



Additional Support Needs Resources in Inverclyde and Beyond

Everything from parental support,
days out, who to contact in an emergency
and local groups

Inverclyde
council

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01

**Organisations within
Inverclyde**

Organisations within Inverclyde



CARERS SERVICES

Inverclyde Carers Centre

'Inverclyde Carers Centre will provide a service to identify and support Carers to recognise and be recognised by others for their valuable contribution to society.'

Website <https://inverclydecarerscentre.org.uk/>

ASN Parent & Carers Group

Bringing ASN families of Inverclyde together to support each other and share information. Advocating for accessibility, inclusivity, and equality. Educating organisations on ASN issues and how to provide an inclusive service/ space. Run monthly coffee mornings throughout Inverclyde with guest speakers, share information and meet other parents.

Website <https://www.facebook.com/profile.php?id=61556234375208>

Inverclyde Carers Gateway

'Carers Gateway Inverclyde provides information support and advice to unpaid carers across the Inverclyde area. We aim to ensure all carers of all ages are identified and give them awareness and access to the support available for their caring role.'

Website <https://carersgateway.org.uk/inverclyde/>

The Wise Group

'Our mentors' holistic approach will give you one-to-one support to better understand the wider needs of the household and support you in addressing them to break down barriers and achieve positive progress. This may include support for skills, employability, community justice, and home energy.'

Email enquiries@thewisegroup.co.uk

Call **0141 303 3131**

Website <https://www.thewisegroup.co.uk/>

Ardgowan Hospice

'We provide not only physical and medical support, but also important practical, emotional and social support to patients diagnosed with a life limiting illness and their families and carers.'

Address 12 Nelson Street, Greenock PA15 1TS

Call **01475 726830**

Email info@ardgowanhospice.org

Website <https://ardgowanhospice.org.uk/>

Organisations within Inverclyde



CHILDREN'S SERVICES

PAMIS

Promoting a more inclusive society We support people with profound and multiple learning disabilities, PMLD - their families, carers and professionals.

Call 01382 755392

Email elizabeth.platt@pamis.org.uk

Website <https://pamis.org.uk/>

Skylark Centre

The Skylark Centre provides a family-centred multi-disciplinary service for children from birth to 19 years of age, who live or are educated within Inverclyde. The teamwork in collaboration with parents and other agencies to provide assessment, treatment and support for children with a range of neurodevelopmental problems.

Address L North, Inverclyde Royal Hospital, Larkfield Road, Greenock

Call 01475 505140

Website <https://www.nhsggc.scot/hospitalsservices/child-development-centres/skylarkchild-development-centre/>

Barnardo's

Barnardo's Nurture Service Inverclyde (Thrive Your Time)

Nurture Service Inverclyde (Weave Family Support) (Under 5's)

Address 9 Terrace Road, GREENOCK PA15 1DJ

Call 01475 728493

Email barnardosnurtureservicesinverclyde@barnardos.org.uk

Website <https://www.barnardos.org.uk/getsupport/services/barnardos-nurture-service-inverclyde-thrive-your-time>

Inverclyde Youth Work

I Youth Zone provides a safe place for young people to participate in a range of activities, gain access to advice and support and encourages them to become actively involved in their communities.

Website <https://www.inverclyde.gov.uk/community-life-and-leisure/community-learningdevelopment/youth-work>

Quarriers

At Quarriers, we help people to live full lives. As one of Scotland's leading social care charities, we provide practical care and support for children, adults and families, challenging poverty and creating opportunities for positive change.

Whether offering at-home care, working with young people in difficult situations, supporting people affected by epilepsy or helping children and families in need, we give people a chance to live their lives to the fullest.

Website <https://www.quarriers.org.uk/>

Organisations within Inverclyde



HOME SERVICES

Home Energy Scotland

We offer free, impartial advice on energy saving, keeping warm at home, renewable energy, greener travel, cutting water waste and more.

Website <https://www.homeenergyscotland.org/>

Inverclyde Centre for Independent Living

10-16 Gibshill Road, Greenock PA15 2UP

Call **01475 714350**

Website <https://www.inverclyde.gov.uk/health-and-social-care/adults-older-people/physical-disability/inverclyde-centre-for-independent-living>

Inverclyde Care and Repair

‘Care and Repair services for Inverclyde are delivered by Bridgewater Housing Association who provide free advice and information and also facilitate repairs, improvement, and adaptations to meet the needs of disabled people, to homes in the private sector.’

Call **0141 812 4111**

Website <https://www.inverclyde.gov.uk/housing/housing-support-and-assistance/care-and-repair>

Inverclyde Unpaid Work Scheme

You may be able to receive support with property ground work, grass cutting and/or painting and decorating.

Please contact Archie White, Unpaid Work Organiser.

Call **01475 715372**

Email archie.white@inverclyde.gov.uk



02

Parental Support

Parental Support



GROUPS



Asn Parent & Carer Support Group

ASN Parent & Carers Group Bringing ASN families of Inverclyde together to support each other and share information. Advocating for accessibility, inclusivity, and equality. Educating organisations on ASN issues and how to provide an inclusive service/ space. Run monthly coffee mornings throughout Inverclyde with guest speakers, share information and meet other parents.

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Oor Club

Safe space youth club for kids and young adults with additional and social needs. Parents welcome.

Wednesday night 2 halls 2 clubs 6pm until 8pm 1 club school ages 2nd club over 18s chill zone.

Thursday afternoon 1.30pm until 3.30pm learning skills club for over 18s.

Based St Margaret's Church Hall, Finch Road, Greenock

Website <https://www.facebook.com/profile.php?id=61558380216901>



New Parish Pals

New stay and play group for children with additional support needs and their families, after school.

Based New Parish Church, Port Glasgow

Website <https://www.facebook.com/profile.php?id=61556540570642> LS

Parental Support



SOCIAL WORK & CARERS SUPPORT



Children With Additional Support Needs Team

Based Princes Street House, 19-29 Princes Street, Port Glasgow PA14 5JH

Call 01475 715270

Website <https://www.inverclyde.gov.uk/health-and-social-care/support-for-children-families/children-with-additional-needs-team>



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Parental Support



HELPLINES AND OTHER SERVICES



Parentline

Do you feel like you're at the end of your tether? Children 1st Parentline is here for you and your family.

If you live in Scotland call 08000 28 22 33 free, browse our website for advice and support, or start a webchat.

Website <https://www.children1st.org.uk/help-for-families/parentline-scotland/>

Refuge Refuge



Refuge is the largest specialist domestic abuse organisation in the UK. On any given day our services support thousands of survivors, helping them to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives - free from fear.

Need help now?

Call free 24/7 on **0808 2000 247**

Website <https://refuge.org.uk/>

Relate Relate

Relationship Counselling

Whether it's your relationship with a partner, a child, a family member or anyone else - we help everyone to build better relationships.

Website <https://www.relate.org.uk/>



Inclusive Communities

Inclusive Communities is part of Inverclyde Council and provide FREE services for all residents across Inverclyde. We run face to face learning provision and online CLD Courses

Website <https://www.cldinverclyde.co.uk/>

Parental Support



TOILETING AND POTTY TRAINING

NHS Sphere Service

For anyone who has symptoms of bladder and/or bowel dysfunction, a referral can be made into the SPHERE Bladder and Bowel service by their GP.



Eric UK

IERIC, The Children's Bowel & Bladder Charity is the UK's leading charity supporting all children and teenagers with a bowel or bladder problem.

Free helpline:

Call **0808 801 0343** Mon to Thur, 10am to 2pm

Website <https://eric.org.uk/>





03

Groups and Clubs

Groups and Clubs



PARENT AND CHILDREN'S GROUPS

ASN Parent and Carers Group

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Based New Parish Church, Port Glasgow

Website <https://www.facebook.com/profile.php?id=61556540570642>

Friends 4 Ever

Friends 4 Ever is a social club for young people aged 5 and above with disabilities, learning disabilities and/or autism. It also provides a network of support for parents and families. Friends 4 Ever provides a safe environment for all those accessing to enjoy a wide range of activities. The group provides the opportunity for day outings, short breaks and summer camps.

Based [Westburn Church, Greenock](#) When: [Fridays 6pm-8pm](#)

Groups and Clubs



SPORTS CLUBS

Sports for All Club

Participation sessions for primary and secondary aged pupils with physical, sensory and learning difficulties in the Inverclyde area is available through the Sport For All Club. This inclusion club has been set up by Inverclyde Active Schools and Sports Development staff to help children gain opportunities to participate and progress in physical activity and sport. The programme consists of sport, skills and games which takes place in Notre Dame High School Sports Block.

Sessions are FREE

Wednesday - 4.45pm to 5.45pm (5 - 9yrs multi-skills)

Wednesday - 4.45pm to 5.45pm (10 - 16yrs sport specifics Skills)

Call 01475 714746

Port Glasgow Otters Swimming Club

Website <https://www.instagram.com/portglasgowotters/>

Able2Sail

operates three days a week from Kip Marina throughout the summer and provides on-the-water experiences for disabled people, their carers, and families aboard a specially adapted yacht.

Email contactus@able2sail.org.uk

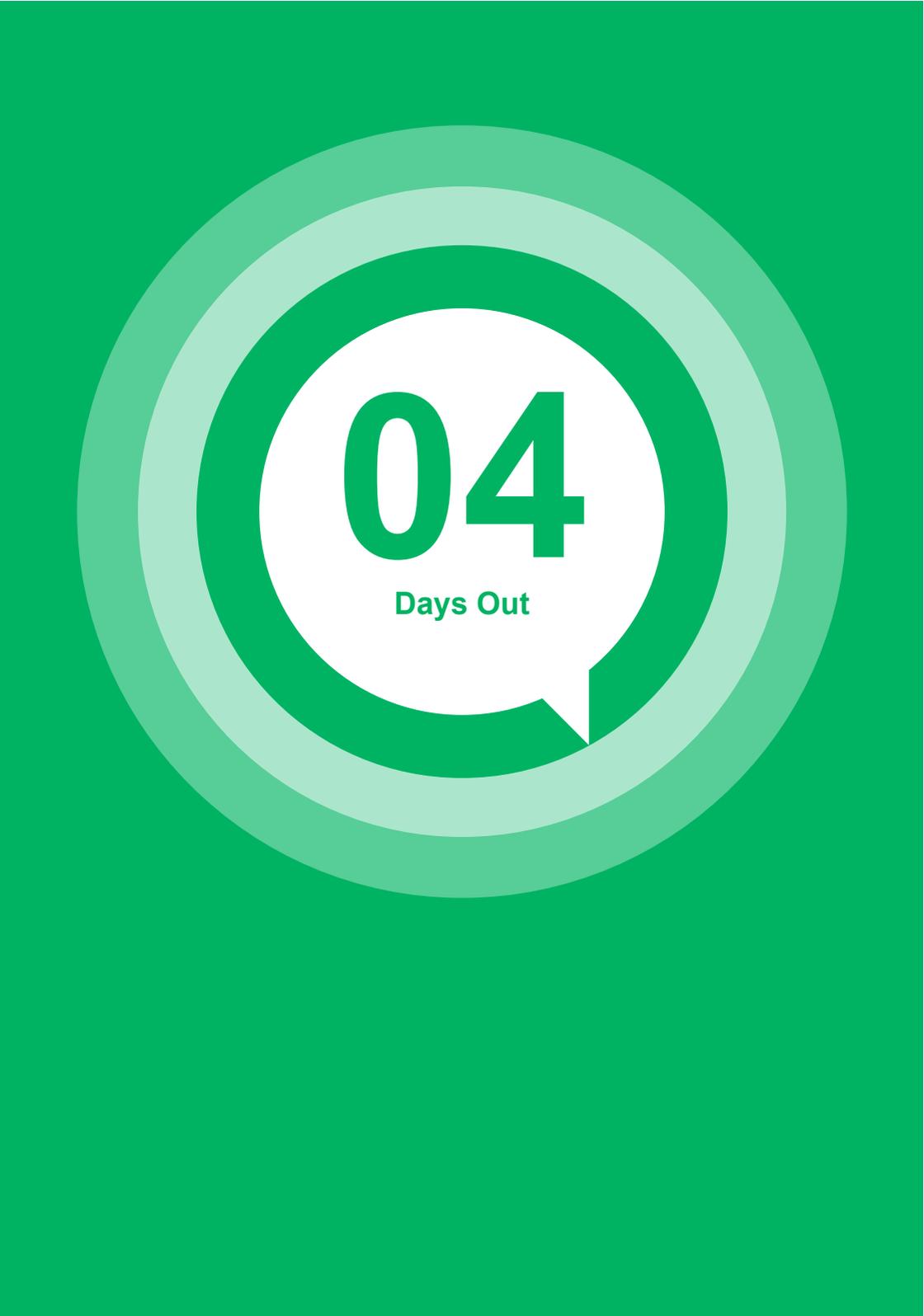
Call 0141 266 0202

Websi able2sail.org.uk

Greenock Otters Swimming Club

The Greenock Otters Swimming Club for the Disabled was formed with the intention of teaching disabled people a chance to learn to swim and to help provide remedial treatment for their disabilities. The club still runs broadly along these same lines, taking in children and adults with physical disabilities and learning difficulties. Our members range from learner swimmers all the way to swimmers in regular training for galas as well as a lot members who just go for a wee swim and a chance to catch up socially. We run most Sundays 4.30-6.00pm at the Waterfront Centre Greenock.

Website <https://www.facebook.com/groups/165221780224138/>



04

Days Out

Days Out



PLACES WITH CHANGING SPACES - WEST COAST OF SCOTLAND

Parklea Branching Out

Port Glasgow PA14 6TR

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

Port Glasgow Tesco

Port Glasgow

Changing space available at back of store next to opticians.

Craigend Resource Centre

McLeod Street, Greenock PA15 2HD

<https://www.craigendresourcecentre.co.uk/>

Glasgow Science Centre

Glasgow

Address

50 Pacific Quay, Glasgow G51 1EA

Call 0141 420 5000

Website

<https://www.glasgowsciencecentre.org/>

Riverside Museum

Glasgow

Address

100 Pointhouse Place, Glasgow G3 8RS

Call 0141 287 2720

Burrell Collection

Glasgow

Address

Pollok Country Park, 2060, Pollokshaws Road, Glasgow G43 1AT

Call 0141 287 2550

Website

<https://burrellcollection.com/>

Lochshore Park Hub

East Ayrshire

An extra-special fun day has been organised to celebrate the formal opening of North Ayrshire's £4.2m venture. The new multimillion pound Lochshore Park Hub will be officially opened on Tuesday, October 4, and families are invited along on Saturday, October 8 to enjoy the festivities.

Largs Beach

Largs

Public Toilet - changing space

Roukenglen Park

East Renfrewshire

Address

Rouken Glen Road, Giffnock
Glasgow G46 7LL

Call 0141 638 7411

Website

<https://roukenglenpark.co.uk/>

Days Out



PLACES WITH CHANGING SPACES - EAST COAST OF SCOTLAND

Eastlinks Family Fun Park

Address

Dunbar EH42 1XF

Call 0141 420 5000

Website

<https://www.glasgowsciencecentre.org/>

Craigtoun Country Park

Address

Prospect Row,

St. Andrews KY16 8NX

Call 01334 472013

Pitencreiff Park

Address

The Glen Pavilion

Dunfermline KY12 8QH

Call 03451 555555

Westlink

Address

Dunbar EH42 1XF

Call 0141 420 5000

Edinburgh Zoo

Address

134 Corstorphine Road

Edinburgh EH12 6TS

Call 0131 334 9171

Website

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

National Museum of Scotland

Address

Chambers Street, Edinburgh EH1 1JF

Call 0300 123 6789

Website

<https://www.nms.ac.uk/>

Dundee Science Centre

14 Greenmarket, Dundee DD1 4QB

Call 01382 228800

Website

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

Aberdeen Science Centre

179 Constitution Street

Aberdeen AB24 5TU

Call 01224 640340

Website

<https://aberdeensciencecentre.org/>

The V & A Dundee

1 Riverside Esplanade, Dundee DD1 4EZ

Call 01382 411611

Website <https://www.vam.ac.uk/>

The Helix

4 Stadium Way, Falkirk FK2 9EE

Call 01324 590600

Website <https://www.thehelix.co.uk/>

Blair Drummond Safari Park

Lime Avenue, Stirling FK9 4UR

Call 01786 841456

Website <https://blairdrummond.com/>



05

**Respite, Care and
Childcare**

Respite, Care and Childcare



RESPITE, CARE & CHILDCARE

Quarriers

At Quarriers, we help people to live full lives.

As one of Scotland's leading social care charities, we provide practical care and support for children, adults and families, challenging poverty and creating opportunities for positive change.

Whether offering at-home care, working with young people in difficult situations, supporting people affected by epilepsy or helping children and families in need, we give people a chance to live their lives to the fullest.

Website <https://www.quarriers.org.uk/>

QUARRIERS

Play4All

Play 4 All is an out of school care service for children and young people with additional support needs. We run afterschool, holiday care, summer club and stay and play sessions. We are based in Craigmarnoch School and are very lucky to have access to such wonderful resources such as the soft play room, multi-sensory room, outdoor areas/ playgrounds, the MUGA and lots more.

Call **01475 715718** or

Email invplay4all@glow.sch.uk

Inverclyde
council

Sense

We are a Scottish charity and specialised social care provider supporting people with complex needs.

We're here to help individuals and their families find the right service, support or information they need, when they need it.

Website <https://www.sensescotland.org.uk/>

sense
Scotland



06

School Contacts

Schools contacts



SCHOOL BASES

Lomond View Academy

Address Ingleston Street, Greenock PA15 4UQ

Call 01475 714414

Website https://blogs.glowscotland.org.uk/in/l_omondviewacademy/

Notre Dame High School

Address Dunlop Street, Greenock PA16 9BJ

Call 01475 715150

Email innotredame@glowscotland.onmicrosoft.com

Facebook www.facebook.com/ndhs1 **Twitter** [@ndhs1](https://twitter.com/ndhs1)

Website https://blogs.glowscotland.org.uk/in/notr_edamehs/school-information2/additional-support-needs/

Clydeview Academy

Address Burnside Road, Gourock PA19 1UX Inverclyde

Call 01475 715050

Email inclydeview@glowscotland.onmicrosoft.com

Website https://blogs.glowscotland.org.uk/in/cyde_viewacademyinverclyde/

Moorfoot Primary (Garvel Deaf Centre)

Address Moorfoot Drive Gourock PA19 1ES

Call 01475 715701

Website https://blogs.glowscotland.org.uk/in/moor_footps/garvel-deaf-centre/

All Saints Communication and Language Base

Address Blairmore Road, Greenock PA15 3JS

Call 01475 715640

Email inallSaints@glowscotland.onmicrosoft.com

Website <https://blogs.glowscotland.org.uk/in/allsaintsps/>

Schools contacts



CRAIGMARLOCH & HILLEND CHILDRENS CENTRE



Craigmarnoch School

Craigmarnoch School opened its doors for the first time in 2014. It is an all-through school offering Early Years, Primary and Secondary provision with pupils aged between 4 and 18 all sharing our wonderful facility.

Address Port Glasgow Community Campus. Kilmacolm Road,
Port Glasgow PA14 6PP

Call 01475 715718

Website <https://blogs.glowscotland.org.uk/in/craigmarnoch/>



Hillend Children's Centre

Within Hillend we use a range of differentiated curriculums and communication methods to support all children with additional support needs to be able to reach their full potential and gain new skills.

Address Border Street, Greenock PA15 2EF

Call 01475 715710

Website <https://blogs.glowscotland.org.uk/in/hillendcc/>

EDUCATION HQ

Address Inverclyde Council, Education Services. Wallace Place,
Greenock PA15 1JB

Call 01475 712868

Website <https://www.inverclyde.gov.uk/education-and-learning>

Inverclyde
council

TRANSPORT TO SCHOOL

Address Inverclyde Council, Education Services, Wallace Place
Greenock PA15 1JB

Call 01475 712868

Website <https://www.inverclyde.gov.uk/education-and-learning/schools/transport-to-schools>



07

ASN Sessions

ASN Sessions



SUPERMARKETS

Greenock Tesco

Wednesday and Saturday, from 9am-10am, we'll be dimming the lights and lowering the Checkouts noise in all of our large stores, to make it a more enjoyable experience for customers. In the future, we will centrally reduce the noise of self-service tills and Scan As You Shop devices, too.

Port Glasgow Tesco

Wednesday and Saturday, from 9am-10am, we'll be dimming the lights and lowering the Checkouts noise in all of our large stores, to make it a more enjoyable experience for customers. We will centrally reduce the noise of self-service tills and Scan As You Shop devices in the future. Changing space available at back of store next to opticians.

Greenock Morrisons

Our 'Quieter Hour' takes place every **Saturday in all stores from 9-10am**

SOFT PLAY & GYMNASSTICS

Xcite soft play Greenock Monday 9.30am-10.30pm

Address 3 East Breast Street (Behind Kwikfit), Greenock PA15 1AP

Website <https://www.xciteplay.co.uk/>

Twisters Gymnastics Port

Typhoons - Saturday 12.45 - 1.30pm (ASN 5 to 16 years)

Address Muirshiel Lane, Port Glasgow PA14 5BS

Website <https://twistersga.co.uk/>

BARBERS

CM Barbers

Caroline is highly recommended as a very understanding and compassionate barber who can put children and adults at ease throughout the process.

Address Sinclair Street Greenock

Call 07599 074265

CINEMAS

Waterfront Cinema Autism Friendly/ Low Sensory Environment

Every Saturday 11.30am

Address 8 Custom House Way, Greenock

Call 01475 732201

Website <https://www.waterfrontcinema.co.uk/>

Showcase Cinema Linwood Autism Friendly/ Low Sensory Environment

Every Sunday 10.30am

Address Phoenix Business Park, Griffen Avenue, Paisley PA1 2BH

Call 0141 887 0150

Website <https://www.showcasecinemas.co.uk/cinemas/x06kc-showcase-glasgow-paisley/>



08

Guardianship Orders

Guardianship Orders



WHAT IS A GUARDIANSHIP ORDER

This is a court appointment which authorises a person to act and make decisions on behalf of an adult with incapacity. Anyone with an interest can make an application for a guardianship order. When we refer to an adult, this is someone who is aged over 16 who is not able to look after their own affairs.

Before applying for a guardianship order, you should seek legal advice to make sure the appointment will benefit the adult and is appropriate under the circumstances.

After taking legal advice, if the application is considered to be both appropriate and beneficial to the adult, the application will include a list of the powers you need to allow you to look after the adult's affairs. Powers can be requested to deal with the adult's property and/or financial affairs and/or to make decisions about their personal welfare. Based on the adult's condition and circumstances, the Sheriff will decide how long the order should last. It is usual for orders to be granted for a period of 3 years; however, it might be granted for a longer period or indeed for the lifetime of the adult.

COSTINGS

Applications containing welfare powers are eligible for Legal Aid. The Legal Aid is based on the adults income not the applying guardian. Your chosen solicitor will provide and support with Legal Aid application. If seeking financial powers only, this will not be covered by Legal Aid and will be charged at the rate set by the solicitor. Paying privately costs around £5000-£8000 and will not make the process quicker or deemed higher priority.

TYPES OF POWERS

The types of decisions that are to be taken on behalf of the adult will determine the powers that you might need, such as:

- **Financial** - powers in relation to the finances and property belonging to the adult.
- **Welfare** - powers in relation to making welfare decisions for the adult.
- **Combination of financial/property and welfare** - powers, if required can be applied for separately but generally they are made together within the same application to the sheriff court.

Guardianship Orders



WHO CAN BE A GUARDIAN?

Anyone with an interest in the adult can apply to the sheriff court for an order. This could be:

- a **family member**
- a **carer of the adult**
- a **professional person** (solicitor, accountant, etc)
- the **Chief Social Work Officer of the local authority**

Several people can be involved in the application process and it is advised to have at least 2 guardians on the order. An application can be made to appoint more than 1 guardian and / or substitute guardians. It is possible for the applicant and the guardian to be different people. For example, you may be willing to be appointed under the guardianship order, but you may prefer the local authority to carry out the technical business of applying for the order, obtaining the necessary reports, and appearing before the Sheriff. It should be noted that this would be at the discretion of the local authority.

PEOPLE INVOLVED

When making an application for an order, a variety of people can be involved:

- **Applicant** - person with an interest making the application
- **Adult** - person over 16 years or about to reach the age of 16, who is incapable of managing their own affairs relevant others. This includes the nearest relative, named person, primary carer and any other person with an interest in the welfare and financial affairs of the adult (this could be a health or social work care manager).
- **Legal adviser** - a practising solicitor who can provide legal advice, prepare the application and arrange for the supplementary reports.
- **Nominated guardian** - the person being put forward to act as guardian.
- **Mental health officer** - an officer based at the local authority with expertise in mental health matters.
- **Medical practitioner** - medical doctor who is registered and licensed to practice in the UK.

Guardianship Orders



PROCESS

You can apply for guardianship up to 3 months before your child's 16th birthday. The first point of the process would be to seek legal advice and look at solicitors that specialise in the field. The solicitor will meet with you and happily explain the full process. The initial meeting will be to gather as much information about the family and circumstances surrounding the order. The solicitor will then contact relevant bodies to obtain reports for the application. Once all information and reports are gathered and submitted to the court, all interested parties and those in regular contact with the adult, for example, aunts/uncles/ cousins/ siblings/ grandparents will receive a 'pack' from the solicitor including the full application and reports. Again, your solicitor will advise and support throughout the whole process.

YOUR DUTIES AS FINANCIAL GUARDIAN

As part of the Office of the Guardian (Scotland) supervisory role, they will expect you to fulfil administrative responsibilities. Further information about the duties of the guardian is also available from the Code of Practice issued by the Scottish Government.

The information below outlines some steps that you may need to take, depending on the powers you have been given by the Sheriff and the decisions to be taken on behalf of the adult.

A guardian must:

- 1 Register the court order with the Keeper of the Register of Scotland if there is heritable property such as a house or land belonging to the adult
- 2 Submit the inventory of estate and management plan to us within 3 months of receiving the certificate of appointment You should note that your powers will be limited until we approve your management plan
- 3 Submit an annual account of your actions and financial decision making
- 4 Maintain caution if applicable on a yearly basis
- 5 Tell us about any change of circumstances relating to the adult or guardian such as changes of address, change of name, death of the adult or a guardian. It is important that you provide the Office of the Public Guardian (Scotland) with up to date contact details.

Office of the Public Guardian (Scotland) have a duty to supervise orders dealing with money and / or the property belonging to the adult. They do this based on the information you provide in the documentation you/ solicitor send to them. If they are unable to fulfil their supervision role because a financial guardian will not provide us with information when requested, they may run an Experian check.

Guardianship Orders



THINGS TO CONSIDER

- This can be a long process due to waiting lists with Mental Health Officers as these are very specialised professionals and there are very few of them. Level of need does not change the wait time, nor does paying privately for the service.
- You can change or amend powers throughout the granted order, but these will come at a charge and is not covered by Legal Aid
- Parents do not need to be named in the application, but sound reasoning must be given for this
- If appointees (named guardians) die within the time frame of a granted order, any person with an interest in the adult (including estranged family members) can apply to take over guardianship. In saying this, it is ultimately decided by the court if this would be in the best interest for the adult. Guardians should have their own will explaining their wishes in the event of their death. This will be used to inform the court.
- It is advised to apply for a renewal up to 6 months before the end date of the order. This will be deemed priority and renewal cases will be moved to the top of the waiting list. This is to ensure that the guardianship doesn't run out. If the order does run out through the renewal process, agencies often continue to comply with the previous order.
- Orders can vary in length. It is always advised to forward plan and think of potentials throughout the time frame of the order at the application stage. An example of this would be applying for a 16 year who lives at home and applying for the powers based on his home circumstances at that time. You are granted a 5-year order and by the age of 20, the adult moves to supported accommodation, but you are unable to liaise with utility companies on their behalf as this is not covered in their welfare or financial powers.

FOR MORE INFORMATION

For more information:

<https://www.publicguardian-scotland.gov.uk/guardianship-orders> <https://www.mygov.scot/guardianship>



09

Self-Directed Support

Self-Directed Support



WHAT IS SELF-DIRECTED SUPPORT

Self-directed Support is the name for how people get care and support in Scotland. It is often called SDS for short.

All types of care and support should be arranged following the rules of Self-directed Support. This is the same for everyone:

- SDS is for people of all ages, including children and older people. SDS is for all people, whatever type of support they need.
- SDS is for everyone in Scotland, wherever you live.
- SDS is also for unpaid carers who get support in their own right.

The name Self-directed Support comes from the law that says how people should get care and support in Scotland. The law came into effect in 2014 and is called the Social Care

(Self Directed Support) (Scotland) Act.

WHAT THE LAW SAYS

The law about support for children is called the Children (Scotland) Act 1995.

It says children who are described as 'in need', under the age of 18, have the right to an assessment of their needs.

'In need' means:

- they are unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development unless they are provided services by a local authority (council)
- their health or development is likely significantly to be impaired, unless they are provided services by a local authority (council)
- they are disabled
- they are affected adversely by the disability of any other person within their family.

Self-Directed Support



ASSESSMENT OF NEEDS

An assessment of needs is a discussion between you and anyone who helps you, and your council, to understand your current situation and what you need support with. Sometimes it is just called an 'assessment'. You have the legal right to request an assessment, even if you are not sure if you would qualify for social care support through your council. It is the responsibility of the local authority (council) to carry out the assessment. This is usually the social work department, although in some areas, they will organise for another organisation to do this, for example a Carers' Centre.

HOW DO I REQUEST AN ASSESSMENT?

You should contact your local council's social work department and ask for an assessment of needs. You can contact your council yourself, or ask a family member, friend, or someone else to do this for you.

FOR MORE INFORMATION

For more information:

<https://handbook.scot/sds-handbook/route/start-here/https://www.sdsscotland.org.uk/our-work/>



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**Money and Benefits
Advice**

Money and Benefit Support

MONEY AND BENEFIT ADVICE



Financial Fitness

Financial Fitness is a charitable company providing free, independent and impartial welfare benefit and money advice services to the residents of Inverclyde, Scotland. We have provided these services since 1999. During this time we have provided over 80,000 advice appointments and successfully claimed over £84,000,000 worth of benefits for our clients.

Address 40 West Stewart Street, Greenock PA15 1SH

Email finfitteam@yahoo.co.uk

Call **01475 729239**

Website <https://financial-fitness.uk/>



Inverclyde Advice First

This project offers advice and information services to Inverclyde residents facing debt, housing and benefit problems through a telephone service where skilled advisers provide initial advice. Where people are at serious financial risk, emergency face to face appointments with project staff can be arranged.

Address Inverclyde Health & Social Care Partnership, Hector McNeil House, Clyde Square, Greenock PA15 1NB

Call **01475 715 299**

Website <https://www.inverclyde.gov.uk/health-and-social-care/information-advice/advice-services/advice-first>

DEBT ADVICE

Stepchange

We provide the UK's most comprehensive debt advice service. Since 1993, we've helped 7.5 million people with debt problems take back control of their finances and their lives.

Website <https://www.stepchange.org>





11

Crisis and Helplines

Crisis and Helplines



CHILDREN AND ADULTS

Crisis

We are the national charity for people experiencing homelessness. We help people out of homelessness and campaign for the changes needed to solve it altogether.

Website <https://www.crisis.org.uk/about-us/>

Childline

Call 0800 1111

Website <https://www.childline.org.uk/>

NSPCC

Help for adults concerned about a child

Call 0808 800 5000

Help for children and young people:

Call Childline on 0800 1111

Website <https://www.nspcc.org.uk/>

Parentline

Call 08000 28 22 33

Website <https://www.children1st.org.uk/help-for-families/parentline-scotland/>

Relate

Whether it's your relationship with a partner, a child, a family member or anyone else - we help everyone to build better relationships.

Website <https://www.relate.org.uk/>

BEAT - Eating Disorder Support

Call 0808 801 0432

Website <https://www.beateatingdisorders.org.uk/>

Crisis and Helplines



MENTAL HEALTH

Samaritans

You can contact Samaritans 24 hours a day, 365 days a year.

Call 116 123 (free from any phone)

Email jo@samaritans.org <https://www.samaritans.org/>

Breathing Space

Call 0800 83 85 87

Time **Weekdays** Monday - Thursday 6pm to 2am

Weekends Friday 6pm - Monday 6am

This service is for people in Scotland.

Website <https://www.breathingspace.scot>

Mind Infoline

Call 0300 123 3393 or text 86463

Saneline

If you're experiencing a mental health problem or supporting someone else, you can call **SANeline** on **0300 304 7000** (4.30pm - 10pm every day).

British Association for Counselling and Psychotherapy

Counselling changes not just the lives of individuals, but of families and communities.

Website <https://www.bacp.co.uk/>

Campaign against Living Miserably

Call **CALM on 0800 58 58 58 (5pm - midnight every day)**
if you're affected by suicide or suicidal thoughts.

Or if you prefer not to speak on the phone, you could try the CALM webchat service -

Website <https://www.thecalmzone.net/get-support>

Crisis and Helplines



DOMESTIC VIOLENCE

Refuge

For Woman and Children – Domestic abuse

Website <https://refuge.org.uk/>

Need help now? Contact free, 24/7 on **0808 2000 247**

Scottish Woman's Aid

Address 41 High Street, Greenock PA15 1NR. UK

Call **01475 781689**

email info@inverclydewomensaid.co.uk
Mon - Fri: 9:30am to 4.30pm

Website <https://womensaid.scot/>

Men's Advice Line

Call Freephone **0808 8010327**

Website <https://mensadvice.org.uk/>

MASH - Men as Survivors Helpline

Call **0808 800 5005**

Male Survivor SMS Text Service

Text **07860 065187** (texts are charged at your standard rate).

Website <https://safeline.org.uk/services/national-male-helpline/>

Broken Rainbow

Call National Helpline for LGBT+ Victims and Survivors of Abuse and Violence **0800 999 5428**

Email help@galop.org.uk

Website <https://galop.org.uk/>

PETS AND ANIMALS

SSPCA HELPLINE

Call **03000 999 999**

Website <https://www.scottishspca.org/>

PDSA

For veterinary enquiries, please:

call **0800 731 2502** Lines are open 9:00am-5:00pm Monday to Friday

Website <https://www.pdsa.org.uk/>



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Food Provision

Food Provision



ZERO WASTE INITIATIVES

Branchton Community Centre

Address 78 Branchton Rd, Greenock PA16 0XX

Call 01475 638481

Email branchtonmanager@gmail.com

The Branchton Community Shop

Time Monday to Thursday 9.30 - 3.30

Friday 9.30am - 1pm

Frozen, refrigerated and ambient food (veg) all free of charge.
Other products in the shop are cost price or 1/3 original price.

Cafe with discounted food.

Branchton Community Centre

Address 53 - 57 Belville St, Greenock PA15 4UN

Call 01475 726034

Email info@belvillecommunitygarden.org.uk

Time Food outside the office

Monday to Thursday 10.30am - 3pm (free pick up)

Friday Food Share outside the office

11.45am - 1pm (donation)

Soup 'n' Blether community meal

Friday 12pm -1pm (Booking required) **Call for food parcel.**



Food Provision

FOODSHARES

Belville Community Garden

Address 53 - 57 Belville Street, Greenock PA15 4UN

Call 01475 726034

Email info@belvillecommunitygarden.org.uk

Time Food outside the office

Monday to Thursday 10.30am - 3pm (free pick up)

Friday Food Share outside the office 11.45am - 1pm (donation)

Soup 'n' Bletcher community meal

Friday 12pm -1pm (Booking required) **Call for food parcel.**

Larkfield Food Share Community Hall

Address Lothian Road, Greenock

Time Saturday 11am

West End Greenock Food Share

Address Westburn Church Hall, Nelson Street Greenock

Time Wednesday 11.00

Craigend Community Centre

Address McLeod Street, Greenock PA15 2HD

Call 01475 786739

Email craigend@talk21.com

Time Monday - Friday 8am - 4pm

Cafe with discounted food.

FOODBANKS

Inverclyde Food Bank

Address 25C West Stewart Street, Greenock PA15 1SN

Call 014757 87177

Email inverclydefoodbank@thei58project.com

Monday 1pm - 4pm \ Wednesday 1pm - 4pm \ Friday 1pm - 4pm

Port Glasgow Church Angels Foodbank

Address 5 Brown Street, Port Glasgow PA14 5BP

Tuesday 10am - 12pm \ Thursday 10am - 12pm



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Emergency Contacts

Emergency Contacts

CONTACTS

Police Scotland

Call 101 (Ask for your local station)

Emergency call 999

Website <http://www.scotland.police.uk>

Email InverclydeSouthWestCPT@scotland.pnn.police.uk

Facebook <https://www.facebook.com/RenfrewshireInverclydePoliceDivision>

Twitter <https://twitter.com/GreenockPolice>

Crimestoppers

Call 0800 555 111

Website <http://www.crimestoppersscotland-uk.org>

British Transport Police

Call 999 if:

- a serious offence is in progress or has just been committed someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely

If you have a hearing or speech impairment, **use our textphone service 18000**

Website <https://www.btp.police.uk/>

Scottish Fire and Rescue Service

Emergency call 999

Address Rue End Street, Greenock PA15 1HA

Call 01475 722222

Website <http://www.firescotland.gov.uk>

NHS 24

Call 111 (24Hr)

Call 08454 242424 (24hr)

Website <https://www.nhs24.scot/>



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Fault Report Services

Fault Report Services

HOME

Scottish Water

We are the national charity for people experiencing homelessness. We help people out of homelessness and campaign for the changes needed to solve it altogether.

Website <https://www.crisis.org.uk/about-us/>

Gas Leak National Grid

Call 0800 111 999 (24hr) If you smell gas or think there's a gas leak then call free.

0845 605 6677 General Enquiries

Power Cut Scottish Power (SP Energy Networks)

Call 0845 2727 999 (24hr) If you have a power cut or if you've spotted that any electrical network equipment has been damaged or there is an electrical emergency.

Call 0845 273 4444 Other network matters

Noise Pollution

Call 01475 714200

Priority Service Register

Our Priority Services Register (PSR) provides extra help and additional support during a power cut for elderly, very ill or disabled people, or those who rely on power for medical equipment.

Website <https://www.nationalgrid.co.uk/customers-and-community/priority-services>

SAFETY

Community Warden Service

Community Wardens are operational from 1pm to 11.30pm. Call: **0800 0131701**

Antisocial Behaviour

Call: 0800 0131701

If you wish to speak to an antisocial behaviour investigator (Social Protection Team) to discuss your options or ask for advice they can be contacted between **9am and 5pm** on **01475 714204**.

ROADS

Roads and Footways Faults Office Hours **01475 714800**

Out of Office Hours contact Roads and Lighting Faults at **0800 373635**

Abandoned Vehicles Call: **01475 714750**

Flooding Office Hours **01475 714800**

Out of Office Hours contact Roads and Lighting Faults at **0800 373635**



Additional Support Needs Resources in Inverclyde and Beyond

Everything from parental support,
days out, who to contact in an emergency
and local groups

Inverclyde
council