



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 5555**

Scottish Domestic Abuse Helpline **0800 027 1234**

Men's Advice Line **0808 801 0327**
mensadviceline.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

yourrightscotland.org

0800 027 1234



Hh

Hate 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 or third party reporting centre.

**Report Hate Incidents 03451 55 00 22
or call 101**

www.fifedirect.org.uk/reporthatocrime

Home Security

Make your home secure.

**Get a free Police Scotland
home security survey contact police
AVRU preventions team on 101**
www.fifedirect.org.uk/homesafety

HMO (houses of multiple occupancy)

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.HMO.licensing@fife.gov.uk

If you experience antisocial behaviour OR noise from an HMO property:

contact 101 and also

landlords.registration@fife.gov.uk

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

Keep safe online - advice on personal details, social media, gaming and scams

www.fifedirect.org.uk/safetynet

Share info about trends or concerns:

safety.net@fife.gov.uk



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

03451 55 00 22

Noise Nuisance

Specialist staff are available to deal with noise nuisance, call

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

Road Safety

Stay safe on Fife's roads. To take part in Pass Plus, attend the Safe Drive Stay Alive show, find out more about occupational road risk, get a FREE child car seat check, or find out more about road safety education visit:

www.facebook.com/SDSAFife
www.twitter.com/SDSAFife



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 01592 807090

www.victimsupportsco.org.uk

Voting - Use it, Don't Lose it!

Electoral Registration 03451 55 55 11

www.fifedirect.org.uk/elections

Ww



Waste Collection:

Household Waste Advice on how to reduce, re-use and recycle your waste.

www.fifedirect.org.uk/wasteaware

03451 55 00 22

Waste should only be placed out on day of collection

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.

