Advice and support sources for people who need practical support

This document is not intended to be comprehensive but an interim solution to provide carers with some organisations to contact. Local councils/partnerships with their local volunteer centres are establishing a range of solutions to help people who are self isolating, shielding or social distancing and their carers and we have listed the link to reach each local council’s page below.

**SCVO** has a directory of support organisations in Scotland which is being updated regularly so check back regularly for the latest information. Find this at: [https://coronavirus.scvo.org/](https://coronavirus.scvo.org/)

**Ready Scotland** has advice and information on volunteering and community activities
[https://www.readyscotland.org/coronavirus/where-to-find-additional-support/](https://www.readyscotland.org/coronavirus/where-to-find-additional-support/)

**Food Train** have a range of projects to help with food delivery. They do not cover every area but we have listed in each local authority where they do, contacts for the project. More information at: [https://www.thefoodtrain.co.uk/](https://www.thefoodtrain.co.uk/)

**Age Scotland** has a dedicated helpline for advice and a listening ear. Call 0800 12 44 222 (Monday to Friday 9am - 5pm)

If you are struggling to get assistance for shopping and we have no organisation listed below, contact either:

Your **local third sector interface**:  

Your **local Council** [https://www.cosla.gov.uk/scottish-local-government](https://www.cosla.gov.uk/scottish-local-government)

In addition, most **local carers centres** are now operating remotely and are available to provide information on local support. This page also includes a download of carers centres and young carers services current activities.

We have also received a number of enquiries from carers about their employment rights if they need to stay at home to protect the health of the person they care for. For further information visit our employment advice in our UK wide coronavirus pages at: [https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19](https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19). You can also get advice on employment from **ACAS** on 03001231100. Their helpline is experiencing high demand so you can also find information at: [https://www.acas.org.uk/coronavirus](https://www.acas.org.uk/coronavirus)
Support by local authority:

1. Aberdeen City

Aberdeen City Council have set up a free crisis support line to prioritise help for our most vulnerable and at-risk customers. This service is for those hit hardest and unable to obtain help from their existing support networks.

In the first instance, please check for information at: https://www.aberdeencity.gov.uk/services/people-and-communities/coronavirus-covid-19

The number of the crisis support line is 0800 0304 713 and it will be staffed from 8am - 6pm Monday to Friday. The team will provide welfare and financial advice, including what to do if you are struggling to get food or pay bills.

Aberdeen Volunteer Centre has a list of organisations that are helping in the community response. https://www.volunteeraberdeen.org.uk/community-response/

Aberdeen City Mutual Aid has been set up to support vulnerable people/those in self-isolation in Aberdeen. Help includes support with delivering mail, getting/dropping off groceries/urgent supplies and calling people for a chat to prevent/reduce loneliness. All volunteer help is welcome. Get in touch by email aberdeenmutualaid@outlook.com or call 01224 515513.

Inchgarth Community Centre is coordinating a Garthdee area only shopping, medication collection, or dog walking service for the most vulnerable and isolated. This includes the elderly, people with disabilities, and most isolated living in our community. People must email inchgarthcc1@btinternet.com with your full name, address including post code, and phone number. Please let us know what kind of help you require. We will do our best to pass on your details to one of our volunteers who will contact you directly to offer assistance.

Riverside COVID-19 Response
The purpose of this group is to assist the support and care of people in the Ferryhill, Garthdee, Holburn, and Ruthieston areas of Aberdeen. Volunteers will help people in self isolation, by keeping in contact by phone or internet or running simple errands. This is being facilitated by local churches (Ferryhill, Ruthrieston West, South Holburn, and St John’s Episcopal). Tel: 01224 213093

University of Aberdeen Shared Planet & Becycle Group
Helping people who are vulnerable or self-isolating with food deliveries. Can register for help at: https://sharedplanet.typeform.com/to/GIVr1E. There are also two numbers for people who do not use the internet (if you do use internet, please use the form). These are 07761 801179 and 07852 882 913

Sheddocksley Baptist Church are setting up a cooking and delivery programme for those most in need. If anyone can help them with this that would be amazing. The contact details are: Dorothy Cochrane on 07428013111.
2. Aberdeenshire

Aberdeenshire Voluntary Action have put together a directory of groups and activities they are undertaking e.g. shopping, befriending etc. This can be downloaded (excel spreadsheet) at:

Community and Third Sector Response Directory
https://www.avashire.org.uk/sitefiles/34/2/4/342404/1._Community_and_Third_Sector_Responses_Directory.xlsx

3. Angus

Voluntary Action Angus are assisting with volunteers to help provide shopping, pick up prescriptions and more. Telephone 01307 466113

4. Argyll & Bute

TSI Argyll & Bute is working to provide our communities with the most accurate and up-to-date information available about third sector responses and resources regarding COVID-19. If you need third sector support, please reach out to us via phone at 0300 303 4141 or email at support@argylltsi.org.uk.

Argyll & Bute Council has launched a Coronavirus "Help for Communities" information section on their website, which will be updated daily. The URL is: https://www.argyll-bute.gov.uk/coronavirus/help-for-communities. On the page there are separate sections for Bute, Helensburgh & Lomond, Mid Argyll, Kintyre and the Islands and for Oban, Lorn & the Isles

5. Clackmannanshire

There are a number of community groups assisting with, for example, picking up prescriptions, shopping etc. Clacks TSI has set up a Community Care Guide which will be updated regularly at: https://ctsi.org.uk/covid-19-community-care-guide/. You can also contact Clacks TSI on admin@ctsi.org.uk or call 01259 213840.

Food Train Stirling and Clackmannanshire
Tel: 01786 450536
Email: stirling@thefoodtrain.co.uk

Clacks Council also has a range of information and updates on its website at: https://www.clacks.gov.uk/coronavirus/communityinformation/

6. Comhairle nan Eilean Siar

Contact Western Isles Volunteer Centre who is updating its pages on help regularly. They have also noted that local community councils are assisting so worth visiting their facebook page. Tel: 01851 700366 E-mail: info@volunteeringwesternisles.co.uk

The Salvation Army Stornoway Corps can help people in food poverty and may be able to assist with food deliveries. Telephone: 01851 703875 Email: stornoway@salvationarmy.org.uk.
Uist
Resilient Uist has a facebook page offering help with shopping and picking up prescriptions amongst other things.  [https://www.facebook.com/Resilient-Uist-106527927650520/](https://www.facebook.com/Resilient-Uist-106527927650520/)  Telephone: 01878 700101 Email: resilientuist@gmail.com

Barra
Northbay Community Council has a facebook page and can help arrange help with shopping etc. Visit: [https://www.facebook.com/groups/537630169736338/about/](https://www.facebook.com/groups/537630169736338/about/)  NB: This is a private group so you will need to join it.

7. Dumfries and Galloway

Dumfries and Galloway Council can provide information on local support in your area. They can be contacted on  [SupportDG@dumgal.gov.uk](mailto:SupportDG@dumgal.gov.uk) or call 030 33 33 3000.  Provide them with information about what help you require and they will try to find a support service near you

**Food Train Nithsdale**
Tel: 01387 270800  
Email:  [everything@thefoodtrain.co.uk](mailto:everything@thefoodtrain.co.uk)

**Food Train Stewartry**
Tel: 01556 288427  
Email:  [everything@thefoodtrain.co.uk](mailto:everything@thefoodtrain.co.uk)

**Food Train Stranraer**
Tel: 01776 704831  
Email:  [everything@thefoodtrain.co.uk](mailto:everything@thefoodtrain.co.uk)

**Food Train Annandale and Eskdale**
Tel: 01461 207778  
Email:  [everything@thefoodtrain.co.uk](mailto:everything@thefoodtrain.co.uk)

**Food Train Newton Stewart**
Tel: 01671 401346  
Email:  [everything@thefoodtrain.co.uk](mailto:everything@thefoodtrain.co.uk)

8. Dundee

**Food Train Dundee**
Tel: 01382 810944  
Email:  [dundee@thefoodtrain.co.uk](mailto:dundee@thefoodtrain.co.uk)

**Feeling Strong** is an organisation providing support around mental health.  They may be able to provide Food & Care Packages to those who are self-isolating as a result of COVID-19.  These are on a needs assessed basis so visit:  [https://covid.feelingstrong.co.uk/](https://covid.feelingstrong.co.uk/) or email:  [contact@feelingstrong.co.uk](mailto:contact@feelingstrong.co.uk)  to see if they can help.

9. Edinburgh City Council

**Edinburgh Community Volunteering** has details and contacts for local groups that are providing support.  [https://covoledinburgh.wixsite.com/community](https://covoledinburgh.wixsite.com/community)
Scran Academy can provide hot meals to people who are self isolating or are vulnerable in North Edinburgh & Leith. More at: https://www.scranacademy.com/

Volunteer Edinburgh
https://www.volunteeredinburgh.org.uk/volunteer/covid-19/

10. East Ayrshire

East Ayrshire Council can direct people to organisations that can provide support. Telephone: 01563 554400

CVS East Ayrshire may have information on groups who are assisting in the area at: http://cvoea.co.uk/

11. East Dunbartonshire

Carers Link East Dunbartonshire is still available to help local carers. You can call on 0800 975 2131 or email enquiry@carerslink.org.uk and they will help identify groups that could assist with e.g. shopping.

OPAL: East Dunbartonshire Information Line may be able to assist with information, helpline still available at: 0141 438 2347

12. East Lothian

There are two facebook groups established

Pencaitland & District Coronavirus Emergency Helpers
https://www.facebook.com/groups/210574046672777

North Berwick Community Resilience (Community Council)
https://www.facebook.com/groups/229494641777428

The Council have advised that most community councils help with community resilience so; they are worth contacting to see what neighbourhood schemes are working in your locality. There is a full list here, along with their contact details and facebook pages. https://www.eastlothian.gov.uk/directory/10048/community_councils

13. East Renfrewshire

Food Train Renfrewshire and East Renfrewshire Tel: 0141 887 2557 Email: renfrewshire@thefoodtrain.co.uk

14. Fife

Fife Council and Voluntary Action Fife have set up this service covering all parts of Fife where they are have a space for people needing help and then match them with an organisation or group that can help. https://www.fva.org/pandemic.asp. You can also contact them at email helpinghand@fva.org or call 0800 389 6046.
15. Falkirk

**CVS Falkirk** have a list of local support and resources available throughout Falkirk communities, divided by area, and available to view or download [https://www.cvsfalkirk.org.uk/covid-19-community-responses-resources-and-guidance/](https://www.cvsfalkirk.org.uk/covid-19-community-responses-resources-and-guidance/)

**Support for People** team at Falkirk Council have a helpline on 0808 100 3161 which has been set up to help people who need assistance to access food, medicines/prescriptions and other essential services. You can also request help electronically by clicking the link on this page [https://www.falkirk.gov.uk/covid19/support-for-people.aspx](https://www.falkirk.gov.uk/covid19/support-for-people.aspx)

16. Glasgow


**Foodtrain Glasgow**
Tel: 0141 423 1722
Email: glasgow@thefoodtrain.co.uk

17. Highland

**The Highland Council** has launched a free helpline to give assistance during Covid19. The single line number – 0300 303 1362 – will connect callers to relevant Council specialist teams and to community support to help with shopping, prescriptions etc. It will operate Monday to Friday from 8am to 6pm. All calls are free. A network of Humanitarian Assistance Groups are being set up across the Highlands to support people and this information will be available shortly on [https://www.highland.gov.uk/coronavirus](https://www.highland.gov.uk/coronavirus)

If you or the person you care for is “shielding” because of even more vulnerable health (you will have received a letter about this), and you need immediate assistance, you should contact: 01349 886669 or complete the form at: [https://www.highland.gov.uk/coronavirus/shielding](https://www.highland.gov.uk/coronavirus/shielding)

Highland CVS have a community assistance directory which lists groups offering assistance. This is listed by area and can be found at: [https://www.covidhelp4highland.org/community-action-register.html](https://www.covidhelp4highland.org/community-action-register.html)

18. Inverclyde

**CVS Inverclyde** have an online searchable directory of groups offering support during this period. Visit: [https://inverclydelife.com/](https://inverclydelife.com/)

19. Midlothian

Local voluntary action groups and Midlothian Council/Health and Social Care Partnership and working together to help people access support for practical help whilst self-isolating/shielding. They do not yet appear to have a direct number to call but if you contact Midlothian Carers Centre on 0131 663 6869 or email: midlothian@vocal.org.uk they should be able to assist in connecting you with a group that can help.
20. Moray

**Tsi Moray** is bringing together a database of community support so keep an eye on [https://www.tsimoray.org.uk/](https://www.tsimoray.org.uk/). In the meantime, visit [https://covidmutualaid.org/local-groups/](https://covidmutualaid.org/local-groups/) and type in Moray. There are groups across the district.

You can also contact Moray Council who will be able to direct you to local community activity. Visit: [http://www.moray.gov.uk/moray_standard/page_100047.html](http://www.moray.gov.uk/moray_standard/page_100047.html) for contact details.

21. North Ayrshire

**North Ayrshire Council’s Connected Communities** teams have launched a series of community hubs that will operate in each of the six localities. Their purpose is to be a local point of contact for community need arising from COVID-19, responding with advice, signposting, referral and tasking of local volunteers.

These **Community Support Hubs** will be open Monday – Friday between 10am and 1pm to receive phone calls. The answer machine will be on outwith these times and all messages will be picked up the following day. They can be contacted on the numbers below:

- Irvine – Fullarton; 07934163884, 07398108924 or 01294 278207
- Irvine – Vineburgh; 07864718921, 07398108915 or 01294 317156
- Irvine – 07936033039 or 01294 313593
- Three Towns – 07907878861 or 01294 475900
- North Coast – 07907876444 or 01475 673309
- Garnock Valley – 07395901571
- Kilwinning – 07395941792 or 01294 554699
- Arran – 07496658760 or 01770 600532

22. North Lanarkshire

**Cumbernauld CACE** can help with linking older people to groups helping with shopping, prescription delivery, befriending and dog walking. Call 01236 451393

**Cumbernauld Resilience Group** can be contacted on 07707860976.

Voluntary Action North Lanarkshire and working with partners to help coordinate community support efforts. They will provide further information as it emerges so visit: [http://www.voluntaryactionnorthlanarkshire.org/](http://www.voluntaryactionnorthlanarkshire.org/) for more information. They are also updating regularly on support available.

23. Orkney

Voluntary Action Orkney have the Orkney Community Directory where you can search for organisations to assist. [http://vaorkney.org.uk/information/orkney-information-hub/](http://vaorkney.org.uk/information/orkney-information-hub/). They also have information on businesses that can provide food delivery at: [http://vaorkney.org.uk/information/orkney-information-hub/2632-coronavirus](http://vaorkney.org.uk/information/orkney-information-hub/2632-coronavirus)

24. Renfrewshire

Food Train Renfrewshire and East Renfrewshire
Tel: 0141 887 2557
Email: renfrewshire@thefoodtrain.co.uk

You can, as noted visit SCVO’s community directory which has listings for organisations in Renfrewshire that can assist: [https://covid-19.scvo.org.uk/](https://covid-19.scvo.org.uk/)

Renfrewshire Council have a list of groups that are emerging to support people with shopping, prescription pick up and more. Visit: [http://www.renfrewshire.gov.uk/coronavirus-communities](http://www.renfrewshire.gov.uk/coronavirus-communities).

These include:

**ROAR:** 0141 889 7481 or info@roarforlife.org
**Erskine Community Unites:** 07799123002 or ecc@hotmail.co.uk
**Bridge of Weir Coronavirus Community Assistance Group:** [https://www.facebook.com/groups/1669071886566668/](https://www.facebook.com/groups/1669071886566668/)

25. Perth & Kinross

Perth & Kinross Council have brought together information on community support, which is downloadable by locality at: [https://www.pkc.gov.uk/coronavirus/communitysupport](https://www.pkc.gov.uk/coronavirus/communitysupport). You can also email communitysupport@pkc.gov.uk and they will signpost you to your nearest group.

26. Scottish Borders

Scottish Borders Council are setting up Community Assistance Hubs across the council area. These will help people who need support with practicalities and link them with community efforts. Visit: [https://www.scotborders.gov.uk/info/20014/social_care_and_health/1019/coronavirus_covid-19_events_and_community_advice](https://www.scotborders.gov.uk/info/20014/social_care_and_health/1019/coronavirus_covid-19_events_and_community_advice)

If you need help urgently in the meantime call 0300 100 1800

Food Train Scottish Borders
Tel: 01896 751750
Email: scotborders@thefoodtrain.co.uk
27. Shetland Islands

Voluntary Action Shetland are the main volunteer support in the Islands and can link you with organisations in their area. Email: vas@shetland.org or call 01595 743900.

28. South Ayrshire

South Ayrshire Lifeline can offer support for shopping, prescription pick up etc. Find out more about their services at: https://beta.south-ayrshire.gov.uk/article/19496/Community-Support-Information or call 08004320510.

29. South Lanarkshire

A new helpline is available for individuals living in South Lanarkshire who are self-isolating/vulnerable and whose usual support network is no longer available. The helpline will help people to access food and other essential supplies.

The helpline number is 0303 123 1009 and the opening hours are as follows:

Monday to Thursday, 8.45am-4.45pm
Friday, 8.45am-4.15pm
Saturday and Sunday, 8.45am-4.45pm

30. Stirling

Food Train Stirling and Clackmannanshire
Tel: 01786 450536
Email: stirling@thefoodtrain.co.uk

Riverside Community Council have a volunteer effort to help with shopping, medicine deliveries and dog walking. Visit: https://www.riversidecommunitycouncil.co.uk/news for more information or telephone: 07958235596. This covers around the FK8 1LG area

31. West Dunbartonshire

Royal Voluntary Service can assist with shopping and prescription delivering. Call 0330 555 0310 for details of your local contact.

Get in touch with West Dunbartonshire Carers Centre who can advise of local support available and connect you with this. Telephone: 0141 941 1550

32. West Lothian

Food Train West Lothian can assist with food shopping and deliveries. Tel: 01506 413013/420498 or email: westlothian@thefoodtrain.co.uk

West Lothian Council and Volunteer Gateway West Lothian are working to coordinate help and support. Advice on organisations in your area that can help, call 07712 521850 or email: vsg@vsgwl.org