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every step of the way

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First Floor, Rear Wing, 16 Francis Street, Stornoway HS1 2XB

T: 01851 701755 E: office@advocacywi.co.uk W: www.advocacywi.co.uk

Covid-19 Western Isles Community Support Services

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WEST SIDE

Horshader Community Development – Euan Macleod – 01851 701225

Delivering prescriptions to the vulnerable. Providing assistance to homes for stay at home school pupils and generally give assistance to those requiring it

Barvas Estate – Mr Ivan Brown – 01851 710307 – ivan.brown@urras-bharabhais.org

Prescription delivery from Borve Surgery on Mondays, Wednesdays, and Fridays

Food Bank at Barvas and Brue Community Centre

Donations for the Food Bank can be dropped off on Tuesdays between 3pm – 4pm, and Fridays between 2pm – 4pm

Callanish, Breascleite, Garynahine – Rev. Calum Macdonald, – calum_macdonald@lineone.net – 01851 621459

Emergency Food Boxes are available from the Carloway Estate Trust and collected from the Community Centre– contact 01851 643481

Telephone Helpline set up – 07395 929314 Number monitored constantly by volunteers

BORVE, GALSON, NESS

Anyone requiring assistance or support, please contact:

Rev. Ewen Matheson: 01851 811193, ematheson@freechurch.org

Lisa Maclean: lisa@uog ltd.com

Cross Stores and Swainbost Shop can help with deliveries for those who are shielding:

Cross Stores 01851 810241

Swainbost Shop 01851 810223

The Galson Estate Trust have launched a new emergency fund, called “*Beagan Taic*”. The fund has been launched in partnership with a local church and is aimed at supporting Estate residents who find themselves in severe financial hardship. If you would like to find out more, please telephone 01851 850 393 and ask for the ‘new support fund’. We understand enquiries of this nature can be difficult, but please do not hesitate to contact us should you need assistance. For more information on the support offered by the trust, please follow: <https://www.galsontrust.com/>

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BACK & TOLSTA

Tong, Back, Gress – Gordon Diesels, Back – Alastair Smith – 820200

Can deliver all sundries to Gress, Back and Tong. Gas supplied on demand. Groceries can be delivered remotely, with telephone payments in effect

Back Pharmacy – Ishbel - 820333

Deliver prescriptions throughout the Broadbay area including Point, Back, Tolsta, Gress and Tong
Pharmacist can write prescriptions for antibiotics and some minor ailments can be treated in house
Shop items can be delivered to the lonely and isolated

Tolsta Shop – Dorothy Maciver - 890281

Deliver groceries, prescriptions, and newspapers throughout the area

POINT

Point Shop – 01851 870713

Deliveries of groceries and newspapers throughout Point area. Propane gas and coal is also available. Restricted entry to shop at peak times. Hand sanitising facilities are available on entry and exit. Contactless payments are encouraged

Point Free Church of Scotland – Rev. A. Coghill (Interim Moderator) - 01851870411 / 07747098828, email - garrabostfree@gmail.com

Point and Sandwick Trust

Community Wind Farm Organisation Point and Sandwick Trust has launched a Befriending Service in its latest effort to support the community in the fight against Covid-19. Call 07385711473 for wellbeing support. Lines are open 9am to 1pm, Monday to Friday

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LOCHS

Church Contacts – Lochs

South Lochs is Rev Iain Macritchie:	880282 - niseach81@gmail.com
North Lochs is Rev Calum Iain Macleod:	860369 - ciandk@hotmail.com
Kinloch Paul Murray (Free Church):	830226 - paulmurray10@hotmail.co.uk
Kinloch Iain Murdo Campbell (Church of Scotland):	830218

Lochs Services – 01851 860377

Social distancing measures in force and hand sanitiser available at entrance. Elderly and infirm given physical assistance if required. Lochs Services offer grocery deliveries once a week to North Lochs, Kinloch, South Lochs, and all points west to Carloway (excl. Uig and Bernera), please call on a Friday to place your order for delivery on Saturday. The service station stocks gas, but do not deliver. Coal can be delivered.

NORTH LOCHS

The North Lochs Community Association are offering support for vulnerable households. You may be on reduced hours, furloughed or now unemployed. The Association can help with food, toiletries and/or baby items. Please call: 07548962704

KINLOCH

The Kinloch Free Church has a Food Bank available. Please contact:

Rev. Paul Murray: 830 226 paulmurray10@hotmail.co.uk

The Kinloch Free Church and **Church of Scotland** are working together to provide a **Baby Bank** for those families who require assistance. Please contact in confidence:

Rev. Paul Murray: 830 226 paulmurray10@hotmail.co.uk

Rev. Iain Murdo Campbell: 830 218 i455@btinternet.com

Ready and willing volunteers are available to support those who need assistance in getting their prescriptions and small grocery items. Please contact:

Rev. Paul Murray: 830 226 paulmurray10@hotmail.co.uk

Ken Roddy Mackay: 07557384439 kroddy44@outlook.com

PAIRC

Pairc Community Council can offer emergency provision for anyone who is struggling during Tier restrictions:

880 380 pairccommunitycouncil@gmail.com

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UIG & BERNERA

Oisean a' Chalman Banca Paisde' (Dove's Wing, Baby Bank)

'Oisean a' Chalman' continues to provide help for families, by supplying key items for baby/toddlers between 0-36 months. It also provides targeted help for older children and young adults.

Uig Community Shop – 01851 672444

Offers grocery deliveries throughout Uig. For those without the internet at home, the Uig shop offers their internet in order that you can pay your online bills. The community Newsletter is available on a bi-monthly basis Feb/Apr/Jun/Aug/Oct and Dec

Bernera Church of Scotland – Rev. Hugh Stewart – 01851 672388

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STORNOWAY AREA

Prescriptions

KJ Macdonald offer a FREE delivery service of prescriptions for vulnerable people living in the Stornoway area. Please phone 703131 and this service is free

Eilean Siar Foodbank

Emergency foodbank in the Western Isles, providing food and support to local people in crisis. If you or someone you know in your community are struggling, please do get in touch. Please remember to include a name, address, and contact number so we can fulfil requests as quickly as possible:

01851 706650 eileansiarfoodbank@gmail.com

Stornoway Golf Club Foodbank

A Food Bank has recently been started at the Golf Club. This is being run in conjunction with:

The Salvation Army: 01851 703875

Western Isles Citizens Advice Bureau: 01851 702240 / 01851 706913

The Stornoway Golf Club: 01851 702240

These three organisations are now operating under one roof at Stornoway Golf Club, Lady Lever Park, Stornoway

Cearns

The Cearns Community Association would like to offer support to anyone who is shielding or vulnerable at this time. Please contact in confidence:

Barney 07884315471 cearnsbarney@gmail.com

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Goathill and Springfield Residents Association - NOVEMBER 2020 – MARCH 2021

The Committee and friends in our area are willing to help those senior citizens and vulnerable people who find themselves in need of help at this time as per the Government guidelines.

Please contact the names below in your area who will try and help in the following ways: Small items of shopping and supplies, Phoning or texting you from time to time to check on you, Delivering Food boxes

Kennedy Terrace	Flora Somerville Anne Blyth	07767034786 07733441017
Jamieson Drive	Anne & Lewis Macleod	07765525349
Balmerino Drive & Berisay Place	Louisa Macaskill Dan McLeman	07798936441 07867774660
Goathill Road,	Christine Munro	01851701348
Fleming Place & Doig Crescent	Ian Ferris	07769918608
Lister Place & Churchill Drive	Cllr Charlie Nicolson	01851703325
Springfield Road & Stirling Square	Louise Smith Donald (Doonie) Macleod	01851706501 07780830280
Macrae Road & Macrae Place	Laura Jayne Davis	07849023322
Nicol Crescent & Ross Terrace	Paul Macaskill	01851701260

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The Goathill and Springfield Residents Association are very pleased to announce as part of our support to OUR Community, we have received a grant from the Community Wellbeing Fund from the Foundation Scotland to help those vulnerable individuals and families in our area with some £25 Food Voucher and £25 Electric vouchers for December 2020 – March 2021.

These food vouchers will also be supporting local businesses.

Individuals and families who wish to request food vouchers or electricity vouchers support at this time are asked to contact the Association Executive Members. The Executive Members are Christine Munro, Dan McLeman, Laura-Jayne Davis and Cllr Charlie Nicolson (Councillor), or any of our committee members.

PLEASE be assured that **REQUESTS** will be dealt with in the **UTMOST CONFIDENCE**.

We are very thankful to Foundation Scotland for this amazing support for the area of Goathill and Springfield in these very challenging times for our vulnerable people in our area.

Christine Munro Chairperson stated: "We would like to express our sincere gratitude and support from Foundation Scotland in allowing us to provide targeted support with a voucher scheme for food and electric helping those less fortunate in our community at this time because of the Covid-19 epidemic."

Cllr Charlie Nicolson stated "We wish to thank Foundation Scotland for this wonderful support for vulnerable individuals and families in our area. It adds to the support that the Association Committee is giving with other agencies, community groups and businesses, who are working together and helping our area of Goathill and Springfield and our community".

The Association and Cllr Charlie wish ALL in our Area and in these Islands, a Happy Christmas and Good New Year when they come.

PLEASE remember to look out and help those in need over the next number of months and into the New Year in the challenging times we are ALL facing at present.

THANK YOU on behalf of **OUR** Community

"WORKING TOGETHER for ALL over the Festive Period "

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Parkend, Holm and Mackenzie Estate Residents Association

February 2021 – MARCH 2021

The Committee and friends in our area are willing to help those senior citizens and vulnerable people who find themselves in need of help at this time as per the Government guidelines. Those that are self-isolating themselves may need help from time to time.

Please contact the names below in your area who will try and help in the following ways:

- Small items of shopping and supplies
- Phoning or texting you from time to time to check on you
- Delivering Food Parcels

Mackenzie Estate	Mairi Ann Campbell	704397
	Amanda Maclennan	701682
	Kirsty Maclennan	701682
	Ronnie (Reagan) Morrison	07879844417
	David Graham	705791
	Cllr Charlie Nicolson	07717816476
New Parkend	Ian (Bloc) Morrison	07831771444
	Duncan Macrae	07833208931
Old Parkend	Roddy Mackenzie	07876374995
	Marion Macleod	704775
Holm Road	Donnie (Uig) Smith	07867861098
	Norman (Baco) Maclean	703113
	Murdo Macleod	705028
Holm Village	Mairi Ann Ross	07879891337
	Tony Robson	07786686523

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The Parkend, Holm and Mackenzie Estate Residents Association are very pleased to announce that we have received £5000 from Foundation Scotland for £25 food vouchers and £40 energy vouchers (gas, coal, electricity, and oil) for the period of February 2021 to March 2021 to help vulnerable individuals and families in the Parkend, Holm and Mackenzie Estate area.

These FOOD Vouchers will also support local businesses.

Individuals and families who wish to request Food Vouchers or ELECTRIC Vouchers support are asked to contact:

Roddy Mackenzie 07876374995

Donnie 'Uig' Smith 07867861098

Ian Bloc: 07831771444

Cllr Charlie Nicolson: 07717816476

or any committee members and volunteers by telephone or text.

PLEASE be assured that **REQUESTS** will be dealt with in the **UTMOST CONFIDENCE**.

Roddy Mackenzie, Chairperson PHAME stated "we are very thankful to Foundation Scotland for this award of £5000 for our area and supporting vulnerable individuals and families."

Cllr Charlie Nicolson stated "I and the PHAME Committee wish to thank all the Agencies, Community Groups, Media and Businesses who have been supporting our area over these many months. This award from Foundation Scotland will help families and individuals in our area who are vulnerable, and this support is very welcomed indeed to help those in need".

Please remember over the festive period to help those that may need support and be kind neighbours.

The PHAME Association and Cllr Charlie wish ALL in our Area and in these Islands a happy and safe Christmas and good New Year when they come.

THANK YOU on behalf of **OUR** Community

"WORKING IN PARTNERSHIP FOR ALL"

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HARRIS

Isle of Harris has some **FareShare** food available for anyone who needs additional food in Harris. To arrange for a bag to be picked up or delivered to you please contact in confidence one of the following:

North Harris/Bays Mairi MacIver 07717816471
 Agnes Morrison 07787587681

Scalpay Kenny MacLeod 07711828801

South Harris Kathryn Campbell 07776490719

Harris Forum

If you or anyone you know need help in any way, then please contact us. We will do our best to help or to find someone who is better placed to do so. We are asking everyone to do their bit and help keep Covid-19 from impacting our community. On behalf of the Harris Forum, Kenny MacLeod Chair.

Please contact the names below in your area if you require any help:

North Harris and Tarbert Agnes Morrison 07787587681 / 01859 502262
 Mairi Maciver 07979448632

Bays Margo MacLeod 07717514467 / 01859 51122

Scalpay and Kyles Kenny MacLeod 07711828801 / 01859 540297

South Harris Effie MacLeod 07305464758 / 01859 520209
 Catriona MacLennan 07827994354 / 01859 520722

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UISTS & BENBECULA

Uist Council of Voluntary Organisations has published an excellent document detailing the help available locally. The document has been distributed to every household in the Uists and can be accessed from this link:

https://fa59e7cc-46fa-4185-829c-68be02a6b247.filesusr.com/ugd/5ce632_e01c16d3df3d4e938df513811393a6f2.pdf

N.B. Please note a change to the contact details for TASGA Transport, which is now: 01870 603 881

Contact **UCVO** for further information:

Tel: 01870 602 117

Email: sheena@ucvo.org.uk or development@ucvo.org.uk

The Uist and Barra Foodbank

Located in The Bunker, East Camp, Balivanich, has been operational since 9 July 2018.

Current opening times are Monday 9am-12.30pm and Friday 2pm-4pm.

All donations gratefully received.

BARRA & VATERSAY

Cobhair Bharraigh

We have a 24-hour phone service in place even if you just feel lonely or have any worries or a problem we may be able to help.

Give us a call on 01871 810 906.

Are you looking for something to do? We have a range of packs to keep you going. Knitting for premature babies, Quizzes & Puzzles, Adult Colouring - Please give 01871 810 906 a call and we can deliver them to you.

Voluntary Action Barra and Vatersay (VABV)

As a charity, VABV continues to act as the umbrella/ community anchor organisation that supports social and economic community groups. Through its social enterprise and local weekly newspaper Guth Bharraidh, it provides a wide range of information on the range of services that are available to support residents of Barra and Vatersay during the coronavirus pandemic.

Tel: 01871 810 401

Email: eoin@vabv.org.uk

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LOCAL AND NATIONAL SUPPORT

MENTAL HEALTH AND WELLBEING

Many of us are struggling to maintain our mental health and wellbeing during the Coronavirus (Covid-19) pandemic. Below are some links to information on how to support yourself during these difficult times, as well as contact details for when you need to speak to someone.

Western Isles Psychological Wellbeing Hub

During this uncertain time, we are all re-adjusting to new ways of living our lives. It is normal to experience some level of anxiety and stress. Each of us will have different ways of coping. However, if you need extra support the Western Isles Psychological Wellbeing Hub offers help to people of all ages living in the Western Isles who may be experiencing distress.

We can offer tips and techniques that can help, and we offer guidance and support by phone. We may also be able to offer appointments to help you through this difficult time, so you feel more able to cope. For further information, simply contact:

Email: wi-hb.PsychologicalSupportForCorona@nhs.net
Tel: 01851 708022 or 601151
Web: www.coronavirus.wi.nhs.scot

Mind

Infoline: 0300 123 3393 – an information and signposting service, open Monday to Friday, 9am – 6pm (excluding bank holidays)
Email: info@mind.org.uk
Web: <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

Samaritans

Offering listening and support to people and communities in times of need. Samaritans offer a 24 hour confidential helpline for anyone who's struggling to cope, who needs someone to listen without judgement or pressure. Contact:

116 123 free from any phone
0330 094 5717 local call charges apply

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LOCAL AND NATIONAL SUPPORT Cont.

Comhairle nan Eilean Siar

A dedicated service to collect details of individuals throughout the Western Isles who are looking for support during Covid-19. Those seeking help are asked to complete the [Request for Support Form](#) to provide their contact details and the type of support they require. For those who cannot access the online form, please call the Council on 01851 600 501. Enquiries can also be made to volunteer@cne-siar.gov.uk. The Comhairle will gather the information about who needs support and work alongside community group to both coordinate and provide local support across the Western Isles.

Advocacy Western Isles

AWI provides independent advocacy to ensure your views are sought, your voice is heard, you are listened to, your rights are explored and upheld, you are involved in decisions made about you and that you are empowered. Anyone who is a resident in the Western Isles can access the advocacy service, but priority support is given to people with Mental Health Issues, Learning Disabilities, Children & Young People and their Parents/Carers, the Cared for and their Carers. Contact:

Isle of Lewis and Harris:	01851 701755	office@advocacywi.co.uk
Isles of Uist and Barra:	01878 70000 07584 898480	uistandbarra@advocacywi.co.uk

Western Isles Citizens Advice Bureau

Western Isles Citizens Advice Service is a local, independent charity which provides free, impartial, and confidential advice and information to give you the tools you need to sort out any issues or problems. We're at the heart of the community and offer several services, including: Benefit, Debt & Money, Housing, Work, Law & Courts and Consumer Rights.

Contact: 01851 702240 01851 706913

Tighean Inne Gall

TIG are offering a prepayment voucher valuing £49 for all households that top-up a key to pay for their electricity. A maximum of three vouchers per household.

Contact: 01851 706121 info@tighean.co.uk

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LOCAL AND NATIONAL SUPPORT Cont.

Outer Hebrides Alcohol & Drug Partnership (OHADP)

A multi-agency partnership which exists to prevent and reduce the harmful effects of alcohol and drugs in our community, to promote sustained recovery and deliver outcomes for those affected. During these difficult times you may be concerned about yourself, a family member, a friend or a neighbour – if so, contact the local Support Worker on: 07494079509

Volunteer Centre Western Isles

We provide confidential information and advice to volunteer involving community groups, charities and organisations on how to organise safer volunteering during the COVID19 response, including sample policies, volunteer organiser training and online training modules. We help organisations to develop volunteer roles and promote / advertise volunteer roles to local volunteers. We develop and advertise local community and home based volunteer roles for anyone who would like to volunteer across the Western Isles to support the COVID 19 response. Our website has a dedicated COVID19 information page for volunteers and volunteer organisers. For more information, please contact visit www.volunteercentrewi.org or contact:

Telephone: 07883009217

Email: info@volunteercentrewi.org

Third Sector Interface Western Isles (TSIWI) - Third Sector Interfaces (TSI's) are funded by the Scottish Government to provide a single point of access for support and advice for the third sector. We support, develop and promote the interests and work of voluntary and community organisations in the Western Isles and provide information on governance, volunteer support and third sector funding throughout the COVID19 response through the 6 partner organisations Uist Council of Voluntary Organisations, Volunteer Centre Western Isles, Voluntary Action Barra and Vatersay, Harris Voluntary Service, Volunteering Hebrides and Outer Hebrides Social Economy Partnership. Visit www.tsiwi.org or email tsiwichair@outlook.com for more information.

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LOCAL AND NATIONAL SUPPORT Cont.

SSE

For individuals and families who are in debt with their water and/or fuel bills, **and are customers with SSE**, there is a Priority Assistance Fund available to help with your fuel bills. SSE supplies electricity and gas under the supply brand Scottish Hydro in Scotland. To find out about what help is available you can call or visit the websites below:

Scottish Hydro customers: 0800 980 8754 / www.hydro.co.uk
SSE customers: 0800 980 8831 / www.atlantic.co.uk

CO-OP

If you've been instructed by the Government to stay home, you can purchase or top up our **Community Shopping Card** by calling 0800 029 4592. Friends, family or volunteers can use this to do your shopping in store.

POST OFFICE

In order to help the most vulnerable in society, Post Office is partnering with as many financial institutions, local councils and central government departments as possible to offer 3 new services: **PAYOUT NOW** **FAST PACE** **CASH DIRECT**

Payout Now: A voucher with a barcode sent by text, email or post to a customer who can share it with a trusted person to withdraw cash.

Fast PACE: Fast PACE is a same-day cheque encashment service, enabling those who can't or mustn't leave their home to write a cheque for a trusted person to then cash at their nearest Post Office.

Cash Direct: Cash Direct is a next-day cash delivery service to get cash to customers who are required to stay at home, for instance to shield from coronavirus.

For more information on these services, contact your local branch or visit the website:

<https://www.postoffice.co.uk/coronavirus-help-support/access-to-cash>

ROYAL BANK OF SCOTLAND

Vulnerable Customers Helpline – 0800 051 4177

Call us to find out what additional services we can offer vulnerable customers who are self-isolating, such as having cash delivered at home, letting a friend or relative withdraw money at a cash machine, or ordering a Companion Card to pay for shopping. Lines are open 8am-8pm every day.