

The Family Firm – support for Care-experienced Children.

If you are care-experienced at home or away from home, and over 14 years of age, you are entitled to a supported work placement with Highland Council. Highland Council employs thousands of people in a very wide range of jobs and can offer many opportunities to young people to try out working life. You can have a one week placement or an extended placement of one or more days a week over a period of weeks or months, in an area which interests you. You will get advice and help to assist you to choose the right kind of work. To find out about arranging a placement, contact your Guidance Teacher in school, your Social Worker or Youth Action Worker. If you're on an Activity Agreement, speak to your Personal Advisor or contact the Family Firm Coordinator.



The Family Firm

Employability Team

The Highland Council

Inverness

IV3 5NX

Telephone: 01463 702783 Secondary

Telephone: 07917635280

Email:



Leaving home?

Leaving home is a challenge for everyone.

Barnardos provide emotional and practical support for care leavers until the age of 26 to help them succeed and ease these challenges as much as possible. They support young people leaving care to:

- find somewhere to live
- manage their money
- continue with education
- find work or training
- offer ongoing support and counselling.

In some areas they can also offer the young person a room of their own in a safe and supportive family home. This is called supported lodging.

New Start Highland create social and environmental improvements within our local community through supporting people, delivering training opportunities and promoting re-use.

If you would like to access any of their employability programmes, home furniture starter packs or housing support contact them by phone



Barnardos

Highland, Neath

Birches, Dores

Road, Inverness,

IV2 6DL

Tel 01463 751206



Newstart Highland
9 Carsegate Road North

Inverness

IV3 8DU

Tel: 01463 715615

Housing & Accommodation

Highland Council

Highland Council have a common housing register with the main housing associations in the Highlands, so anyone looking for social rented housing only has to fill in one application form. All applications are then assessed, and awarded points, based on the Highland Housing Register Allocations Policy.

Anyone aged 16 years or over can apply for a house from any of the partner landlords. As a care leaver you are entitled to a Move on & Options Planning Meeting and allocated a housing officer, either 6 months before leaving care or through it being triggered by an Aftercare Supporting service such as Barnardo's or Ypeople.

Highland Councils' Highland Housing Options Protocol for Care Leavers guidance document is available to view using the following link:

https://www.highland.gov.uk/downloads/file/20820/housing_options_protocol_for_care_leavers

To apply to be on the Highland Housing Register you can collect a paper application from your local service point or apply online by visiting the following link:

https://www.highland.gov.uk/info/925/council_housing/244/apply_for_a_house

For application enquiries telephone:
01349 886602

Inverness Campus Student Accommodation

A purpose-built student residence is available on campus and offers 300 en-suite bedrooms with shared kitchen and living areas. The accommodation is professionally managed by Cityheart Living (Scotland) Ltd, who can answer any questions you may have about the facilities.

A single en-suite bedroom with shared kitchen and living area is £135.75 per week and a studio en-suite bedroom with cooking facilities is £175.75 per week. The rent includes Wi-Fi, heating, electricity and secure cycle storage. Laundry services are also available at the residence. There is a support system in place for students adapting to university life.

To find out more information about the accommodation you can visit the link below :
<https://studentaccommodationuhi.co.uk/en/locations/inverness>

or contact Amanda Campbell or Katie Ward Access and Transitions Coordinator's at email:
transitions.ic@uhi.ac.uk



Food

Every day people in the Highlands are struggling to put food on the table. Reasons range from redundancy to receiving an unexpected bill on a low income. **Highland Foodbank**, part of the work carried out by Blythswood Care, provides a minimum of three days emergency food and support to local people in crisis.

Foodbank clients bring their voucher to a foodbank centre where it is exchanged for a three day emergency food package, complete with suggested nutritious recipes to help them make best use of the food. At a foodbank centre, clients can meet with volunteers, relax and enjoy a cup of tea and can be signposted to other organisations who may be able to help them further and ultimately find a long-term solution.

For a voucher: Contact Inverness College student support team
Student.support.ic@uhi.ac.uk
Or speak to the transitions coordinator
transition.ic@uhi.ac.uk

Inverness Foodstuff provides friendly nutritious meals three days a week for those facing food poverty. They are committed to reducing food waste locally and receive donations of left over foods in good condition from local businesses within the Inverness area. Not only do they provide healthy nutritious meals they provide a social and community environment that helps prevent social isolation. In addition to providing companionship the hub helps develop new skills and increase confidence. They have any visiting agencies that can offer a variety of supports including a weekly employment mentor and provide volunteering opportunities that encourage positive change and enables personal growth.



Highland Foodbank

Tel: 01463 717630 / 07875 332696

Email: foodbank.admin@blythswood.org



Inverness Foodstuff

Ness Bank Church Kitchen
Ness Bank Church
Inverness
IV2 4SF

Email: operationsmanager@invernessfoodstuff.co.uk

Helpline Number 07552 303 056

**Open 10am-12noon &
2pm-4pm Monday to Friday**

Health & Wellbeing

At UHI Inverness we offer specialist wellbeing support for any student experiencing significant or enduring difficulties. We know that every student has individual needs, so we offer a flexible programme which incorporates Counselling, Cognitive Behavioural Therapy, Mental Health Support, and Psychoeducational Workshops. We also regularly liaise with external services (such as local NHS hospitals and community teams) to ensure students are able to access appropriate choices, and liaise on your behalf if needed so that impact on studies is minimised.

If you feel you require wellbeing support please contact the wellbeing team at counsellor.ic@uhi.ac.uk or discuss with the Access and Transitions Coordinator or your allocated PDA/PAT

The wellbeing team are available Monday to Friday 8.30-5pm

Outside of college hours, at weekends (Saturday and Sunday) and during College-recognised holidays you can access support from other services such as:



Big White Wall (BWW) is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly.

Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members. In addition to

BWW's online community, you will have access to a wealth of useful resources and can work through tailored self-help courses covering topics such as anxiety, sleep, weight management, depression and many more.



THE HIVE PROJECT
Mikeysline

Mikeys Line For non-judgemental peer support via **TEXT 07786207755**

Or call into The Hive Project which is an out of hours mental health crisis centre, based at 19 Academy Street, Inverness, for a safe place to talk.

shout
for support in a crisis

Shout (crisis messenger) is a **FREE** mental health crisis support line offered across the UK. The service is available 24 hours a day.

Text Shout to 85258 to be connected



Breathing Space is a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety.

Opening hours Weekdays: Monday-Thursday 6pm to 2am

Weekends: Friday 6pm - Monday 6am

0800 83 85 87

MEDICAL ADVICE

If you are sick or are worried about your health please contact your GP.

Outside of normal working hours contact NHS24 On 111

For serious accidents or medical emergencies always telephone the ambulance service on 999.

Find out more about your local hospital, or the other services by visiting

<https://www.nhsinform.scot/scotlands-service-directory>



Not registered with a local GP?

To find your local GP and contact them to register visit:

https://www.nhshighland.scot.nhs.uk/Services/Pages/Gp_HealthCentres.aspx

Do you need to register with a local dentist?

Call the dental helpline and they can advise you of practices locally who are accepting new NHS patients.

NHS Highland Dental Helpline
Inverness Dental Centre
Centre for Health Science
Raigmore Campus, Inverness
IV2 3JH

Tel 0845 644 2271

Dental Emergency

If you have a dental emergency and are not registered with a dentist, telephone the helpline on 0845 644 2271 as early as possible during the day and your symptoms will be triaged and appointed based on your clinical need.

Out of working hours call NHS 24 on 111.

Mental Health Crisis

The Highlands NHS Mental Health Crisis Team can help you if your mental health is at breaking point.

The service is available 24 hours a day.

01463 704 000

Support Groups



Connecting Carers
A better life for unpaid carers in Highland

Are you a carer?

Do you look after a friend, neighbour or relative who couldn't manage without your support? If yes, **connecting carers** can provide you with practical and emotional support and help you to connect to the services and support that will assist you to lead a better life.

They also run social events that help you connect with other carers and have some fun time for yourself.

CARER CENTRE: 01463 723575
CARER SUPPORT LINE: 01463 723560
MON – FRI 10.00 AM – 4.00 PM

Connecting Carers
Glen Orrin House
High Street
Dingwall
IV15 9TF

Email carers@connectingcarers.org.uk

HADASS

Highland Alcohol and Drug Advice and Support Service (previously known as Harm Reduction)

Staff are available to provide advice and support to anyone who needs it as well as providing more specialised interventions including; needle exchange, Blood Borne Virus Testing, Naloxone Training and supply as well as signposting for additional or further support as required.

The team there can be contacted on
01463717594

Or pop in to have a chat and a cuppa to the
Drop in sessions
Tues/Wed/Fri
10am-2pm.
57 Church St, Inverness



The National Gambling Helpline provides confidential information, advice and support for anyone affected by gambling problems in England, Scotland and Wales.

You can speak with an Adviser over the phone or via live chat every day of the year, 24 hours a day. They will be able to listen to what's going on for you, and can talk you through all of the options available to you for support in your local area, online or over the phone.

Call on Freephone **0808 8020 133**

Access the live chat/ group chat or online forum

<https://www.gamcare.org.uk>

Your Rights

Who Cares? Scotland, is a national voluntary organisation, working with care experienced young people and care leavers across Scotland. They provide professional, independent advocacy services to help children and young people claim their rights. They are independent to any care services a young person receives and strive to provide advocacy that helps young people feel respected, included, listened to and understood.



Who Cares? Scotland
National Office
40 Wellington Street
Glasgow
G2 6HJ
0141 226 4441

hello@whocaresScotland.org

Citizens Advice Scotland is a registered charity which provides practical support and advice. Their service is free, independent, confidential, impartial and available to everyone. As well as providing advice to individuals they look at the problems people bring to their advice services and campaign for change where it's needed most. Working for a fairer Scotland where people are empowered and their rights respected. They also help deliver the Citizens Advice Consumer Service, which offers advice over the phone or email, and through their self-help website which you can visit using the link:

www.citizensadvice.org.uk/scotland



Citizen Advice Bureau
29-31 Union Street
Inverness
IV1 1QA
01463 237664
Email:

enquiries@invernesscab.casonline.org.uk

Contact our Access and
Transitions Coordinator's
Amanda Campbell
By Telephone: 07385 433438
Katie Ward

Mobile: 07385526963
By Email: transition.ic@uhi.ac.uk

Contact our Student Support
Team
By Telephone: 01463 273208
By Email :
studentsupport.ic@uhi.ac.uk

UHI | INVERNESS