

Sources of Emergency Help & Advice in Inverness 2023-24

Organisation	Type of Assistance	Times	Arrangement	Contact Information
Mikeysline	Confidential face to face and text based mental health support for adults & young people from age 11 upwards.	TEXT: Sun-Thurs 6pm-10pm and Fri-Sat 7pm-7am 1-1 APPT: Mon- Sat 6pm - 10pm	Text, Messenger & Whats App Webchat or In Person	The Hive, 19 Academy Street Text: 07786 207755 enquiries@mikeysline.co.uk www.mikeysline.co.uk/appointments
Listening Ear	Free, trained to listen, emotional caring support, open to all & non judgemental	Arrange an appointment or drop in to CCC Wed 9am - 12 Or Hilton Church Thurs 12 Noon - 2pm	Additional listening times by appt through the week	Culduthel Christian Centre (CCC) Culduthel Avenue IV2 6AS 07908 8402344 listeningear@culduthelchristiancentre.org
The Samaritans	Confidential listening & emotional support	24 Hours/7 Days	Phone, email or write	Phone 166123 (no code required) jo@samaritans.org Write to: 'Freepost Samaritans Letters'
SHOUT	Texting service for any type of emotional crisis A trained counsellor will respond	24 Hours/7 Days	Text	Text the word SHOUT to 85258 available anywhere in the UK
Addictions Counselling Inverness	Talking therapy & recovery coaching & group work for people & families. Alcohol, drugs or gambling recovery	Mon - Fri 10am - 4.30pm	Phone, text, email or complete the enquiry form on the website	108 Church Street, IV1 1EP Phone: 01463 220995 Text: 07736 345257 info@counselling-aci.org www.addictionscounsellinginverness.org
Alcoholics Anonymous	Help with Alcoholism and Alcohol dependency		Call or Email for info & local help	0800 9177650 help@aamail.org
Universal Credit	If on Universal Credit: Advanced Payment		Advance payment will be repaid through universal Credit payments	Helpline: 0800 328 5644 Text: 0800 328 1344 Inverness Jobcentre, River House, Young Street, IV3 5BP Tel: 0300 038 3174
inSpire at St Andrew's Cathedral	School uniform & winter jacket bank for 0-18 years. Toiletries & emergency food	Wed 10am-2pm Thurs 10am-Noon	Drop in or call /email in advance	Cathedral Office, 9-11 Kenneth St 01463 225553 inspires@invernesscathedral.org
HALO Highland Action for Little Ones	Supplies of Baby and Child formula, nappies, equipment and clothing		Phone or Email	07754 788980 (this is not a 24 hour service) halohighlands@gmail.com
New Start	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 01463 715615 or 728771 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. School, NHS or Council.	Greyfriars Free Church Balloan Road 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)	0800 0831 887 www.mygov.scot/scottish-welfare-fund FREEPOST RTCS-UUBG- YKEL Scottish Welfare Fund, PO Box 5776, Inverness IV1 9EP
Inverness Womens Aid	Support for women, children & young people experiencing domestic abuse	Mon - Fri 9am - 5pm Voicemail all other hours Also contact via Facebook	Phone or email in confidence	01463 220719 info@invernesswa.org 24 Hr National Domestic Abuse: 0800 027 1234 www.invernesswa.org
Christians Against Poverty (CAP)	Professional help & advice on money management & overcoming debt.	Replies Mon-Fri 9am-5pm	Phone or email	0800 328 0006 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 9am - 5pm	Phone, email or face-to-face	29-31 Union St 01463 237664 enquiries@invernesscab.org
Red Chair Highland	Assistance with digital support Funded digital device and connectivity provision 1-1 device support & group workshops Employability support	Tues / Wed /Thur 9am - 3pm	Email, Website, Telephone or visit in person	58 Denny Street IV2 3AR 01463 417240 info@redchairhighland.scot www.redchairhighland.scot
Highland Council Homeless Team	Homeless or Threatened with Homelessness	Office & Out-of Hours 24/7	Phone, Website or Write The Housing Policy Officer Glenurquhart Road Inverness IV3 5NX	01349 886602 office hours 01349 886691 evenings /weekends www.highland.gov.uk
Highland Council Social Work Out Of Hours	Urgent child protection issues, people at risk, people with disabilities, family breakdown & mental health emergencies Adult care and support	Mon-Fri AFTER 5pm Also Sat-Sun 24/7	Emergency Out Of Hours Team	Mon-Fri after 5pm Sat-Sun 24/7 0808 1753646 ESWS@highland.gov.uk
Highland Council Service Point	Housing benefit, housing services, general assistance advice, information on all Council services & help with form filling	Mon - Fri 10am -12.30 1.30 - 4.30	Visit or on-line	Inverness Service Point, Town House (Entrance from Castle St) www.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	0800 090 1004 welfare.support@highland.gov.uk

Compiled by the Rotary Club of Inverness Riverside

Contact Us:

<https://bit.ly/3GsIOz2>



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<https://bit.ly/3GtIS1C>

