

NORTHERN PATHWAYS



A Guide to Services for the
Armed Forces Community
in the North of Scotland



Foreword

By Keith Brown MSP

I am pleased to support the launch of the first resource guide for the Armed Forces community in the North of Scotland. This guide has been developed by the team at Poppyscotland Inverness ably supported by members of the local Armed Forces Community Covenant Partners' groups, and will serve as a vital reference point for members of the Armed Forces community in the North of Scotland.

The Highlands of Scotland and the surrounding areas have always been a strong recruiting ground for the Armed Forces. The area has also been home to a significant number of large military bases which has seen many servicemen and women who have been based at them resettle in the areas where they once served. Recent research suggests that the North of Scotland is home to approximately 20% of Scotland's Armed Forces community. It is, therefore, essential that we empower these individuals with the knowledge of the support that is available to them and I firmly believe that this guide achieves this.

The Scottish Government places great importance on our Armed Forces community, most recently set out in our "Renewing Our Commitments" strategy. Consistent with this strategy and the values of the Armed Forces Covenant, I am clear that the whole nation has a moral obligation to members of the Armed Forces and their families.

They should suffer no disadvantage as a result of their service and deserve the best possible support, when needed. This guide, which has been funded by a grant from the Scottish Veterans Fund, will help individuals who may be in need of support get closer to assistance that they may need.

I am very grateful to everybody who has contributed to the production of this guide. I commend it to those who may need to access the services outlined in it as an essential resource guide.

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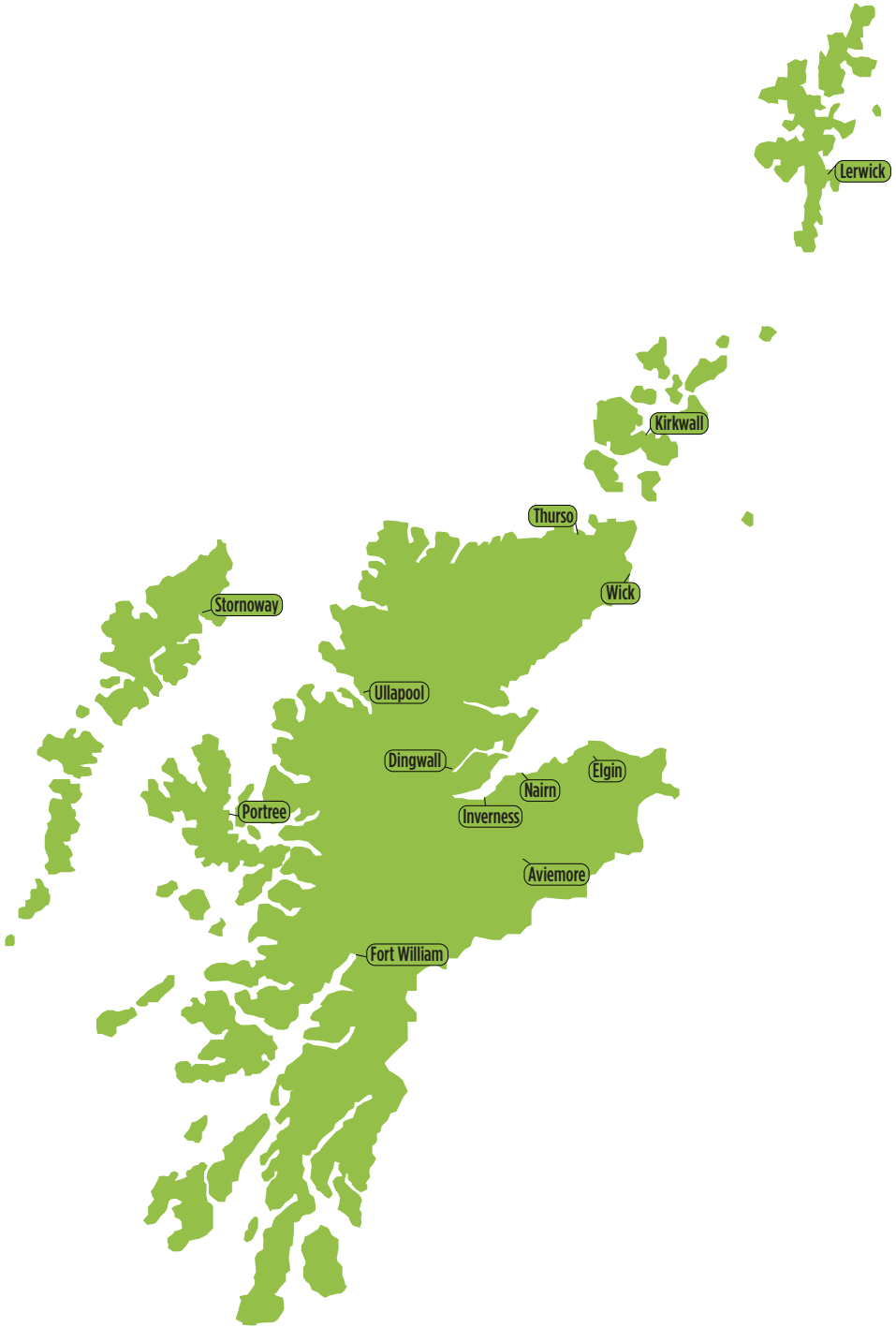
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Introduction

This guide is designed to provide information about services, advice and support available to serving and ex-serving military personnel in the North of Scotland in line with the national Armed Forces Covenant. This includes contact details for statutory organisations such as Councils and NHS Boards, for social agencies such as housing associations, and for military and non-military charities.

Contact details are given where possible as telephone, email and website, with an address if appropriate. Note: Calls to freephone numbers cost nothing from any UK landline but may incur charges from a mobile. As most of the organisations represented in the guide operate during office hours, 24hr crisis numbers are listed separately on the inside back page for ease of reference.

What is the Armed Forces community (AFC)?

The Armed Forces community comprises current and former Servicemen and women (Regular, Reserve - Territorial as was - and National Service) and their families, from the Royal Navy, British Army, and Royal Air Force, as well as members of the Merchant Navy who have served on board a commercial vessel in support of UK military operations. Any former member of the above may be referred to as a 'veteran' or as 'ex-Forces'.

What area does this guide cover?

For the purposes of this guide, the North of Scotland refers to the area covered by the following local authorities: Comhairle nan Eilean Siar (Western Isles), Highland, Moray, Orkney Islands, and Shetland Islands Councils.

What is the Armed Forces Covenant?

The Armed Forces Covenant refers to a pledge made by the UK Government on behalf of the nation as a whole to ensure that serving personnel, veterans and their families are not disadvantaged as the result of service. It reflects an understanding that the duties, rights and responsibilities of members of the Armed Forces are different from the rest of society, that the demands, obligations and risks of the job are unlike those in any other occupation or profession, and that in return veterans and those currently serving should be treated fairly and supported when in need.

For more information about the Covenant, go to:

www.armedforcescovenant.gov.uk

Armed Forces Champions

Many organisations - including local councils, NHS boards, government departments (DWP for example), and Police Scotland - have signed up to the Covenant and in turn assigned individual Armed Forces Champions to oversee the implementation of Armed Forces Covenant principles in their respective areas. To find out if any organisation you are dealing with has such a position, you can either phone their general contact number, email an enquiry through their website, or ask in person at the appropriate office.



General Support for the Armed Forces Community

As a veteran or serving member of the Armed Forces (of any length of service in any unit), there are a number of specialist organisations operating in Scotland that can be easily accessed for practical information, advice and guidance.

Every one of these organisations has many years' experience assisting serving and ex-serving military personnel and their families, and they assure a discreet and confidential service.



PoppyScotland

provides life-changing support to our AFC throughout Scotland and includes a Welfare Centre located in Inverness.



PoppyScotland, Strothers Lane, Inverness IV1 1LR

01463 710300 (1000-1600 Mon-Fri)

www.poppyscotland.org.uk

inverness@poppyScotland.org.uk



Armed Services Advice Project (ASAP)

is part of the Citizens Advice Bureau Scotland service and was set up specifically to provide independent and impartial information and advice to the AFC in Scotland.



0808 800 1007 Freephone (Office Hours)

www.adviceasap.org.uk

To find your nearest CAB office either call: Freephone 0808 800 9060 or go online at www.cas.org.uk



Legion Scotland (Royal British Legion Scotland)

is a comradeship and welfare network helping ex-service men and women of all ages adapt to civilian life by providing support in the community.



0131 557 2782 (Office Hours)

www.legionscotland.org.uk



Officers Association Scotland

provides employment and welfare support to those who have held a commission in UK Armed Forces and their families and dependants.



0131 550 1555 (Office Hours)



www.oascotland.org.uk



welfare@ssafa.org.uk



SSAFA

is a long-established UK military charity with a Scottish network of trained volunteers who offer confidential practical and emotional support to anyone (of any age or military background) who has ever served in the UK Armed Forces.



0800 731 4800 Forces Line Freephone (0900-1730 Mon-Fri)



www.ssafa.org.uk/scotland



welfare@ssafa.org.uk



Veterans Scotland

provides information about services available to the AFC. Their website is a hub for links to numerous organisations.



0131 550 1569 (Office Hours)



www.veteransscotland.co.uk



gensec@veteransscotland.org.uk

i Regimental Associations

The Veterans Scotland website has links to the associations in Scotland at: www.veteransscotland.co.uk/members/comradeship and support



Veterans Assist

is a resource website linked to Veterans Scotland which provides further information about services for the AFC.



0131 550 1569 (Office Hours)



www.veterans-assist.org

Housing

Whether you need to move house, are about to leave the Forces, or relocating to the area, or you are facing difficulties finding a home, or you require mobility adaptations to your property as the result of service, this section provides useful contact details for local authorities and other agencies which can help in finding suitable accommodation for individuals and families.



Highland Council

The Highland Council have produced a comprehensive document, **A Guide to Housing Options in the Highlands**, which is available online:

www.highland.gov.uk/downloads/download/3554

or you can obtain a printed copy by request from any Highland Council service point.



01349 886602 (0800-1800 Mon-Fri; 0900-1200 Sat) Housing Enquiries

0800 090 1004 Freephone Benefits Helpline

www.highland.gov.uk

Homelessness in Highlands

If you are homeless or threatened with homelessness:

Highland Council Homelessness Team

Tel: **01349 886602** (office hours); **01349 886691** (evenings and weekends)

Highland Council Emergency Housing Tel: Freephone **0845 7002005** (out of office hours)

Email: homeless.prevention@highland.gov.uk



Inverness Castle



COMHAIRLE NAN EILEAN SIAR

Comhairle nan Eilean Siar (Western Isles Council)

For general information and advice about housing issues in the Western Isles.



01851 600 501 General Enquiries (0800-1730 Mon - Fri)

01851 822 691 Housing Enquiries (0800-1700 Mon - Fri)

www.cne-siar.org.uk

enquiries@cne-siar.gov.uk

i Social Housing

All Comhairle nan Eilean Siar council housing stock is part of a local housing association, the Hebridean Housing Partnership. All enquires relating to social rented housing should be addressed to:

Hebridean Housing Partnership, Creed Court, Gleann Seileach Business Park, Willowglen Road, Stornoway HS1 2EP

Tel: **0300 123 0773** (Office Hours Mon-Fri)

Email: customerservices@hebrideanhousing.co.uk

i Homelessness in Western Isles

If you find yourself homeless or threatened with homelessness, you should call the Homeless Support Service on **01851 822 821** and ask for an appointment.



Stornoway Harbour



Kirkwall



ORKNEY
ISLANDS COUNCIL

Orkney Islands Council

The Council website has a housing options guide and an online general enquiry form.



01856 873535 ext 2904 General & Housing Enquiries (Office Hours)

www.orkney.gov.uk

i Homelessness in Orkney

There is an emergency out of office hours contact telephone number:
Tel: **07921 582962**



**Shetland
Islands Council**

Shetland Islands Council

For general housing advice, Shetland Islands Council has produced a Housing Options Guide in partnership with the Shetland Tenants' Forum, Hjaltland Housing Association and Shetland Citizens Advice Bureau which is available online through the website.



01595 693535 (Office Hours)

www.shetland.gov.uk

info@shetland.gov.uk

i Homelessness in Shetland

If you are at risk of becoming homeless:

Mon-Fri 0900-1700 Tel: **01595 744360** Freephone: **0800 212829**

Email: housing@shetland.gov.uk

Out-of-hours, the duty social worker is available on **01595 695611**



The Moray Council

For general housing advice, Moray Council have produced the pdf guidebook '**I need to find somewhere to live**' which is available to download from their website. It can also be picked up in hard copy form from any Access Point.



01343 543451 (0845-1700 Mon-Fri) General Enquiries

0300 1234566 (0845-1700 Mon-Fri) Housing Options Team

www.moray.gov.uk

housing.options@moray.gov.uk

i Homelessness in Moray

If you are homeless or threatened with homelessness:

Moray Council Homelessness Team

Tel: **0300 123 4566** during office hours (Monday-Friday 0845-1700)

Moray Council Emergency Housing

Tel: **0300 123 4566** (0845- 1700 Mon-Fri); or **03457 565656**

(Mon-Fri and weekends 1700-0845)



Elgin Cathedral

OTHER HOUSING OPTIONS



Shelter

A UK national charity for the homeless



0808 800 4444 Freephone (Office Hours)

www.shelter.org.uk

HOUSING FOR DISABLED VETERANS

Houses for Heroes Scotland

Housing disabled ex-service personnel in Scotland

Houses for Heroes

(Scottish Veterans Garden City Association)

The leading Scottish charity housing disabled ex-Service personnel, with 624 houses in 75 locations.



0131 557 1188 (Office Hours)

www.housesforheroes.org.uk

mail@svgca.org.uk

housing options scotland

Military Matters (Housing Options Scotland)

Military Matters is a specialist project within Housing Options Scotland providing an independent housing service to disabled veterans and their families.



0131 247 1400 voicemail service (Office Hours)

www.housingoptionsscotland.org.uk

militarymatters@housingoptionsscotland.org.uk



Employment, Education and Training

Serving in the Armed Forces has given you a set of unique skills and lots of experience but you may still need to re-train in order to begin a new career after military service. This list of agencies offers the best possible start in your career selection or job search as well as advice on the schemes, training grants and funding available to you.

EMPLOYMENT



Regular Forces Employment Association (RFEA)

The RFEA is a forces charity that helps veterans and those about to leave service into work through the MOD-supported Career Transition Partnership (CTP). You can register online, or make an enquiry, through the website or call:



0121 2360058 (Office Hours)

www.rfea.org.uk



Department
for Work &
Pensions

Department for Work and Pensions (DWP)/ JobCentre Plus

Through the DWP website, you can set up a Universal Jobmatch account to look for work, locate your nearest Jobcentre, or find out about signing on and benefits, or you can call:



0345 606 0234 (Office Hours)

www.Gov.uk/jobsearch



Myjobscotland

Comhairle nan Eilean Siar, Highland Council, Orkney Council and Shetland, and the Moray Council, along with many government and local agencies advertise and recruit through the myjobscotland website



www.myjobscotland.gov.uk



Skills
Development
Scotland

Skills Development Scotland

is a national body supporting people and businesses in Scotland to develop and apply their skills.



0800 917 8000 Freephone helpline



www.skillsdevelopmentscotland.co.uk

Highland Council Employability team

Highland Council Employability team

Tel: **01463 702918** Email: employ.ability@highland.gov.uk

Contact details for team members covering different parts of the region can be found on the Council's website: www.highland.gov.uk/downloads/file/14948

Moray Council Employability Information

Tel: **01343 563108** Email: educationandsocialcare@moray.gov.uk

Contact details and further information can be found on the Council's website: www.moray.gov.uk/moray_standard/page85751

Career and Job sites

If you are starting out job-hunting in the region or looking for a change of career, there are many recruitment sites that cover the Highlands and Islands and Moray areas, most of which also offer CV and interview guidance. Here are a select few:

General recruitment sites:

www.jobs-north.co.uk
www.scotcareers.co.uk
www.totaljobs.com
www.sjjobs.com
www.indeed.co.uk
www.scottishjobs.com
www.scotrecruit.com
www.monster.co.uk/scotland
www.gumtree.com/jobs/scotland

Recruitment agencies:

www.globalhighland.com
www.bluearrow.co.uk
www.reed.co.uk/jobs/scotland
www.orionjobs.com
www.highlandregionalrecruitment.co.uk
www.castleviewpersonnel.com

① Newspapers in the Highlands and Islands and Moray

Highlands:

**Caithness Courier,
Highland News,
The Inverness Courier,
Inverness Herald,
John O'Groats Journal,
Lochaber News,
Nairnshire Telegraph,
North Star,
The Northern Times,
Ross-shire Herald,
Ross-shire Journal,
The Press & Journal (Inverness edition),
Strathspey & Badenoch Herald,
Ullapool News,
West Highland Free Press**

Moray:

**Banffshire Advertiser,
Banffshire Herald,
Forres Gazette,
The Northern Scot,
The Press & Journal**

Orkney:

The Orcadian

Shetland:

The Shetland Times

Western Isles:

Stornoway Gazette



Army Air Corps soldiers



Northern Lights from flight deck of HMS Ocean



Business Advice

If you want to set up or develop your own business, Business Gateway is a Scottish Government initiative to encourage and support small businesses. The website has a location finder for regional offices.



0300 013 4753 (Office Hours)

www.bgateway.com

EDUCATION AND TRAINING



Poppyscotland

Poppyscotland has many years of experience helping veterans into work through Employment Support Grants, week-long Lifeworks courses and the Employ-Able programme.



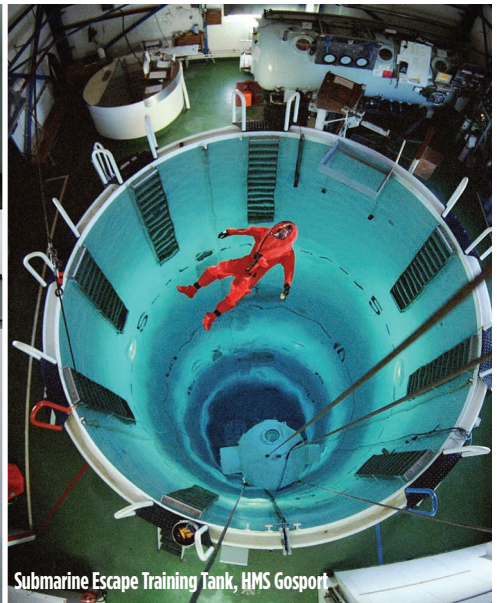
0131 550 1568 (Office Hours)

www.poppyscotland.org.uk

gethelp@poppyscotland.org.uk



Radar Technicians on HMS Ocean



Submarine Escape Training Tank, HMS Gosport



CivvyStreet

is the Royal British Legion's support programme for service leavers, regular or reserves, as well as their partners and dependants.



0800 009 8015 (Office Hours)

www.civvystreet.org

info@civvystreet.org



University of the
Highlands and Islands
Oilthigh na Gàidhealtachd
agus nan Eilean

University of the Highlands and Islands (UHI)

UHI has 13 colleges and 70 other learning centres throughout the region – including Eileanan Siar, Orkney and Shetland and Moray – and a large new campus in Inverness with numerous courses available. To obtain a prospectus, or to find course and funding information, go online or call:



0845 272 3600 (Office Hours)

www.uhi.ac.uk

i Schooling

For information about placing your children in local schools, go to the respective Council websites: Highland Council - www.highland.gov.uk/info
Comhairle nan Eilean Siar - www.cne-siar.gov.uk/education/schools
Orkney - www.orkney.gov.uk/Service-Directory
Shetland - www.shetland.gov.uk/education
Moray - www.moray.gov.uk/moray_standard/page_52987



Gun Position Safety Officer checking angles



At Ease

Health, Care and Wellbeing

If you, or someone you know, becomes unwell (either physically or mentally), you should contact your General Practitioner (GP), dentist, local hospital or NHS telephone helpline for professional medical advice. Having access to a wide range of health care services, they can provide the right treatment or refer to more specialist care.

For any medical emergency the number to call is still 999.

HEALTH



NHS 24

For all kinds of medical advice and health information, including how to find a local GP or dentist.

To find a dentist, call the NHS dental helpline.

NHS Inform is a health information service which includes a Veterans Health Zone.



NHS dental helpline: **0845 644 2271** (0900-1600 Mon-Fri)

111 (24 hrs a day, 7 days a week)

www.nhsinform.co.uk/veteranshealth



NHS Highland

For information on all NHS Highland services, including GP practices, dentists, opticians, pharmacies and social care, go to their website:



www.nhshighland.scot.nhs.uk

i Hospitals with Emergency Departments:

General District Hospital

Inverness

Raigmore Hospital, Old Perth Road, Inverness IV2 3UJ

Tel: **01463 704000** (Office Hours)

24hr A&E

COMMUNITY HOSPITALS

Isle of Skye

Portree Community Hospital, Fancyhill, Portree, Isle of Skye IV51 9BZ

Tel: **01478 613200** Minor Injuries Unit Tel: **0800-2300**

Fort William

Belford Hospital, Belford Road, Fort William PH33 6BS

Tel: **01397 702481** (Office Hours)

24hr A&E

Caithness

Caithness General Hospital

Bankhead Road, Wick, KW1 5NS

Tel: **01955 605050** (Office Hours)

24hr A&E

Broadford

Broadford Hospital

High Road, Broadford, Isle of Skye IV49 9AA

Tel: **01471 822491** (Office Hours)

24hr A&E

Thurso

Dunbar Hospital, Ormlie Road, Thurso KW14 7XE

Tel: **01847 893263** (Office Hours)

24hr Minor Injuries Unit

Golspie

Lawson Memorial Hospital, Station Road, Golspie KW10 6SS

Tel: **01408 633157** (Office Hours)

24hr Minor Injuries Unit



**Eileanan Siar
Western Isles**

NHS Eileanan Siar/Western Isles

For links to local services, including GPS, dentists, pharmacies and community care:



01851 702997 (Office Hours)

www.wihb.scot.nhs.uk



Sunset Patrol

Hospitals in Western Isles:

Western Isles

Western Isles Hospital, Stornoway, Na h-Eileanan an Iar HS1 2NB

Tel: **01851 704704** (Office Hours)

24hr A&E

Uist and Barra

Uist and Barra Hospital, Balivanich, Eilean Siar HS7 5LA

Tel: **01870 603603** (Office Hours)

24hr A&E

St Brendans Hospital, Castlebay, Horve, Isle of Barra HS9 5XE

Tel: **01871 810465** (Office Hours)

24hr A&E (limited)



NHS Orkney

For links to NHS Orkney services, including GPs, dentists, opticians, pharmacies, and community care, go to the website or call:



NHS Orkney HQ, Garden House, New Scapa Road, Kirkwall KW15 1BQ

01856 888000 General Enquiries (Office Hours)

www.ohb.scot.nhs.uk

Hospitals in Orkney:

Orkney

Balfour Hospital, New Scapa Road, Kirkwall, Orkney KW15 1BH

Tel: **01856 888000** (Office Hours)

24hr A&E

Emergency Contact - Duty Social Worker: Tel: **01856 873535** (Office Hours)

Out of Hours Tel: **01856 888000**



NHS Shetland

For links to all NHS Shetland services, including GPs, dentists, opticians, pharmacies and care, go to:



NHS Shetland, Upper Floor Montfield, Burgh Road, Lerwick, Shetland ZE1 0LA

01595 743060 (Office Hours)

www.shb.scot.nhs.uk | www.shb.scot.nhs.uk/community

Hospitals in Shetland:

Shetland

Gilbert Bain Hospital, South Road, Lerwick ZE1 0TB

Tel: **01595 743000** (Office Hours)

24hr A&E



NHS Grampian – for Moray

For links to NHS Grampian services, including GPs, dentists, opticians, pharmacies, and community care:



0345 456 6000 General Enquiries

0500 202030 Free Healthline (Office Hours)

0345 4565 990 Free Dental Helpline (0805-1745 Mon-Fri)

www.nhsgrampian.org

grampian@nhs.net

Hospitals in Moray:

Dr Gray's Hospital, Elgin IV30 1SN

Tel: **0345 456 6000** (Office Hours)

24hr A&E

Fleming Hospital, Queen's Road, Aberlour AB38 9PR

Tel: **01340 871464** (Office Hours)

Minor Injuries Unit

Seafield Hospital, Barhill Road, Buckie AB56 1EJ

Tel: **01542 832081** (Office Hours)

Minor Injuries Unit

Stephen Hospital, Dufftown AB55 4BH

Tel: **01340 820215** (Office Hours)

Minor Injuries Unit





Veterans First Point Highland (V1PH)

is working in partnership with Poppyscotland and NHS Highland to offer mental health support, for ex-Forces in the North of Scotland, with veterans working as Peer support workers (PSWs) providing a first point of contact

Strothers Lane, Inverness, IV1 1LR (1000 – 1600 Mon-Fri)

001463 710300 (1000-1600 Mon-Fri)

www.veteransfirstpoint.org.uk

nhshighland.veteransfirstpoint@nhs.net



Scottish Association for Mental Health (SAMH) in Moray

SAMH provide community-based services for people with mental health issues. All referrals are made via the Access Team or the Community Mental Health Team.

01343 563999 Access Team

01343 567376 Social Work Mental Health Team

www.samh.org.uk

enquire@samh.org.uk



CARE

In addition to the NHS and local authority contacts listed above for community and social care, if you need help looking after yourself or a family member, there are organisations you can turn to for advice and support:



Care Information Scotland

If you look after someone, need care yourself or are planning for your future care needs, you can get the information and advice you need here.

0800 011 3200 (0800-2200 Mon-Sun)

www.careinfoscotland.scot



Calanais



Ring of Brodgar



Care Inspectorate

The Care Inspectorate is a Scottish Government body which regulates care services in Scotland and can provide information and reports on care services in your area.



0345 600 9527 (Office Hours)

www.careinspectorate.com



Defence Medical Welfare Service (DMWS)

DMWS deliver a holistic medical welfare service, providing emotional and practical support for veterans, their families and carers, in health care pathways.



01264 774000 (Office Hours)

www.dmws.org.uk

info@dmws.org.uk



Poppyscotland Inverness

Poppyscotland offers information about, and assistance with, mobility and home adaptations, and welcomes enquiries from throughout the North of Scotland.



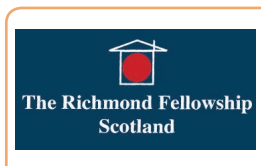
01463 710300 (Office Hours)

www.poppyscotland.org.uk

inverness@poppyscotland.org.uk



Search Dog Memphis on patrol



The Richmond Fellowship Scotland

The largest social care provider in Scotland, offering tailored support to people with mental, physical and behavioural difficulties.

0845 013 6300 (Office Hours)
www.trfs.org.uk



Sense Scotland

As an experienced social care provider with over 25 years' experience of supporting disabled people and their families, Sense Scotland offers flexible support throughout Scotland.

0300 330 9292 (Office Hours)
www.sensescotland.org.uk
info@sensescotland.org.uk

WELLBEING

For support and comradeship as well as information and advice there are various organisations, associations and charities in Scotland for Serving and ex-Forces:



Legion Scotland (Royal British Legion Scotland)

Legion Scotland is a comradeship, welfare and support network of local branches throughout the country.

0131 557 2782 (Office Hours)
www.legionscotland.org.uk
You can search online for your nearest local branch, or make enquiries, through the website, or by calling the above number.



Blesma (The Limbless Veterans)

Blesma is a Forces charity existing to guarantee that our limbless veterans are not failed, forgotten or left to fend for themselves.

0208 590 1124 (Office Hours)
www.blesma.org



Scottish War Blinded

Scottish War Blinded provides a free service supporting individuals in Scotland who at some point in their lives have served in the Armed Forces and currently live with a visual impairment, whether directly service-related or not.



0131 229 1456 (Office Hours)
www.royalblind.org/scottish-war-blinded
enquiries@scottishwarblinded.org



The Ripple Pond

The Ripple Pond is a self-help support network across the UK for the adult family members of physically or emotionally injured members of the AFC.



07586 576889 | 07825 296712 | 01252 913021
www.theripplepond.org
admin@theripplepond.org



Big White Wall

Available 24/7, Big White Wall is a safe, anonymous online community of people who are anxious, down or not coping, who support and help each other by sharing what's troubling them, guided by trained professionals.



www.bigwhitewall.com



Scottish Men's Sheds

a fast growing network of community groups for older men from all walks of life, including ex-forces. Use the website to find your nearest shed.



www.scottishmsa.org.uk



Living Life

Living Life is a free, confidential NHS Cognitive Behavioural Therapy (CBT) telephone service available to anyone over 16 suffering from low mood, mild to moderate depression and/or anxiety



0800 328 9655 (1300-2100 Mon-Fri)
www.nhs24.com/usefulresources/livinglife



Lochmaddy Ferry

venturetrust

Venture Trust - Positive Futures

Positive Futures is a personal development programme, offered by the Edinburgh-based Venture Trust charity, which provides specialist support to military veterans struggling with the transition to civilian life.



0131 228 7700 (Office Hours)

www.venturetrust.org.uk/programmes/positivefutures

info@venturetrust.org.uk



Horseback UK

Horseback UK, based in Aberdeenshire, offers courses in Horsemanship as an aid to recovery for veterans who have suffered mental and physical trauma.



01339 880487 (Office Hours)

www.horseback.org.uk

info@horseback.org.uk



Veterans Mentoring Service

Sacro is a Scottish community justice organisation working to create safer communities, and the Mentoring Service has been set up to provide intensive close support for veterans in or on the periphery of the criminal justice system.



07772 652332 (Office Hours)

www.sacro.org.uk

veterans@sacro.org.uk

Money

Money problems can cause a great deal of emotional distress. If you or your family have money issues and are struggling to make the right choices, contact any one of these organisations for information, advice and practical help. They offer a confidential service on a wide range of issues including debt, pensions, benefits, taxation, pensions and more.



Money Advice Service

Free and confidential service provided by trained advisors (Mon-Fri 0845-1700) to address debt, benefits and other finance issues. Telephone to make an appointment with an advisor.



0800 1387777 Mon-Fri 0800-2000 Sat 0900-1300 Freephone
www.moneyadvice.org.uk



Highland Council

The Highland Council has published online and as a printed version (available from service points) a comprehensive guide to benefits and money matters – ‘An essential guide to benefits, money advice, energy advice and other support’.



www.highland.gov.uk/downloads/file/5164/essential_guide_to_benefits_and_money_advice



Comhairle nan Eilean Siar

The Western Isles Council has information about claiming benefits and about money issues on their website, or you can call customer service on the number below.



01851 600 502
 Mon/Tues/Thur 0900-1600; Wed 1000-1630; Fri 0900-1600
www.cne-siar.gov.uk/benefits



Moray Council Money Advice Service

The council website has advice on benefits and a free and confidential helpline for anyone with money worries.



0300 1234561 Money Advice Service
www.moray.gov.uk/moray_standard/page_41488



Orkney Islands Council

Information on benefits and money matters is available on the Council website via the Service Directory or by calling the general enquiries number below.



01856 873535 (Office Hours)
www.orkney.gov.uk/Service-Directory



Shetland Islands Council

Information on benefits and money matters is available from the council website or by calling the general enquiries number below:



01595 693535 (Office Hours)
www.shetland.gov.uk



Citizens Advice Bureau

The network of member bureaux in Scotland comprises Scotlands largest independent advice network. To find your nearest CAB office either call or go online.



03454 040506 (Office Hours)
www.cas.org.uk



HM Revenue & Customs

HM Revenue and Customs (HMRC)

For questions regarding tax codes, rebates, self-assessment and other tax issues, search for HMRC through the government website.



www.Gov.uk/government/organisations/hm-revenue-customs



Royal Marines on exercise

24 HR CRISIS LINES



SAMARITANS

is a confidential UK 24hr service open to anyone struggling to cope



116 123 Freephone (24/7, 365 days a year)

www.samaritans.org

jo@samaritans.org



THE VETERANS'
MENTAL HEALTH
CHARITY

COMBAT STRESS

is the UK's leading mental health charity for veterans, providing specialist psychological treatment and welfare support.



0800 1381619 Freephone (24/7, 365 days a year)

www.combatstress.org.uk

helpline@combatstress.org.uk



NHS 24

is a free emergency medical helpline in Scotland.



111 Freephone (24/7, 365 days a year)

www.nhs24.com



Open up when you're
feeling down

BREATHING SPACE

is a free, confidential phone and online advice and information service for people in Scotland experiencing anxiety or depression.



0800 838587 Freephone (1800-0200 Mon-Thur; 24 hrs a day Fri-Mon)

www.breathingspace.scot | www.chooselife.net

info@breathingspacescotland.co.uk





Bugsy & Terry

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