



# Social support information during COVID-19 pandemic



## Highland Council Information for Communities

A free COVID-19 helpline has been setup by Highland Council to provide urgent assistance during the COVID crisis in relation to:



- support to access food and supplies
- business grants
- education
- support with applying for welfare benefits
- information on keyworkers
- how to volunteer
- adult and children's social care.

You can call the Highland Council COVID helpline free on: **0300 303 1362**. It is open weekdays 8am to 6pm.

A website for community advice is also available via the Ready Scotland website: <https://bit.ly/2zUANCI>

### Third Sector Information

You can search a register of local organisations to find out about services across Highlands, from support with food provision, shopping, loneliness, picking up prescriptions, art and craft activities, to links to national organisations that provide support.



The website can be accessed via the following: <https://bit.ly/3dbuIFM>

### NHS Inform

Latest guidance about COVID-19 from NHS Scotland and the Scottish Government, including social distancing and stay at home advice can be found the following link: <https://bit.ly/2SwLnq7>



There is a whole range of information on NHS inform including details on coping with money worries which can be found via the following link: <https://bit.ly/2ysYlyf>

Information on mental health support can be found through the following link: <https://bit.ly/3b418uY>

## Citizen Advice Bureaux

Citizen Advice Bureau offices are currently closed to the public, but they can be contacted by email or phone as stated below:



Branch	Contact
Inverness, Badenoch and Strathspey	<b>07367 965 244</b> (only if you have an emergency, otherwise email) <a href="mailto:enquiries@invernesscab.casonline.org.uk">enquiries@invernesscab.casonline.org.uk</a>  Financial Health Check <b>0800 085 7145</b> Claiming Universal Credit <b>0800 023 2581</b> or webchat: <a href="https://bit.ly/2yk2fcT">https://bit.ly/2yk2fcT</a>
Caithness	<b>01847 894 243</b> or <b>01847 896 796</b> <a href="mailto:bureau@caithnesscab.casonline.org.uk">bureau@caithnesscab.casonline.org.uk</a>
Ross & Cromarty	<b>01349 883 333</b> <a href="mailto:bureau@alnesscab.casonline.org.uk">bureau@alnesscab.casonline.org.uk</a>
East & Central Sutherland	<b>01408 633 000</b> <a href="mailto:advice@ecscab.org.uk">advice@ecscab.org.uk</a>
North & West Sutherland	<b>01971 521 730</b> <a href="mailto:nws-bureau@nwscab.casonline.org.uk">nws-bureau@nwscab.casonline.org.uk</a>
Lochaber	<b>01397 705 311</b> <a href="mailto:adviser@lochabercab.casonline.org.uk">adviser@lochabercab.casonline.org.uk</a>
Skye & Lochalsh	<b>01478 612 032</b> <a href="mailto:adviser@slcab.org.uk">adviser@slcab.org.uk</a>
Nairn	<b>01667 456 677</b> <a href="mailto:bureau@nairncab.casonline.org.uk">bureau@nairncab.casonline.org.uk</a>

## Social Security Scotland

Information on access additional entitlements and benefits, funds and grants. These include Child Benefit and tax credits, Best Start, Funeral Support, Young Carers, Carers Allowance and Heating and Housing benefits.



Social Security Scotland  
Tèarainteachd Shòisealta Alba

To find out if you are eligible apply online: <https://bit.ly/2WrzJho>

## Deaf and Deafblind Support

contactSCOTLAND-BSL is a Scottish Government service that allows deaf and deafblind BSL users to make calls through an online interpreter. This is a 24/7 service, 365 days a year allowing BSL users to contact any public, third, and private sector numbers.

Call **0131 510 4555** or visit <https://bit.ly/3c6SXiJ>

## Highland Alcohol & Drugs Partnership

For information about local/national services who offer support for people with alcohol or drug problems please go to: <https://bit.ly/3dfjTx4>

Here you will also find a list of online mutual aid groups and resources for those who work with people experiencing drug and alcohol problems.



## Domestic Abuse and Forced Marriage Support

If you are experiencing domestic abuse or forced marriage, help is available via Scotland's 24 hour Domestic Abuse and Forced Marriage Helpline **0800 027 1234**. Report a crime to the police on **101** or calling **999** in an emergency. Visit <https://bit.ly/3c13Rqm> for more information.

## Physical activity

For lots of information on keeping safe when out exercise, social distancing and being active at home and much more visit: <https://bit.ly/2KZKFgH>