Advice and support sources for carers 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.

The Scottish Government National Coronavirus Helpline 0800 111 4000 is available between 9am-5pmThis has been set up to provide essential assistance to those who don’t have a network of support but who are at high risk of contracting COVID-19. This is to help people in Scotland who do not have support to link with practical assistance and will help connect you with local council’s support service.

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/


Local areas also have specific help for people who are shielding. These are people who have received a letter from the NHS or their GP stating, they are at high risk of severe illness from contracting COVID-19. Some local areas provide a service to all vulnerable people but others are targeted at people who are shielding only.

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/

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 Council 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. 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

Support by local authority:

1. Aberdeen City

Grampian Coronavirus (COVID-19) Assistance Hub
Information and support for people in Grampian including linking people to help with shopping etc. Also has links to information on supports offered by the council including benefits and financial advice. Tel: 0808 196 3384 (line open 8am-8pm, 7 days). Visit: www.gcah.org.uk

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 Ruthireston 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/GlVr1E. 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

Grampian Coronavirus (COVID-19) Assistance Hub
Information and support for people in Grampian including linking people to help with shopping etc. Also has links to information on supports offered by the council including benefits and financial advice. Tel: 0808 196 3384 (line open 8am-8pm, 7 days). Visit: www.gcah.org.uk

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

Tayside Cares
This is the official online portal for information, advice and assistance for people living in Angus, Perth & Kinross and Dundee. It is a partnership of the three councils, NHS Tayside, Voluntary Action organisations, Fire and Rescue and Police Scotland. You can make a request for assistance by calling 03452 777 778 (open 7 days for people in need of support, 10am-8pm weekdays and 10am-2pm on weekends). Visit https://www.taysidecares.co.uk/ for more information.

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

Angus Council have a support line for people who are shielding to help with practicalities. Tel: 01241 465111 (10am to 4pm)
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 Argyll and Bute Coronavirus Caring for People Helpline** Tel: 01546 605 524 (Monday to Friday, 9am to 5pm). Visit: [https://www.argyll-bute.gov.uk/coronavirus/help-for-communities](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/](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 support service for **people who are shielding** can contact them on 01259 450 000 for assistance, email: Visit: [https://www.clacks.gov.uk/coronavirus/shielding/](https://www.clacks.gov.uk/coronavirus/shielding/) for more information.

They also have information on other local support groups that can assist with shopping, picking up prescriptions etc. at: [https://www.clacks.gov.uk/coronavirus/communityinformation/](https://www.clacks.gov.uk/coronavirus/communityinformation/)

6. Comhairle nan Eilean Siar

**Comhairle nan Eilean Siar** has established a dedicated service to collect details of individuals throughout the Western Isles who are **looking for support** during Covid-19. Call: 01851 600501 or email: volunteer@cne-siar.gov.uk. You can also complete a request for support at: [https://www.cne-siar.gov.uk/social-care-and-health/coronavirus/comhairle-establishes-volunteer-registration/](https://www.cne-siar.gov.uk/social-care-and-health/coronavirus/comhairle-establishes-volunteer-registration/)

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

**Benbecula**
**Tagsa Uibhist** based in Benbecula can provide shopping or delivery of medicines. Contact 01870 608904 or email: richard@tagsa.co.uk. [https://www.tagsauibhist.co.uk/home](https://www.tagsauibhist.co.uk/home)

**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 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.

**Dumfries and Galloway Council** also have a specific support line for **people who are shielding**. Telephone: 01387 260600 or complete form: [https://www.dumgal.gov.uk/shielding](https://www.dumgal.gov.uk/shielding)

**Food Train Nithsdale**
Tel: 01387 270800  Email: everything@thefoodtrain.co.uk

**Food Train Stewartry**
Tel: 01556 288427  Email: everything@thefoodtrain.co.uk

**Food Train Stranraer**
Tel: 01776 704831  Email: everything@thefoodtrain.co.uk

**Food Train Annandale and Eskdale**
Tel: 01461 207778  Email: everything@thefoodtrain.co.uk

**Food Train Newton Stewart**
Tel: 01671 401346  Email: everything@thefoodtrain.co.uk

8. **Dundee**
Dundee City Council are developing a network of community hubs to help with the effort to provide services and supplies to people in the city. Information is available at: https://www.dundeecity.gov.uk/community-support and general enquiries can be directed to: 01382 433129.

Tayside Cares
This is the official online portal for information, advice and assistance for people living in Angus, Perth & Kinross and Dundee. It is a partnership of the three councils, NHS Tayside, Voluntary Action organisations, Fire and Rescue and Police Scotland. You can make a request for assistance by calling 0300 123 1403 (8.30am to 5pm, Monday to Friday). Visit https://www.taysidecares.co.uk/ for more information.

Dundee City Council Helpline for people who are shielding who can contact: 0300 123 1403 (operates from Monday-Friday, 8.30am-5pm) or make an online request at: https://my.dundeecity.gov.uk/service/Food_and_Medication_Pickup_and_Delivery

Food Train Dundee
Tel: 01382 810944 Email: 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/ or email: contact@feelingstrong.co.uk to see if they can help.

9. Edinburgh City Council

Edinburgh Coronavirus Support has details and contacts for local groups that are providing support. https://covoledinburgh.wixsite.com/community

EVOC provides information on a range of local groups that are helping people to access food, shopping and help with prescriptions. https://directory.evoc.org.uk/

City of Edinburgh Council have helpline for people who are shielding and need assistance with food and medicine deliveries. Tel: 0131 200 2388 or email: shielding@edinburgh.gov.uk. See more at: https://www.edinburgh.gov.uk/coronavirus-4/information-vulnerable-high-risk-people

10. East Ayrshire

East Ayrshire Council has a directory of community support organisations at: https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Coronavirus/Community-resilience-groups.aspx. They can also direct people, including those who are shielding to organisation 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

Support is available through East Dunbartonshire Council to arrange for food and medicine deliveries, and other support services to those who are shielding from Covid-19. Telephone 0141 777 3345 or email: shielding@eastdunbarton.gov.uk

East Dunbartonshire Council Wellbeing Service can be contacted for support on a range of issues including linking those who are vulnerable and their carers to help with shopping and picking up prescriptions. Telephone: 0141 777 3345

OPAL: East Dunbartonshire Information Line can assist with information to support people to access shopping and prescriptions. Helpline: 0141 438 2347 Email: mail@opaleastdun.org.uk

Carers Link East Dunbartonshire can help local carers. You can call on 0800 975 2131 or email enquiry@carerslink.org.uk and work to support carers to access shopping, food and prescriptions.

12. East Lothian

East Lothian Council can offer support to those who are shielding, please contact customerservices@eastlothian.gov.uk or 01875 824300 (Between 8am-8pm, 7 days). The Council can also help connect others who need support to their local resilience group to get assistance with shopping, prescriptions and more.

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
East Lothian Council Shielding Support Line can be contacted on 0141 577 3093. The helpline is open Monday to Friday 8.45am to 4.45pm or you can email shielding@eastrenfrewshire.gov.uk. They will assist in delivering supplies that people who are shielding require.

Voluntary Action East Renfrewshire Community Hub can help people who need support with shopping, picking up prescriptions and more. Tel: 0141 876 9555, Mon-Fri 10am to 3pm or email: hello@va-er.org.uk

This is a partnership of VAER, together with East Renfrewshire Council and Health & Social Care Partnership are operating a Community Hub phone line to coordinate the community response across East Renfrewshire. The Community Hub helpline will act as a “one-stop shop” for those who want to help out or those who cannot leave their house without friends, family or neighbours to help out and no means to organise their own essentials.

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 people can register for assistance at: https://www.fva.org/helping_hand.asp?action=registerneed. You can also contact the helpline at: 0800 952 0330, Mon-Fri, 9 to 5pm.

Those who are shielding should contact the helpline on 0800 952 0330 or email: covid.communityhelpline@fife.gov.uk or, if they need assistance with prescriptions visit: www.fva.org/prescriptions.

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/local-covid-19-support-by-area/

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. This includes people who are shielding You can also request help electronically by clicking the link on this page https://www.falkirk.gov.uk/covid19/support-for-people.aspx

16. Glasgow
Glasgow Helps is a directory of groups that can support with food, medicine and crisis support. Helpline: 0141 345 0543 or visit https://www.glasgowhelps.org/

Glasgow City Council have a helpline for people needing assistance with practicalities who are shielding. Call: 0141 276 1185 Email: ShieldingResponse@glasgow.gov.uk

COVID Mutual Aid have a website of local groups support people in the community. Visit to find your nearest group: https://covidmutualaid.org/

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

If you or the person you care for is shielding because of even more vulnerable health, and you need immediate assistance, you should contact: 01349 886669 or complete the form at: https://www.highland.gov.uk/coronavirus/shielding

Highland Third Sector Interface 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

18. Inverclyde

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

Inverclyde Council has support for people who are shielding. Contact: 01475 715 274 or email: shielding@inverclyde.gov.uk

19. Midlothian

Midlothian Council, working with partners, have set up #MidHelp to help people needing assistance. They can be contacted on 0131 270 7500 (Mon-Fri office hours) or email: CLL@midlothian.gov.uk. Also on twitter at @MidHelp. More information at: https://www.midlothian.gov.uk/info/200296/coronavirus/645/support_during_self-isolation
Kindness Midlothian has a directory of groups that can assist with practical tasks such as shopping and picking up medication. Visit: https://www.kindnessmidlothian.co.uk/request-support.

20. Moray

Grampian Coronavirus (COVID-19) Assistance Hub
Information and support for people in Grampian including linking people to help with shopping etc. Also has links to information on supports offered by the council including benefits and financial advice. Tel: 0808 196 3384 (line open 8am-8pm, 7 days). Visit: www.gcah.org.uk

TSI Moray COVID 19 Portal has a database of community support providing a wide range of support including shopping and urgent food supplies. This is searchable by local area. Find this at: https://www.tsimoray.org.uk/community-database

21. North Ayrshire

North Ayrshire Council has a direct number of people who are shielded who need assistance with practicalities. Telephone: 01294 310000 Email: contactus@north-ayrshire.gov.uk

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, at a minimum, 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:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone 1</th>
<th>Phone 2</th>
<th>Phone 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Irvine – Fullarton</td>
<td>07934163884</td>
<td>07398108924</td>
<td>01294 278207</td>
</tr>
<tr>
<td>Irvine – Vineburgh</td>
<td>07864718921</td>
<td>07398108915</td>
<td>01294 317156</td>
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<tr>
<td>Irvine –</td>
<td>07936033039</td>
<td>1294 313593</td>
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<tr>
<td>Three Towns</td>
<td>0790787861</td>
<td>1294 475900</td>
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<td>North Coast</td>
<td>07907876444</td>
<td>1475 673309</td>
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<tr>
<td>Garnock Valley</td>
<td>07395901571</td>
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<tr>
<td>Kilwinning</td>
<td>07395941792</td>
<td>1294 554699</td>
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<tr>
<td>Arran</td>
<td>07496658760</td>
<td>1770 600532</td>
<td></td>
</tr>
</tbody>
</table>

22. North Lanarkshire
North Lanarkshire Council have a Helpline. Call: 0300 555 0407, Monday to Sunday 8am to 8pm or email: Communitymatters@northlan.gov.uk. Those who have received a letter from the NHS about shielding will be contacted directly by the Council to discuss their needs but if you need help in the meantime, call the helpline. However, both people who are shielding and those who need help because they are vulnerable or self isolating should contact the helpline for assistance.

Voluntary Action North Lanarkshire have developed community anchor organisations which are co-ordinating the community and voluntary sector response to COVID-19 in each locality. Find out more at: http://www.voluntaryactionnorthlanarkshire.org/content/covid-19-community-anchor-organisations-north-lanarkshire

Airdrie
Tel: 01236 605795 or 01698 262437
Bellshill
Tel: 01698 842215
Coatbridge
Tel: 01236 874520
Cumbernauld and the North
Tel: 01236 451393
Motherwell
Tel: 01236 605795 or 01698 262437
Wishaw, and Shotts
Tel: 01501 825800

Cumbernauld Resilience Group can be contacted on 07707860976.


23. Orkney

Orkney Islands Council and a range of partners have a helpline for people who are shielding and have established the Orkney Coronavirus Community Support Hub to provide essential information and support to the most vulnerable people in Orkney. This includes shopping, medication delivery and more. Telephone: 01856 879 900. Email: coronavirussupporthub@orkney.gov.uk

24. Perth & Kinross

Tayside Cares
This is the official online portal for information, advice and assistance for people living in Angus, Perth & Kinross and Dundee. It is a partnership of the three councils, NHS Tayside, Voluntary Action organisations, Fire and Rescue and Police Scotland. You can make a request for assistance by calling 0345 30 111 00 (from 8.45am to 5pm on weekdays) or email: communitysupport@pkc.gov.uk Visit https://www.taysidecares.co.uk/ for more information.
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 or call 0345 301 1100 (08.45 to 17.00 Mon - Friday) and they will signpost you to your nearest group.

25. Renfrewshire

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). They also have a helpline for people who are shielding on their Local Assistance Helpline: 0300 300 0230 or email: shielding.support.referrals@renfrewshire.gov.uk

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/)

26. Scottish Borders

Scottish Borders Council have set up Community Assistance Hubs across the council area. These will help people who need support with practicalities, including those who are shielding, and link them with community efforts. More information at: [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)

You can access the Hubs by emailing covid-19community@scotborders.gov.uk or phoning 0300 100 1800 and selecting option 7.

Food Train Scottish Borders
Tel: 018 96 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. Visit: [https://c1acd784.caspio.com/dp/9f978000f98095976f5e4abd81bd](https://c1acd784.caspio.com/dp/9f978000f98095976f5e4abd81bd) for their online directory of organisations offering support.
Shetland Islands Council Coronavirus Support Hub provides support for people who are shielding and require further support. Contact the Shetland Coronavirus Support Hub on Tel: 0800 030 8780, or by emailing covid19support@shetland.gov.uk

28. South Ayrshire

South Ayrshire Council, South Ayrshire Lifeline is available to support elderly and vulnerable people in South Ayrshire. The freephone telephone service is available Monday-Friday 9am-5pm on 0800 432 0510. We offer:

- Order and Deliver Essential Food Items across South Ayrshire, to those that are elderly or vulnerable. This service has a minimum £5 order value and we can accept card payment over the telephone. Orders can be placed between 9am and 5pm Monday to Sunday using the Freephone telephone number 0800 432 0510
- Hearing Aid Batteries can be ordered and posted free of charge between the above times
- Prescription Pick Up & Delivery this service is for those who do not get prescriptions delivered already and is available only for those who are elderly or vulnerable
- Telephone Befriending for those who may be feeling lonely or isolated. Individuals will be matched with a suitable volunteer and will receive a regular call form their volunteer
- Signposting by the South Ayrshire Lifeline team together, with the website, signposting customers to other appropriate local services

Tel: 0800 432 0510 (Monday-Friday 9am-5pm) or email: enquiries@salifeline.scot
Visit: www.southayrshirelifeline.org for more information.

South Ayrshire Council also has information on community support groups available at: https://beta.south-ayrshire.gov.uk/article/19537/Community-Support-Groups- and a helpline for people who are shielding. Tel: 01292 616 101 email: c19.communitySupport@south-ayrshire.gov.uk

29. South Lanarkshire

South Lanarkshire Council has a new wellbeing 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

There is also specific support for people who are shielding but they will be contacted individually by the Council. However, in the meantime individuals and their carers needing
support with practical assistance such as shopping, prescriptions etc. should contact the Wellbeing Helpline on 0303 123 1009.

30. Stirling

**Stirling Council** have launched a Support for People line to help support residents in need of care, essential supplies or support. They can be contacted on 01786 404040 from 8am-8pm, 7 days per week. There is also an online request for support form at: [https://www.stirling.gov.uk/planning-building-the-environment/emergencies-emergency-planning/coronavirus/support-for-people-1/](https://www.stirling.gov.uk/planning-building-the-environment/emergencies-emergency-planning/coronavirus/support-for-people-1/)

**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](https://www.riversidecommunitycouncil.co.uk/news) for more information or telephone: 07958235596. This covers around the FK8 1LG area

31. West Dunbartonshire

**West Dunbartonshire Council** are working to offer vulnerable people help with practical tasks including collecting and delivering essential groceries or medicines; walking pets and more. This includes people who are self-isolating, those 70 and over or those who are shielding or with underlying health conditions and single parents. Click on the “crisis team referral” button on this page: [https://www.west-dunbarton.gov.uk/coronavirus/additional-support/](https://www.west-dunbarton.gov.uk/coronavirus/additional-support/). Those who are shielding can also telephone: 01389 738282 (press option 5) or email: crisissupport@west-dunbarton.gov.uk.

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

32. West Lothian

**West Lothian Council** has a helpline for people who are shielding or self-isolating. This service is for people who need help with access to food, medicine/prescriptions. Call 01506 281000 or visit [https://www.westlothian.gov.uk/covid19-support](https://www.westlothian.gov.uk/covid19-support) and complete the online form. If you need assistance they will link you into support providers within your local community, including voluntary groups. This service will prioritise those who do not have assistance from friends and family to undertake these tasks.

**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

As at 29\textsuperscript{nd} April 2020