

North Lanarkshire Support Services

Finance and housing

- **DWP** is providing a phone and online benefit service. More information on: www.gov.uk
- **The Money Advice Service** have comprehensive information on savings, temporary payment freeze, where to find debt advice, help with loan and credit cards: www.moneyadviceservice.org.uk/en/articles/coronavirus-and-your-money#step-1-do-an-emergency-budget
- **Money Saving Expert** also has information on your rights as well as a list of lenders and the support they are offering currently to their customers.
- On **Northlanarkshire.gov** you can use the online calculator to check if you are entitled to housing benefit and/or council tax reduction and then make a claim online at: <https://www.northlanarkshire.gov.uk/index.aspx?articleid=7835>
- **Northlanarkshire.gov**- Energy firms are putting in place new measures to help prepayment customers unable to top up during the pandemic. Ofgem has advice for customers at www.ofgem.gov.uk/coronavirus-covid-19. **Scottish Power** and **Scottish Gas** have information for customers too.
- **Cumbernauld CHaT** supports individuals that live in Cumbernauld including: older people, those on lower incomes, people facing physical or mental health challenges, people who are lonely or isolated, individuals unable to leave the house, carers and those experiencing health inequalities. Can offer support in getting prescriptions and food. Will also refer to other organisations to meet individual's needs. https://www.cornerstone-house.org.uk/cumbernauld-chat-first-stop-shop-and-help-service-launched-in-response-to-coronavirus-pandemic/?fbclid=IwAR0ixk-zKbOOleS9CCoBUzljfP1FJlc_47gKXwtVX9jHQkTri1nqmNB3kcg
- **Scottish government** has created a national helpline for individuals that: cannot get online, are over 70, disabled, require support of mental health services or are pregnant **with no family or existing community support**. Callers will be automatically connected to their local authority who will support them to access the service they need, such as: essential food and medication, link to social work and emotional support. The helpline – 0800 111 4000 – open Monday to Friday (9am-5pm) for more information go to: <https://www.gov.scot/publications/coronavirus-covid-19-help-for-vulnerable-people/>

Mental Health

- **NHS Lanarkshire** have launched a Public Distress Covid-19 Helpline. It is run by Psychological Services staff and aims to offer advice and guidance to anyone in Lanarkshire who is experiencing distress and anxiety during the Covid-19 (coronavirus) outbreak. Also offers stress control classes. More information on: https://www.nhslanarkshire.scot.nhs.uk/novel-corona-virus-covid-19/psychological-wellbeing/?fbclid=IwAR1Q_jsboqH4cvfdd0lqAZofm9lh7ROU9DUyGa-4glxcBnFSxFR6HpMyoz0
- **The Health & Wellness Hub** offers regular telephone contact with you (wellbeing checks, a listening ear). Phone them on 01698 262437 / 01698 303199 (Motherwell area) or 01236 605795 / 01698 262437 (Airdrie area).
<<https://www.northlanarkshire.gov.uk/index.aspx?articleid=34901>>
- **North Lanarkshire Women's Aid** are operating a phone service. Their staff can help women and families with safety planning, emotional support and referrals for other services that they would do in person. You can also contact them by email helpline@womensaid.org.uk or log on to their website <https://womensaid.staging.wpengine.com/> and utilise their instant messenger.
- **AMIS** are operating a national phone service. They help men facing domestic violence through emotional support, safety planning and referrals for other services. You can also contact them by email support@amis.org.uk or you can visit their website amis.org.uk
- **Chest Heart and Stroke Scotland** are operating a national phone service. They help to reduce isolation and loneliness by offering kindness calls to people who are self-isolating. To receive a call please fill in online form at: <https://www.chss.org.uk/coronavirus/i-need-help/>
- **North Lanarkshire Carers Together** are operating a phone service. If you are looking for information in relation to your caring role, advice on the current Covid-19 situation or wish to raise any concerns/issues/challenges you may be facing at this time, contact us through our website at: <http://www.carerstogether.org/>
- **Alzheimer Scotland** are operating a national phone service. Call our 24 hour Freephone Dementia Helpline on 0808 808 3000 for support, information or just someone to talk to during these worrying times. More information and resources on: <https://www.alzscot.org/information-during-coronavirus>
- **Stress Control** Online version of classes usually run by NHS Lanarkshire <https://stresscontrol.org/>
- **Christians Against Poverty** is a Debt Counselling Charity that can provide counselling and practical/social support in Airdrie, Motherwell, Wishaw and Shotts. For more information go to: <https://capuk.org/>
- **The Moira Anderson Foundation** is continuing to offer support and therapeutic services to people affected by childhood sexual abuse. More information on: www.moiraaanderson.org

Health and Wellbeing

- **North Lanarkshire Leisure** is offering everyday fitness classes through Facebook. Some of the classes also focus on stress control and relaxation. There are also special events for children. Any upcoming events can be found on Facebook: <https://www.facebook.com/nlleisure/> More information regarding coronavirus can be found on: <https://www.nlleisure.co.uk/>
- **North Lanarkshire Council** has created a “Easy Peasy Cook” page which shows a variety of recipes for a healthy cheap meal. It requires short preparation and cooking times and is ideal to get children and whole family involved. More information on: <https://www.northlanarkshire.gov.uk/index.aspx?articleid=34932>
- **Lanarkshire Carers Centre** Online training programme covers a range of topics to help carers feel confident in their caring role and look after their own health and wellbeing. https://lanarkshirecarerscentre.org.uk/training?fbclid=IwAR0qKUwtqCL17g6aOxIZ7WlWjvoo42qy4eaY4qeyxrpjVlbH-eAwAkgUY_w

Social Work and other support

- **SAMH** is operating a phone service. Around 130 key workers are working on the front line, delivering vital face to face support for vulnerable adults across the country. Individuals can now also access the information hub on coronavirus and mental wellbeing. More information on: <https://www.samh.org.uk/about-us/news-and-blogs/update-on-our-front-line-services>
- **VANL** are operating a phone service. Can help to arrange volunteers to help with getting shopping, prescriptions, walking the dog etc, will direct them to the most appropriate group based on the person's locality. More information on: <http://www.voluntaryactionnorthlanarkshire.org/>
- **Citizens Advice Scotland** are operating a North Lanarkshire phone service. Can support individuals with: benefits, debt, housing, employment, energy, food and fuel, poverty and legal issues. Will support customers to apply for benefits through phone calls. More information on: <https://www.cas.org.uk/>

Youth Support Services

- **School Hubs-** North Lanarkshire council is providing school and childcare support 7 days a week **only for key workers** to enable them to carry out their roles. More information on school hubs locations and conditions of use can be found at:<https://www.northlanarkshire.gov.uk/index.aspx?articleid=34965>
- **Parent Club-** Up to date guidance from the Scottish Government on children's health and education for expectant mothers up to preteens
<https://www.parentclub.scot/>
- **Young Scot-** 11 to 26 year old support with dedicated COVID-19 section
<https://young.scot/>
- **Think U Know-** Advice for parents to support children online
<https://www.thinkuknow.co.uk>
- **NLC Youth Work-** Social media websites for NLC Youth Work
<https://twitter.com/NLCYouthWork> or <https://www.instagram.com/nlc youthwork/>

Employability

- **My World of Work-** offers CV and interview tools and resources. Job hub shows current vacancies. Also provides up to date information on SQA updates and how to contact local SDS centre. More information on:
<https://www.myworldofwork.co.uk/>
- **Venture Trust** New online support service, with all outreach and development staff providing tailored support by phone or digital platforms. 3 Digital Hubs – Active Living, Wellbeing and Employability services are available during lockdown
<http://www.venturetrust.org.uk/be-well-be-connected-be-ready/>
- **Routes to Work** are continuing to provide employability support to registered customers through telephone and email. They are currently not taking on any new customers. <https://www.routestowork.co.uk/>
- **North Lanarkshire Working-** employability support
www.northlanarkshiresworking.co.uk
- **DWP** has created a job help website which shows LMI information and current vacancies- <https://jobhelp.dwp.gov.uk/>
- **DWP** has created a website for employers on which they can advertise vacancies and find useful financial and Coronavirus advice -
<https://employerhelp.dwp.gov.uk/>

Foodbanks

- **Club365** is providing take-away packed lunches between 11.30am to 1.30pm from the school learning hubs. More information at North Lanarkshire.
Gov : <https://www.northlanarkshire.gov.uk/index.aspx?articleid=34960>
- **North Lanarkshire Council**- From 6th of April, parents will receive one £20 voucher once per week for each eligible child. This will come to you by text, email or by post. More information on:
<https://www.northlanarkshire.gov.uk/index.aspx?articleid=34915>
- **Airdrie Foodbank**- FAQs and locations-<https://airdrie.foodbank.org.uk/>
- **Cumbernauld Foodbank**- FAQs and locations-
<https://cumbernauld.foodbank.org.uk/>
- **North Lanarkshire Basic Foodbanks**- Locations across North Lanarkshire-
https://basicsfoodbanklanarkshire.weebly.com/?fbclid=IwAR2UyBWS096Coq-4BuWWF3Y0GfKEUeWQS6Wz07tj1dnL4kRtLLrnovE3-_w

Education

- **North Lanarkshire Home Learning** Regular newsletters from NLC which will give you digital activities you can do with your children.
<https://www.northlanarkshire.gov.uk/index.aspx?articleid=34913&fbclid=IwAR2NoGQnrhDanqFLp7G02lyQarHQENNAgXnuEquACRi8xkLjP5bd3SqL3A>
- **North Lanarkshire Free School Meals** Steps for free school meal fund access. From Monday 6 April, you can receive one £20 voucher once per week for each eligible child <https://www.northlanarkshire.gov.uk/index.aspx?articleid=34915>
- **SQA Results** Guidance from SQA on their approach to delivering 2020 results
<https://www.sqa.org.uk/sqa/93920.html?fbclid=IwAR1OoydX1eDn3vINWYOKrLY0iU4dGJx2YutlDhBKEY0sZgEaaa-EL9iO1R4>
- **NLC Key Worker Information** North Lanarkshire council is providing school and childcare support 7 days a week **only for key workers** to enable them to carry out their roles. More information on school hubs locations and conditions of use can be found <https://www.northlanarkshire.gov.uk/index.aspx?articleid=34965>

Crisis

- **North Lanarkshire Council - Scottish Welfare Fund/Crisis Grant-** is provided for basic short term living expenses for those that need it the most. More information on eligibility can be found on: <https://www.northlanarkshire.gov.uk/index.aspx?articleid=26378>
- **NSPCC-** Information to support children through COVID-19 circumstances <https://www.nspcc.org.uk/>
- **Safer Scotland-** Domestic abuse support with COVID-19 info <https://safer.scot/>
- **Victim Support-** Contact Victim Support if you need practical help, emotional support, have a quick question, want to explore your options following a crime or if you feel you are at risk. <https://victimsupport.scot/information-support/coronavirus/>
- **Scottish Womens Rights Centre-** Advice and support for women through COVID-19 <https://www.scottishwomensrightscentre.org.uk/blogs/covid-19coronavirus-info/>
- **NLC Community Advice-** Advice from North Lanarkshire Council for those who need help and those who want to help <https://www.northlanarkshire.gov.uk/index.aspx?articleid=34893>