



Student A to Z

of Fife Council Services



Download this guide to your phone
using the QR code or visit:
www.fifedirect.org.uk/studentatoz




Introduction

This booklet is designed to provide you with contact details and web links to items you may find useful, or perhaps come to need during your time as a student.

Many of the items are also covered in more depth on the Fife Council website, which can be found at

www.fifedirect.org.uk

The website also includes a handy A-Z guide where the majority of your queries will likely be answered.






Aa




Alcohol and Drugs

Check your drinking with the unit calculator on **www.drinkaware.co.uk**



Drugs information and advice
knowthescore.info




For help with alcohol or drug problems visit **www.fifedirect.org.uk/fifeadp**

Here you can find information on different drugs, services and support available plus a list of drop in assessment clinics and SMART meetings across Fife that you can attend without an appointment.

APPS for tracking your alcohol use can be found through **www.drinksmeter.com** and for a variety of different drugs at **www.drugsmeter.com**



Adult Protection



Is someone hurting you or treating you badly? Don't let harm happen to you.

Adult Protection phone line

01383 602200



Bb



**Benefits & Council Tax
Assessment Enquiries**

03451 55 11 55



Business Advice

Advice, information and support on
starting and growing your business.



Business Gateway
www.bgateway.com

01592 858333

Cc



Consumer Advice

If you have a complaint about goods or services call Citizens Advice consumer help line **03454 04 05 06**.

For further advice and information on consumer topics visit:

www.fifedirect.org.uk/tradingstandards

Community Safety

Advice and support on home safety, security, crime, antisocial behaviour & road safety.

www.fifedirect.org.uk/communitysafety

www.facebook.com/fifecommunitysafety

www.twitter.com/safeinfife

Council Tax

If you are having difficulty paying your council tax, please contact us for help on **03451 55 11 55**.


For general council tax information visit:
www.fifedirect.org.uk/counciltax



Dd



Debt



For independent, confidential information, advice and assistance on money advice and a wide range of subjects

Citizens Advice

03451 40 00 94

www.carf.org



Domestic Abuse

Relationship abuse is never ok. If your relationship leaves you feeling scared, intimidated or controlled, help is available.

Police Public Protection Unit

101

Fife Women's Aid

0808 802 555

**Scottish Domestic
Abuse Helpline**

0800 027 1234


Men's Advice Line

0808 801 0327

mensadvice.org.uk




Ee



Energy Efficiency in the Home

Advice and support on energy efficiency and reducing energy bills





Energy Savings Trust 0808 808 2282
www.energysavingtrust.org.uk/scotland



English for Speakers of Other Languages (ESOL)

Support for anyone whose first language is not English and would like to improve their English. Advice also available for those wishing to become an ESOL tutor.
www.fifedirect.org.uk/esol





Ff

Fifestyle Discounts

Get a card and receive up to 50% off a range of services from leisure centres and golf to theatres, libraries, sports, arts and childcare. Also discounts at a range of local businesses.

Fifestyle

01383 602360

www.fifedirect.org.uk/fifestyle

Food Hygiene

Comprehensive information on healthy eating and food hygiene.

www.food.gov.uk

Food Hygiene Information Scheme

Online food hygiene inspection details of local food outlets and restaurants.

www.fifedirect.org.uk/foodhygiene


Forced Marriage

Confidential advice, support and protection

Free helpline

0800 027 1234

yourrightscotland.org





Hh

Hate Crime Incidents

Abuse, threats, assault, property damage or online bullying motivated by hate or prejudice don't put up with it, report it. Visit your local council office or police station

Report Hate Crime

03451 55 00 22

or call 101

www.fifedirect.org.uk/repothathecrime

Home Security

Make your home secure.

Get a free Police Scotland

home security survey 01383 441177

www.fifedirect.org.uk/homesafety

Housing & HMO's

For information on housing and Houses of Multiple Occupancy (HMO), where three or more tenants who aren't family members share a property.

HMO Licensing 01592 583162
www.fifedirect.org.uk/housing

Housing Investigation Team

The Housing Investigation Team is a Fife Council service dedicated to dealing with complaints of anti-social behaviour, regardless of housing tenure.

Antisocial Behaviour 03451 55 00 22

Ii

Internet Safety

Advice on personal details, social media, scams, and gaming

www.fifedirect.org.uk/internetsafety




L1




Landlords

If you feel your tenancy conditions are unfair, advice is available.



Landlord Regulation **01592 583397**
email landlordregistrationscotland.gov.uk


Libraries



Visit one of 51 libraries across Fife.
www.fifedirect.org.uk/libraries




Mm




Mental Health

Samaritans **08457 90 90 90**
www.samaritans.org




Breathing Space **0800 838587**
www.breathingspacescotland.co.uk

Self Harming Support **lifesigns.org.uk**



Suicide Prevention **chooselife.net**



Money advice

For independent, confidential information, advice and assistance on money advice and a wide range of subjects

Citizens Advice

03451 40 00 94

www.carf.org

Money Advice Service

www.moneyadvice.service.org.uk



Nn

Neighbour Problems

If you're having problems with neighbours, report it at your local council office or call.

Antisocial Behaviour

03451 55 00 22

Noise Nuisance

Specialist staff are available to deal with noise nuisance.

Antisocial Behaviour

03451 55 00 22

After 5.30pm

101

Pp



Personal Safety

A few simple things can help you stay safe, and keep your belongings secure, when out and about.

www.fifedirect.org.uk/personalsafety

Pest Control

Removes pests including rats, mice, cockroaches, fleas, wasps and bee hives.

www.fifedirect.org.uk/pestcontrol

Police Scotland

Need the police? "Call 101 any time, it isn't 999"

Police Non-emergencies

101

www.scotland.police.uk

Pharmacies

Find your nearest pharmacy online

www.nhsfife.org




Rr

Rape and Sexual Assault

Sexual violence is a crime, no matter who commits it or where it happens. Don't be afraid to get help.

**Fife Rape and Sexual Assault Centre
(FRASAC)**
01592 642336
email info@frasac.org.uk

Rape Crisis Scotland 0808 801 0302
www.rapecrisisscotland.org.uk



Ss



Sexual Health / emergency contraception

www.nhsfife.org - type in sexual health for a list of drop in clinics. To make an appointment call **01592 647979**.

Stalking

Guidance and information is available for anyone currently or previously affected by harassment or stalking.

National Stalking Helpline

0808 802 0300

email advice@stalkinghelpline.org




Tt



Travel Information

Discounted bus and rail travel is available through Young Scot
www.youngscot.org/info/travel-transport



Halbeath park and ride
www.halbeath.org



Traveline Scotland 0871 200 2233
www.travelinescotland.com

Fife Cycleways
www.fife-cycleways.co.uk

National rail enquiries 08457 48 49 50
www.nationalrail.co.uk

**Concessionary &
Accessible Travel** 03451 55 00 66





Tattoos

Always use a licensed tattoo artist. It's not just a tattoo that lasts a lifetime, HIV does too.

www.fifedirect.org.uk/tattoos

Taxi Safety

Try to pre-book with a company you trust and store their number in your phone.

Genuine taxis have a roof sign and yellow plate; private hire cars have a white plate – both should display an ID badge.

www.fifedirect.org.uk/communitysafety



Volunteering

Voluntary work opportunities across Fife.

Fife Voluntary Action **08456 006 046**
www.fifevoluntaryaction.org.uk

Victim Support

Free and confidential support to all victims of reported and unreported crime and antisocial behaviour.

Victim Support Fife **0845 241 2126**
www.victimsupportsco.org.uk

Voting - Use it, Don't Lose it!

Electoral Registration **03451 55 55 11**
www.fifedirect.org.uk/elections



Waste Collection:

Household Waste Advice on how to reduce, re-use and recycle your waste.
www.fifedirect.org.uk/wasteaware
03451 55 00 22

Online bin collection calendar
www.fifedirect.org.uk/bincalendar

Welfare Reform

If you are worried about recent changes to the benefit system call Fife Council's
Welfare Reform Information Line
03451 40 00 31

If you are in hardship and want to apply for a Crisis Grant or Community Care Grant call the **Welfare Fund Line**
0300 555 0265

If you need more details on any of the services contained within this booklet, and for links to other useful Fife Council resources, please visit
www.fifedirect.org.uk

plan



for your personal safety

fifedirect.org.uk/personalsafety

For general tips and advice on how to keep yourself safe and secure when you are out and about.

Prepare yourself

Look confident

Avoid Risk

Never assume
it won't happen
to you.

