12.30pm – 1.30pm.
		Royal Bank of Scotland, 40 Victoria Street, Newton Stewart DG8 6BZ	☎ 01671 402061 ✉ http://www.rbs.co.uk/personal.ashx	Mon, Tues, Thurs & Fri 9.15am – 5pm, Wed 9.30am – 5pm, Sat 9am – 12.30pm
Basic bank account: Stranraer		Bank of Scotland, 64-66 George Street, Stranraer DG9 7JN	☎ 01776 802521 ✉ http://www.bankofscotland.co.uk/	Mon, Tues, Thurs & Fri 9am - 5pm Wednesday 9.30am - 5pm, Sat 9am – 1pm.
		Royal Bank of Scotland, 15 Bridge Street, Stranraer DG9 7JA	☎ 01776 706262 ✉ http://www.rbs.co.uk/personal.ashx	Mon, Tues, Thurs & Fri 9.15am – 5pm, Wed 9.30am – 5pm, Sat 9am – 3pm.
		Santander, 30 George St, Stranraer DG9 7RL	☎ 0845 765 4321 ✉ http://www.santander.co.uk/	Mon – Fri 9am – 5pm, Sat 9am – 12.30pm.
		TSB Bank, 21 Castle Street, Stranraer DG9 7RR	☎ 01776 299 998 ✉ http://www.tsb.co.uk/	Mon, Tues 9:30am – 4pm, Wed 10am – 4pm, Thurs 9.30am – 5.30pm, Fri 9.30am – 5pm.
Community Learning & Development		Stranraer Library, 2-10 North Strand Street, Stranraer DG9 7LD	☎ 01776 707440 ✉ Frances.Alexander@dumgal.gov.uk Donna.Denholm@dumgal.gov.uk	Tues – Thur 9am – 3pm.
		South Machars Community Centre, Castlehill, Whithorn DG8 8PN	☎ 01988 500364 / 5 ✉ Susan.Brown@dumgal.gov.uk	Mon – Thur 9am – 5pm.
Community Learning & Development		Douglas Ewart High School, Corsbie Road, Newton Stewart DG8 6JQ	☎ 01671 404756 ✉ Caroline.McLean@dumgal.gov.uk	Mon – Thur 9am – 5pm.

Who I am looking for		Where they are	How I can contact them	When they are open	
Criminal Justice, Dumfries and Galloway Council		39 Lewis Street, Stranraer DG9 7AD	  	01776 706167 http://www.dumgal.gov.uk/index.aspx?articleid=2143	Mon to Fri 9am - 5pm
DG Voice		Millennium Centre, 75 George Street, Stranraer DG9 7JP	  	01776 705645 http://www.dgvoice.co.uk/ info@dgvoice.co.uk	Mon to Fri 9am - 5pm
Dumfries & Galloway Carers Centre		2-6 Nith Street Dumfries DG1 2PW	  	01387 248600 http://www.dgalcarers.co.uk/ info@dgalcarers.org	Mon, Weds, Fri 9-4 Tues and Thurs appointments only.
Dumfries and Galloway Citizens Advice Service		23 Lewis Street, Stranraer DG9 7AB	  	0300 303 4321 www.dagcas.org info@dagcas.org	Mon to Fri 9am – 5pm
		South Machars Community Centre, Castlehill, Whithorn DG8 8PN			Tues 10am – 1pm. By appointment only.
		Machars Action Group, 26 Main Street, Wigtown DG8 9EH			1 st & 3 rd Mon 10am – 12.30pm. By appointment only.
		Newton Stewart Library, Church Street, Newton Stewart DG8 6ER			Mon 10am – 1.00pm (General), Wed 11am – 1.00pm (Homelessness), Fri 1.00pm – 4.00pm (Debt). By appointment only.
Dumfries and Galloway College		Bankend Road, Dumfries DG1 4FD	  	01387 734000 www.dumgal.ac.uk colin@dumgal.co.uk	Monday to Friday 8.45am – 4.30pm
Dumfries and Galloway Multicultural Association		Old Assembly Close, Irish Street, Dumfries DG1 2NP	  	01387 254624 http://www.dgma.org.uk/ info@dgma.org.uk	Monday to Friday 1pm to 5pm.
Employability and Skills, Dumfries and Galloway Council		Park Children's Service Centre, Ashwood Drive, Stranraer DG9 7NW	  	01776 889472 http://www.dumgal.gov.uk/yourfuture ESSreferrals@dumgal.gov.uk	Monday to Friday 9am - 5pm By appointment only.
Financial Inclusion and Assessment Team, Dumfries and Galloway Council		Stranraer Library and Customer Service Centre, North Stand Street, Stranraer DG9 7LD	  	030 33 33 3008 http://www.dumgal.gov.uk/index.aspx?articleid=1633 fiatreferrals@dumgal.gov.uk	Mon to Fri 9am - 5pm.
Furniture project - The Furniture Project (Stranraer) Ltd		Hillside Drive, Stranraer DG9 7PW	  	01776 707 375 http://www.furnitureproject.org.uk/ info@furnitureproject.org.uk	Mon to Sat 9am - 5pm
Home Energy Scotland		Online	 	0808 808 2282 http://www.greenerscotland.org/warm-homes	Mon to Fri 8am - 8pm, Sat 9am - 5pm.
Homeless team, Dumfries and Galloway Council		Council Offices, Ashwood House, Sun Street, Stranraer DG9 7JJ	  	030 33 33 3000 http://www.dumgal.gov.uk/index.aspx?articleid=1613 homelessstranraer@dumgal.gsx.gov.uk	Mon to Fri 9am – 5pm.
HMRC (Her Majesty's Revenue and Customs)		Child Benefit Office PO Box 1 Newcastle Upon Tyne NE88 1AA Tax Credit Office Preston PR1 4AT	     	0300 200 3100 https://www.gov.uk/government/organisations/hm-revenue-customs/contact/child-benefit 0345 300 3900 https://www.gov.uk/government/organisations/hm-revenue-customs/contact/tax-credits-enquiries	Mon to Fri 8am – 6pm.

Who I am looking for		Where they are	How I can contact them	When they are open
Issu18		Young People's Substance Service, Ladyfield Offices, Glencaple Road, Dumfries DG1 4TE	☎ 01387 244327 ☎ http://www.nhsdg.scot.nhs.uk/Departments_and_Services/Child_Health_Services/Child_and_Adolescent_Mental_Health_Services_CAMHS ✉ dums-uhb.CAMHS-mail@nhs.net	Mon to Fri 9am - 5pm.
IT centres: Newton Stewart		Lowland Training, Moss Park, Barrachan, Newton Stewart DG8 6NH	☎ 01387 262721 or 07908 852990 ☎ http://www.lowlandtraining.co.uk/anneclark@lowlandtraining.co.uk or ☎ tracyjohnson@lowlandtraining.co.uk	Mon to Fri 9am – 5pm.
	 	Newton Stewart Library, Church Street, Newton Stewart DG8 6ER	☎ 01671 402442 ☎ http://www.dumgal.gov.uk/index.aspx?articleid=1383 ✉ libnewtonstewart@dumgal.gov.uk	Mon 9am – 4pm, Tues & Thur 10am – 6pm, Wed 9am – 1pm, Fri 10am – 4pm, Sat 10am – 1pm.
IT centre: Sandhead		Sandhead Learning and Internet Centre, Sandhead DG9 9JF	☎ 07585 714319 ☎ www.sandheadlearning.co.uk ✉ enquiries@sandheadlearning.co.uk	Mon to Thurs 10.30am – 12.30pm.
IT centres: Stranraer	 	Stranraer Library and Customer Service Centre, North Stand Street, Stranraer DG9 7LD	☎ 01776 707400 ☎ http://www.dumgal.gov.uk/index.aspx?articleid=1383 ✉ libstranraer@dumgal.gov.uk	Mon 9am – 6.30pm, Tues & Wed 9am – 5pm, Thurs 9am – 6.30pm, Fri 9am – 4pm, Sat 10am – 1pm.
		DGHP, 80 Ashwood Drive, Stranraer, DG9 7PF	☎ 0800 011 3447 or 0845 606 3447 ☎ https://www.dghp.org.uk/ ✉ customerservice@dghp.org.uk	Mon, Wed & Thur 9am - 1pm, Tues & Fri 1pm – 5pm. By appointment only
	 	Jobcentre Plus, 12 St. John Street, Stranraer DG9 7EL	☎ 0345 604 3719 ☎ www.gov.uk/dwp	Mon, Tues, Thurs and Fri 9am - 5pm. Wed 10am – 5pm.
IT centre: Port William	 	Port William Library, Main Street, Port William DG8 9JQ	☎ 01988 700406 ☎ http://www.dumgal.gov.uk/index.aspx?articleid=1383 ✉ libportwilliam@dumgal.gov.uk	Mon 10am – 1pm, Tues 4pm – 7pm, Fri 2pm – 5pm.
IT centre: Whithorn	 	Whithorn Library, St John Street, Whithorn DG8 8PF	☎ 01988 500406 ☎ http://www.dumgal.gov.uk/index.aspx?articleid=1383 ✉ libwhithorn@dumgal.gov.uk	Tues 10am – 1pm, Wed 2pm – 6.30pm, Thurs 2.30pm – 5pm, Fri 5pm – 7pm.
IT centre: Wigtown	 	Wigtown Library, Wigtown County Buildings, Wigtown DG8 9JH	☎ 01988 403329 ☎ http://www.dumgal.gov.uk/index.aspx?articleid=1383 ✉ libwigtown@dumgal.gov.uk	Mon & Tues 10am – 5pm, Wed 2pm – 7pm, Thur 10am – 1pm, Fri 1p – 4pm, Sat 10am – 1pm.
Jobcentre Plus		12 St. John Street, Stranraer DG9 7EL	☎ 0345 604 3719 ☎ www.gov.uk/dwp	Mon, Tues, Thurs and Fri 9am - 5pm. Wed 10am – 5pm.
NHS Specialist Drug and Alcohol team - Adults		Masonfield Centre, Newton Stewart Health Centre, Creebridge DG8 6NR	☎ 01671 402548 ☎ http://www.nhsdg.scot.nhs.uk/Departments_and_Services/Alcohol_and_Drug_Service/Alcohol_and_Drug_Service-Home	Monday to Friday 8.30am – 5pm.
Revenues and Benefits, Dumfries and Galloway Council	 	Stranraer Library and Customer Service Centre, North Stand Street, Stranraer DG9 7LD	☎ 030 33 33 3006 ☎ Housing Benefit and Council Tax Reduction ☎ http://dumgal.gov.uk/index.aspx?articleid=1640 ☎ Benefits Online ☎ www.dumgal.gov.uk/benefits ☎ Benefit Contact Form (Online) ☎ http://dumgal.gov.uk/index.aspx?articleid=11165 ☎ HousingandCouncilTaxBenefit@dumgal.gov.uk	Mon 9am – 7pm, Tues & Wed 9am – 5pm, Thurs 12 noon – 8pm, Fri 8am – 4pm, Sat 10am – 1pm. By telephone Mon to Fri 8am - 6pm.

Who I am looking for		Where they are	How I can contact them	When they are open
Scottish Welfare Fund, Dumfries and Galloway Council		Applications by telephone or online only.	☎ 030 33 33 3007 Crisis grants ☎ http://www.dumgal.gov.uk/index.aspx?articleid=12036 Community Care grants ☎ http://www.dumgal.gov.uk/index.aspx?articleid=13713 ✉ scottishwelfarefund@dumgal.gov.uk	By telephone Mon to Fri 8am - 6pm or online at any time.
Social Services, Dumfries and Galloway Council		Council Offices, Ashwood House, Sun Street, Stranraer DG9 7JJ	☎ 030 33 33 3001 ☎ http://dumgal.gov.uk/index.aspx?articleid=2067	Mon to Fri 9am - 5pm.
Soldiers, Sailors and Airmen's Families Association (SSAFA)		Not available	☎ 01776 705257 ☎ https://www.ssafa.org.uk/	Not available
Stranraer Credit Union		25 Hanover Square, Stranraer DG9 7AG	☎ 01776 706911 ☎ http://www.stranraercreditunion.org.uk/about_us.html ✉ info@stranraercreditunion.org.uk	Tues to Sat 12 noon - 3pm.
Trading Standards		Ailsa House, Sun Street, Stranraer DG9 7JL	☎ 030 33 33 3000 ☎ http://info.dumgal.gov.uk/tradingstandards/Home/Consumer?Length=4 ✉ EnvironmentalStandards@dumgal.gov.uk	Mon to Fri 9am - 5pm.
Turning Point		32 Harbour Street, Stranraer DG9 7RD	☎ 01776 700666 ☎ www.turningpointscotland.com ✉ enquiries@tpsdg.co.uk	Mon to Fri 9am – 5pm
Welfare Rights		63-65 Friars Vennel, Dumfries DG1 2RQ	☎ 01387 266888 ☎ http://www.welfarerights.net/home.php ✉ info@welfarerights.net	Mon 10am - 4pm & Fri 10am - 2pm. Tues, Wed & Thur 10am - 4pm phone calls only.
Wigtownshire Women's Aid		100 Queen St, Newton Stewart DG8 6JW	☎ 01671 402403. Phone 01776 703104 24 hours. ☎ http://www.scottishwomensaid.org.uk/ ✉ wigwa@hotmail.co.uk	Mon to Fri 9am – 4.30pm.
		22 Bellevilla Road, Stranraer DG9 7HE	☎ 01776 703104. Phone 24 hours. ☎ http://www.scottishwomensaid.org.uk/ ✉ wigwa@hotmail.co.uk	Mon to Fri 9am – 4.30pm.

Contact details and opening times may be subject to change.

Please check before you attend.

If you have any suggestions for amendments to this document, please contact Dumfries and Galloway Council, Revenues and Benefits, Carruthers House, Dumfries DG1 2HP, Telephone 01387 260267 or email DandGPractitioners@dumgal.gov.uk