



# A Community Project by the Rotary Club of Inverness Riverside

## Sources of Help & Advice in the Inverness Area, October 2022



| ORGANISATION                                             | TYPE OF ASSISTANCE                                                                                                                             | TIMES                                                                                                                 | ARRANGEMENT                                                                                                | ADDRESS AND CONTACT                                                                                                                             |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Mikeysline                                               | Confidential face to face and text based mental health support for adults & young people                                                       | TEXT: Sun – Thurs 6pm – 10pm<br>TEXT: Fri-Sat 7pm – 7am<br>1:1 Appointments please email<br>Drop in: 7:45pm Mon – Sun | TEXT, Messenger & Twitter<br>Drop in or arrange an appointment<br>Whatsapp, Webchat or Website             | The Hive, 19 Academy Street<br>TEXT: 07786 207755<br>Messenger, Twitter & Facebook<br>www.mikeysline.co.uk/appointments<br>www.mikeysline.co.uk |
| Listening Ear<br>A place to be listened to               | Free, trained to listen, emotional caring support, open to all & non judgemental                                                               | Arrange an appointment or drop in to CCC Wed 9am – 1pm or Hilton Church<br>Thurs 12 Noon – 3pm                        | Additional listening times by appointment through the week                                                 | Culduthel Christian Centre (CCC)<br>Culduthel Avenue IV2 6AS<br>Call: 07908 402344<br>listeningear@churchatccc.org                              |
| The Samaritans                                           | Confidential listening & emotional support                                                                                                     | 24 Hours/7 Days                                                                                                       | Phone, email or write                                                                                      | Call: 166123 (no code required)<br>jo@samaritans.org<br>Write to 'Freepost Samaritans Letters'                                                  |
| Addictions Counselling Inverness (ACI)                   | Talking therapy & group work for people & families. Alcohol, drugs or gambling recovery                                                        | Mon & Wed 10am – 8pm<br>Tues & Thurs 10am – 4.40pm                                                                    | Drop in or call or text your mobile number for an online form                                              | 108 Church Street, IV1 1EP<br>Call: 01463 220995<br>Text: 07736 345257<br>info@addictionscounsellinginverness.org                               |
| Alcoholics Anonymous                                     | Help with Alcoholism and Alcohol dependency                                                                                                    |                                                                                                                       | Call or Email for info for local help                                                                      | Call: 0800 9177650<br>help@aamail.com                                                                                                           |
| Universal Credit                                         | If on Universal Credit:<br>Advance Payment Hardship<br>Payment Budgeting Advance                                                               |                                                                                                                       | A loan to be repaid through universal credit payments                                                      | Call Helpline: 0800 328 5644<br>Text: 0800 328 1344<br>Inverness Job Centre, River House, Young Street, IV3 5BP (0800 169 0190)                 |
| inSpire at St Andrew's Cathedral                         | School uniform & winter jacket bank for 0-18 years. Toiletries & emergency food                                                                | Wed 10am – 2pm<br>Thurs 10am – Noon                                                                                   | Just turn up or call or email advance                                                                      | Cathedral Office, 9-11 Kenneth St<br>Call: 01463 225553<br>inspires@invernesscathedral.org                                                      |
| New Start Highland                                       | Housing support & furniture provision, advice if at risk of becoming homeless & employability training assistance                              | Open Mon – Fri 9am – 5pm                                                                                              | Visit, phone or email                                                                                      | 9 Carsegate Road<br>Call: 01463 715615 or 728771<br>reception@newstarthighland.org                                                              |
| The Grace and the Gap Fund                               | Emergency Gas and Electric Top-Ups. Toiletries and essential household cleaning products.                                                      | Mon – Thurs 12 Noon – 2pm (Term Times)                                                                                | For Hilton, Castle Heather and East Ness areas. Refer from a professional. e.g. Education, NHS or Council. | Greyfairs Free Church<br>Balloan Road<br>Email: graceandthegap@gmail.com                                                                        |
| Scottish Welfare Fund                                    | Emergency help with food, white goods, (cooker, fridge, washing machine etc) & welfare. Also assistance if on low income.                      | Mon – Fri 9am – 5pm                                                                                                   | Phone or email (If on benefits or not)                                                                     | Call: 0800 0831887<br>www.mygov.scot/scottish-welfare-fund                                                                                      |
| Inverness Womens Aid                                     | Support for women, children & young people experiencing domestic abuse                                                                         | Mon – Fri 9am – 5pm<br>Voicemail all other hours<br>Also contact via Facebook                                         | Phone or email in confidence                                                                               | Call: 01463 220719<br>info@invernesswa.org<br>24 Hr National Domestic Abuse: 0800 027 1234                                                      |
| Christians Against Poverty (CAP)                         | Professional help & advice on money management & overcoming dept                                                                               | Replies Mon – Fri 9am – 5pm                                                                                           | Phone or email                                                                                             | Call: 0800 3280006<br>info@capuk.org                                                                                                            |
| Inverness Citizens Advice Bureau (CAB)                   | Advice on a wide range of areas e.g. benefits, debt, energy and support for gambling harms                                                     | Mon – Fri 9.30am – 4pm                                                                                                | Phone, email or face-to-face                                                                               | 29-31 Union St<br>Call: 01463 237664<br>enquiries@invernesscab.org                                                                              |
| Highland Council Homeless Team                           | Homeless or Threatened with Homelessness                                                                                                       | Office & Out-of Hours 24/7                                                                                            | Phone, Website or Write<br>The Housing Policy Officer<br>Glenurquhart Rd, Inverness, IV3 5NX               | Call: 01349 886602<br>Out or Hours: 01349 886691<br>www.highland.gov.uk                                                                         |
| Highland Council Social Work Emergency Out Of Hours Team | Urgent child protection issues, people at risk, people with disabilities, family breakdown, mental health emergencies, adult care and support. | Mon – Fri after 5pm<br>Sat – Sun 24/7                                                                                 | Emergency Out Of Hours Team                                                                                | Call: 08457 697284                                                                                                                              |
| Highland Council Service Point                           | Housing benefit, housing services, general assistance advice, information on all Council services & help with form filling                     | Mon-Fri 10 – 12.30<br>1.30 – 4.30pm                                                                                   | Visit or on-line                                                                                           | Inverness Service Point, Town House (Entrance from Castle St)<br>highland.gov.uk                                                                |
| Highland Council Welfare Support Team                    | Assistance with all financial benefits/income maximisation/Benefit checks/free school meals, DHP etc                                           | Mon – Fri 9am – 5pm                                                                                                   | Phone or Email                                                                                             | Call: 0800 090 1004<br>welfare.support@highland.gov.uk                                                                                          |

Compiled by Rotary Club of Inverness Riverside as a community project

Updates / alterations please contact: 07917 113 187



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