

# Support Services to help reduce isolation and loneliness

We want to ensure our customers are able to reach out and talk to someone during these difficult times especially those who may be feeling isolated and lonely. So, we have put the list below together and hope that it helps you to reach out.

The Association is here to help and are available by phone and email during office hours.

**Tel: 0141 763 1317**

or emailing us at: [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)

or visiting our website at: [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)

**Please also find over the following two pages details of other support agencies.**

**You can access further information from our website too and we're trying to keep this as up to date as possible.**

## Organisation Details

## Service & Support Provided

### Age Scotland Helpline

The helpline is a free, confidential phone service for older people, their carer's and families in Scotland. The Helpline is free to call and available Monday - Friday 9-5pm, Tel: 0800 12 44 222

### ASSIST

Phone support to women, men, children and young people affected by domestic abuse. Contact ASSIST at [assist@glasgow.gov.uk](mailto:assist@glasgow.gov.uk) or phone 0141 276 7710 to leave a message. Visit [www.assistscotland.org.uk](http://www.assistscotland.org.uk)

### Breathing Space

The Breathing Space Freephone Helpline and Online Webchat is a good starting point if you are stressed, anxious or depressed. It is an alternative and easily accessible 'first stop' service who can provide assistance at an early stage. Call free on 0800 83 85 87, <https://breathingspace.scot/>

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| <b>British Red Cross</b>  | The British Red Cross support line provides support in more than 200 languages, supporting people who are lonely, worried, and finding it difficult to access food or medication. Call free and confidentially on <b>0808 506 3264</b><br>Website: <a href="http://www.redcross.org.uk">www.redcross.org.uk</a>   |
| <b>Cancer Support</b>   | Offering holistic support for anyone affected by Cancer, including financial, housing, practical, physical and emotional. <b>Tel: 0141 287 7077</b><br>- lines currently restricted 10am-3pm subject to change<br>Email: <a href="mailto:ICJ@glasgow.gov.uk">ICJ@glasgow.gov.uk</a><br>Or<br><a href="mailto:LTCandMacmillanService@glasgow.gov.uk">LTCandMacmillanService@glasgow.gov.uk</a><br>Website: <a href="http://www.glasgow.gov">www.glasgow.gov</a><br>Or <a href="http://www.glasgow.gov.uk/LTC">www.glasgow.gov.uk/LTC</a> |
| <b>Community Mental Health Teams</b>  | Glasgow-wide Crisis out-of-hours service - phone <b>0845 650 1730</b>   |
| <b>Community Connectors</b>   | Community Connectors is a free, confidential service for people over 60 or those caring for someone who is.<br><b>Tel: 0141 271 2320</b> or Email: <a href="mailto:communityconnectors@gcvs.org.uk">communityconnectors@gcvs.org.uk</a>   |
| <b>Cruse Bereavement Scotland</b>   | During the COVID-19 pandemic we are facing a tragic loss of life, often under very difficult circumstances. Cruse Bereavement Charity are there to listen when you feel ^ready to talk”<br><b>FREEPHONE 0808 802 6161</b> Email: <a href="mailto:support@crusescotland.org.uk">support@crusescotland.org.uk</a>   |
| <b>Family Addiction Support Services (FASS)</b>                               | Providing tailored Kinship, family and bereavement support to parents and adult family members that are or have been affected by a loved one’s alcohol/drug problem. <b>0141 737 3699</b> , Email : <a href="mailto:info@fassglasgow.org">info@fassglasgow.org</a><br>Website : <a href="http://www.fassglasgow.org">http://www.fassglasgow.org</a>   |
| <b>Glasgow Helps</b>  | Glasgow City Council are offering a range of support services – check out their website: <a href="http://www.glasgowhelps.org">www.glasgowhelps.org</a>   |
| <b>Glasgow’s Helping Heroes</b>   | Access advice and support on a wide range of issues including debt, employment, benefits, health and housing issues. The advice we give is impartial, completely confidential and best of all, absolutely free, <b>Tel: 0141 276 7199</b>   |
| <b>Glasgow Women’s Aid</b>  | You can contact Glasgow Women’s Aid for Confidential Support, if you want to talk to someone confidentially. Information about your rights (legal, housing, money etc.) Provision of interpreting services<br><b>Safe refuge accommodation. Tel: 0141 553 2022</b>  |
| <b>Good Morning Service</b><br>(Telephone support service for those aged 55+) | Telephone befrienders call older people at a pre-arranged time to check that all is well and for a good blether. Over time, trust and meaningful relationships are built to become a friend who can be a listening ear who can give emotional support in difficult times.<br><b>Tel: 0141 336 7766</b> or <b>0333 101 0036</b> or Email: <a href="mailto:info@goodmorningservice.co.uk">info @ goodmorningservice.co.uk</a>   |
| <b>Headway</b>  | A charity set up to give help and support to people affected by brain injury. Improving life after brain injury Need to talk? <b>0808 800 2244</b>  |

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| <b>LGBT Mental health and wellbeing</b>                                  | If the pandemic is affecting you, we are here to offer you a friendly ear as often and as regularly as you need it. We provide information and emotional support to lesbian, gay, bisexual and transgender people and their families, friends and supporters across Scotland. <a href="tel:03001232523">LGBT helpline 0300 123 2523</a>   |
| <b>LGBT+ people aged 50 and over befriending service and virtual hug</b> | LGBT Age works with lesbian, gay, bisexual and transgender (LGBT+) people aged 50 and over in Greater Glasgow. <a href="tel:01315643970">Tel: 0131 564 3970</a>   |
| <b>Minority Ethnic Advocacy Project</b>                                  | Advocacy in all its forms seeks to ensure that people, particularly those who are most vulnerable in society, are able to have their voice heard, <a href="tel:01413376626">Tel: 0141 337 6626</a> , <a href="#">contact us through our official Facebook page</a>  |
| <b>Polish Family Support Centre</b>                                      | We are a growing charity focusing on providing support to the Polish minority in Scotland. We offer comprehensive support for disadvantaged people through offering counselling, social and advocacy services. <a href="tel:01312810429">Tel: 0131 281 0429</a> <a href="mailto:info@pfsc.co.uk">Email: info@pfsc.co.uk</a>   |
| <b>Positive Action in Housing Lifeline Service</b>                       | Advice, Practical Support & Signposting. The Lifeline Service aims to prevent and alleviates homelessness and destitution amongst refugees and asylum seekers, including those who have been refused. Mondays 9.30 am to 11.30 am, <a href="tel:01413532220">Tel: 0141 353 2220</a>   |
| <b>Saheliya</b>  | Is a specialist mental health and well-being support organisation for black, minority ethnic, asylum seeker, refugee and migrant women and girls (12+) <a href="tel:01415526540">Tel: 0141 552 6540</a> <a href="mailto:admin.glasgow@saheliya.co.uk">Email: admin.glasgow@saheliya.co.uk</a>   |
| <b>SCOPE = Equality for Disabled People</b>                              | Find out how SCOPE are providing support during the Pandemic and what they are doing to support you, and keep you safe. <a href="tel:08088003333">Tel: 0808 800 3333</a> . <a href="mailto:helpline@scope.org.uk">Email: helpline@scope.org.uk</a>  |
| <b>The No.1 Befriending Agency</b>                                       | The No.1 Team aim to reduce isolation and loneliness through companionship. During the pandemic they are offering a telephone befriending service and are also supporting people with their shopping through their Befriending Plus service. If you need to speak to someone, please call <a href="tel:01414656998">0141 465 6998</a> or email <a href="mailto:info@befriend.org.uk">info@befriend.org.uk</a> |
| <b>Together All</b>  | This is an online service providing access to those with anxiety, depression and other mental health issues. This is a 24 hour service for all age groups providing a safe community. If you are struggling with mental health issues, or know someone who is, don't hesitate to join or recommend it to someone you know, go to <a href="http://www.togetherall.com">www.togetherall.com</a>                 |
| <b>Who Cares? Scotland</b>   | Supports care experienced people by providing support and signposting around finances, benefits, housing, health, employment, education, and rights as well as a listening ear. <a href="tel:03301077540">Helpline:- 0330 107 7540</a> <a href="mailto:help@whocaresScotland.org">Email:- help@whocaresScotland.org</a>   |
| <b>Young Scot</b>  | Aye Feel<br>Find information about how to look after your emotional wellbeing, support from organisations around Scotland and tips on how to promote a positive mind-set. Check out the #AyeFeel tag on social media for the latest updates. <a href="https://young.scot/campaigns/national/aye-feel">https://young.scot/campaigns/national/aye-feel</a>  |