

Fife Coronavirus Signposting Information

Key:

For ease of reference, the status of each service is indicated by the following colour and text coding:

Open as usual or limited service running. Accepting new referrals.

Still operating, but only supporting existing clients. Service name will be shown in (Brackets)

Awaiting information / response.

Service suspended temporarily or permanently. Service name will be shown in ~~Strikethrough~~

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Coronavirus-Specific Online Resources

NHS Inform Coronavirus Guidance

Latest guidance about COVID-19 from NHS Scotland and the Scottish Government, including social distancing and stay at home advice. This page includes extensive advice on managing your mental wellbeing during the crisis, including advice on managing depression, anxiety, stress and trauma.

<https://www.nhsinform.scot/coronavirus>

Fife Voluntary Action Pandemic Response Information:

Run by Fife Voluntary Action, this is a website with wide ranging advice for individuals and organisations on coping with the impact of Coronavirus. This page is updated daily and has a contact number/email address for vulnerable people to get in touch if they need help. FVA will link the to an appropriate organisation.

Telephone: 0800 389 6046

or e-mail helpinghand@fva.org

<https://www.fva.org/pandemic.asp>

Coronavirus Community Assistance Directory

Run by SCVO (Scottish Council for Voluntary Organisations), this is a site to help identify support services in your local area:

<https://covid-19.scvo.org.uk/>

CAMHS Resources

Directory of online resources parents may use to help their children to understand and cope with the coronavirus pandemic.

<https://www.camhs-resources.co.uk/coronavirus>

Parentclub

Scottish Government parenting website. Offers extensive information and guidance for parents during Coronavirus Outbreak. Includes guidance on 'staying at home with your children', 'talking to children about coronavirus', 'keeping active during the outbreak', 'learning at home' (and learning resources), 'working from home advice for families', coping and keeping calm, 'financial support' and other related topics.

<https://www.parentclub.scot/topics/health/coronavirus>

Social Work Referrals for Safeguarding and Adult Protection

Fife Social Work

Telephone lines are operational, though some staff are working from home. The same number is being used for concerns about both adults and children at risk.

Within office hours (Mon-Fri 9am-5pm): **03451 551 503** (Press Option 1 "if you are calling about a child or adult at immediate risk of harm")

Out of Hours: **03451 550099** (duty Social Worker)

*****If someone is in immediate danger call 999*****

(Note: We had been given the number 01383 602200 for adult protection recently, however we have had difficulty getting through on this number and have been advised that this is an old number.)

[Guidance on seeking support for isolated individuals:](#)

Vulnerable adults are being advised to be careful about who they accept help from at this time (particularly if they feel unsure about the person offering). Advice is to seek help from known sources such as friends, family, neighbours and community groups.

Social work may be able to provide a small grant for those in financial difficulties through the Scottish Hardship Fund

Addiction Services

ADAPT

Direct Access drug and alcohol partnership. Brief interventions, advice, signposting and counselling.

Tel: 01592 321321

Email: enquiries@fife-alcohol-support.org.uk

Web: www.fassaction.org.uk/index.php/adapt

New clients can call 01592 321321 as per normal. A designated administrator working from home using a VOIP phone will take the call and pass to a Support Worker for Telephone Triage. An answering machine service is operating when we're not available. All Drop-in Clinics are of course closed. The workers who would normally man them have placed their individual mobile numbers on the posters that are displayed at each centre. As well as our 01592 321321. We're also continuing to notify the public of access via Facebook.

Currently offering online advice and a telephone-based service.

Addaction Fife

Specialist Harm Reduction Service, triage and referral.

Tel: 01333 433636 (appears to go to same mailbox as *We Are With You*)

Web: www.addaction.org.uk/services/addaction-fife-grieg-institute (redirects to *We Are With You*)

This service has rebranded as We Are With You – see below.

NHS Addictions

NHS addictions can be contacted on 01592 716446 for help with medication and advice about substance use.

Barnardos

Substance misuse education, Children affected by Parental Substance misuse.

Tel: 01592 651482

Email: fifeservices@barnardos.org.uk

Web: www.barnardos.org.uk

Clued Up

Vulnerable Young Peoples Outreach

Web: www.cluedup-project.org.uk

New referrals/clients contact us in the usual way through our email info@cluedup-rpoeject.org.uk

Office 01592 858 248 - Phoning the office they will get a recorded message asking them to phone a mobile number. If anyone turns up at our drop in's there are notices up asking to phone a mobile number.

Can also Contact us on twitter [cluedupproject](https://twitter.com/cluedupproject) / Facebook [cluedupbunker](https://www.facebook.com/cluedupbunker) or [Cluedupproject](https://www.facebook.com/cluedupproject)

DAPL

ADP Integrated Recovery Service. Psychological Services, Family Support, Alternative and complimentary for children, families and individuals

We have transferred our 01333 422277 to a mobile which our administrator has via our telecoms provider.

This does mean we have fewer lines, but still allows cold calls to be fielded. We have informed the public to email enquiries@dapl.net if possible via our social networks also.

Tel: 01333 422277

“DAPL offices will now be close to the public; however our team will still be offering counselling, support and information services via online platforms and via the telephone”

Email: daplimited@gmail.com

Web: www.dapl.net

Service operating online via Telephone, Zoom etc. Continuing to support clients but group work suspended.

FASS

Counselling for problem drinkers and family members aged 16+, Pre & post detox support, relapse prevention. All face-to-face services have converted to telephone triage and support, telephone counselling and closed social media support groups.

Tel: 01592 206200

Email: enquiries@fassaction.org.uk

Web: <https://www.fassaction.org.uk/>

Operating via telephone counselling and social media

FIRST

ADP Integrated Recovery Service. Community based rehabilitation and recovery service. Assessment through care and aftercare for residential rehabilitation.

Tel: 01592 585960

Email: enquiries@firstforfife.co.uk

Web: www.firstforfife.co.uk

Continuing to operate online – e.g. peer support groups meeting via Zoom

Front Line Fife

Recovery Link work with people affected by substance misuse. Housing support and advice, court representation, temporary accommodation, housing management, Prevention First (enhanced housing options), employability and social enterprises.

Tel: 01592 800430

Web: www.frontlinefife.co.uk

Phoenix Futures

Brief for Recovery Through Nature for people who are abstinent from substances Fife wide.

Tel: Charlene Gilmour@phoenixfutures.org.uk 07704019622

Email: info@phoenix-futures.org.uk

Web: www.phoenix-futures.org.uk

Service remains open for people to attend, but offering telephone-based support where people are unable to attend. Call in the first instance.

Restoration Fife

Peer and volunteer led community group for people in recovery providing activities, support, social events and access to new experiences and opportunities that promote recovery. Open to people from across Fife, serious about recovery.

main number available for text, calls or WhatsApp.

Tel: 07501176234

Email: restorationfife@gmail.com

Web: www.facebook.com/RestorationFife

All staff numbers are advertised on our social media also and /or people can contact us via private mail at any time.

Service operating online and by telephone.

We are with you

Moving to an IEP home delivery service across Fife. We have a team of NHS and WeAreWithYou staff who will be carrying out regular deliveries over next 8-12 weeks. At present IEP continues to be available from pharmacies but of course many people may have symptoms themselves or have been exposed and as such should not be leaving house.

Main contact: 0800 917 9211

Please note: All calls are being diverted to answerphone and the messages are being checked continuously.

Operating an adapted service

Advice and Information Services

Services offering advice on issues such as housing, finances, benefits, debt, home energy, homelessness etc...

Home Energy Scotland

Scottish Government funded service providing free, impartial advice on energy saving, keeping warm at home, renewable energy, greener travel, cutting water waste etc.

"We recognise that home heating and energy use will be affected by people staying home to avoid picking up the coronavirus. If you're worried about your energy bills or struggling to stay warm at home, call us. We're briefing our advisors with the latest information from energy suppliers and from the Scottish Government, and we'll stay up to date with any new developments."

Phone 0808 808 2282 to chat to a friendly advisor – calls are free and we're available Monday to Friday 8am to 8pm and Saturday from 9am to 5pm. Or request a call back on our website:

www.energysavingtrust.org.uk/scotland/home-energy-scotland/lets-talk

Support provided across the whole of Scotland

www.energysavingtrust.org.uk/scotland/home-energy-scotland

Currently offering online advice and a telephone-based service.

Advice Direct Scotland

Charity offering advice and support on the impact of Coronavirus on a variety of areas including; Consumer rights, Employment, Housing and benefits. Provides an online knowledgebase. Support is also available via online chat, e-mail, facebook and telephone contact.

www.advice.scot – Benefits calculator, debt advice. Impact of Covid-19 on employment, businesses, housing, personal finances etc.

www.consumeradvice.scot – advice on food shortages, deliveries and the cancellation of travel/events.

Support provided across the whole of Scotland

Open and providing tailored advice for the current crisis.

Shelter Scotland

Housing charity providing housing advice to support people to maintain their tenancies and avoid homelessness. In response to the coronavirus crisis they are offering specific information on: moving house, eviction, rent arrears, mortgage arrears, claiming benefits, repairs, tenant rights, difficulties with landlords, energy bills.

How to access this support – website, helpline and online chat.

Support provided across the whole of Scotland

https://scotland.shelter.org.uk/get_advice/scottish_housing_advice_coronavirus_COVID_19

0808 800 4444

Citizens Advice and Rights Fife

Service offering broad range of advice to the public, encompassing: Relationships; Healthcare; Education; Tax; Consumer; Law and Rights; Discrimination; Work; Housing; Debt and Money; Benefits. Their offices are closed to the public. Advice is to look online at the website first and then to use phonenumber if needed.

<https://www.cabfife.org.uk/news-and-updates/carf-responds-to-coronavirus-to-continue-to-deliver-services>

General enquiries: 0345 1400 095

Debt advice: 0345 1400 094

Questions about claiming Universal Credit: 0800 023 2581.

Operating website and telephone service. Call waiting times will be longer than usual.

Dunfermline Advice Hub

Dunfermline-based centre offering information, advice and signposting for the public.

Centre is currently closed to the public, but you can contact them for advice by phone or using webchat: 01383

432483 ; 07496 283666 ; www.dunfermlineadvicehub.org.uk

Offering a reduced telephone and webchat service

Fife Council Coronavirus Benefits and Money Advice page

Fife Council webpage detailing the latest information about financial support available at this time, including help with council tax, rent, other bills, benefits and other support such as free school meals provision.

<https://www.fife.gov.uk/kb/docs/articles/health-and-social-care2/coronavirus-covid-19/money-advice>

Webpage with up-to-date information concerning changes since coronavirus outbreak

Short Term Housing Support

Support and advice to help people to maintain their tenancies.

<https://www.trustinfife.org.uk/services/short-term-housing-support/>

Continue to accept new referrals and allocating them to services.

Benefits

Update on current status of benefits:

Important information for new and existing benefits claimants provided by Fife Voluntary Action:

- DWP are currently experiencing high levels of new claims and, due to staff absence and isolation requirements will also be understaffed right now. Everyone is focussing on processing payments so it is all hands on deck.
- New UC claims will all be done online and will not require ID verification to kickstart payments – this will be done retrospectively once we are out of the pandemic.
- Disability benefits reassessments and benefit reviews are all postponed for now.
- All job centres are closed except to most vulnerable and by invitation only. People are encouraged to go online in the first instance and only use a phone if they have no other option.

(current as of 25th March 2020)

For more information visit: <https://www.fva.org/pandemic.asp>

Scottish Welfare Fund

The Scottish Welfare Fund helps families and people in Scotland who are on low incomes through Crisis Grants and Community Care Grants. Individuals can apply online.

- Crisis Grant – if you're in crisis because of a disaster (like a fire or flood), or an emergency (like losing your money or an unexpected expense)
- Community Care Grant – to help you or someone you care for to start to live, or to carry on living, a settled life in the community

<https://www.mygov.scot/scottish-welfare-fund/>

Bereavement Services

CRUSE Bereavement Care Scotland

The helpline: Monday – Thursday 10am-8pm, Friday 10am-4pm
0845 600 2227

info@crusescotland.org.uk

www.crusescotland.org.uk

Currently still accepting new clients, but there is a waitlist. They are looking to move their group projects online in the near future.

Survivors of Bereavement by Suicide

Support for people who have been bereaved by suicide.

0300 111 5065 (daily 9am to 9pm)

www.uk-sobs.org.uk

Currently operating through Email, phone and online forum support only.

WAY (Widowed and Young)

Provides peer-to-peer emotional and practical support to men and women under 51 whose partner has died.

0300 012 4929

enquiries@widowedandyoung.org.uk

www.widowedandyoung.org.uk

Currently offering Informal support through online forums only for the time being.

Carers

Fife Carers Centre

Centre providing a range of advice and support for carers across Fife.

01592 205472 / 07881 691391

centre@fifecarers.co.uk

www.fifecarerscentre.org

Continue to provide telephone and email based practical and emotional support, and still currently accepting new referrals to their service.

Link Living

See Vulnerable, Isolated and Marginalised Groups section – they also offer support for carers. This includes (but is not limited to) a specific project providing self-help materials for carers of children with an ASD.

Carers UK Adviceline

Advice on financial and practical matters.

0800 808 7777 (Mon-Fri 10am-4pm)

Currently operating as normal.

(Crossroads Fife)

Fife-wide service offering person centred support and respite breaks to carers of people with disabilities or illnesses. During Coronavirus outbreak they are continuing to work with existing carers and service users to provide respite visits (within the limits of social distancing) and telephone advice/support. Also dropping-off food and pharmaceuticals.

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

info@crossroadsg.co.uk

01592 610540

Not taking-on new carers and service users at present, but could provide them with some telephone advice.

Counselling Services

Relationships Scotland

Relationship counselling for couples and individuals and family mediation.

0345 119 2020/01592 597444

enquiries@relationshipscotland.org.uk

www.relationships-scotland.org.uk

Currently operating online - Counselling available through Zoom. New clients still being accepted contact info.rscf@gmail.com for online availability. Contributions still expected as normal, to be paid directly to their bank account.

The Spark

Couples and individual relationship counselling services in Fife.

0808 802 0050 (enquiries)

(0808 802 2088 (helpline)

www.thespark.org.uk

Currently continuing to accept new referrals, appointments conducted on zoom. Contributions expected as normal.

(Talk Matters)

1:1 counselling in Dunfermline.

01383 626064

info@talkmatters.org

www.talkmatters.org

Closed to new patients, existing clients can access telephone support.

(Charis Foundation)

Free counselling service in Leslie, Fife.

01592 744632

enquiries@charisfoundation.co.uk

www.charisfoundation.co.uk

Can email to register interest in future sessions, no current support available.

Domestic Abuse

Click

CLICK is a partnership of organisations working together across Scotland to support women (including trans and non-binary) who sell or exchange sex or sexual images online.
Online chat via website available times vary, updated on Twitter page weekly. Online contact form on website
Web www.click.scot

Continuing to operate

Fife Women's Aid / Shakti Women's Aid

Provide support to women and children who have experienced domestic abuse
Tel 0808 802 5555 (available 24/7)

Office is shut. Telephone support available. Emergency visits only.

Freedom Programme - Saje Scotland

Charity providing a group programme to support women who have been in physically, sexually or emotionally abusive relationships (including coercive control).

During the coronavirus outbreak groups will be moving online and conducted using the Zoom app. They also continue to provide telephone, text and e-mail support.

Groups are usually run across Fife. Support will continue to be Fife wide.

<http://www.sajescotland.org/>

info@sajescotland.org

07909 482 279

07887 248 354

Continuing to operate with telephone, text and e-mail support. Working on providing online groups via Zoom.

MARAC

Multi-Agency Risk Assessment Conference (Marac) is a local meeting where representatives from statutory and non-statutory agencies meet to discuss individuals at high risk of serious harm or murder as a result of domestic abuse.

MARAC continues to take referrals. Information will be shared with partners to reduce risk

Email marac@fife.gov.uk

Eating Disorders

BEAT Eating Disorders

National charity supporting people with eating disorders and those involved in their care.

Online groups run as usual and they are introducing two new groups specifically aimed to help people to cope during this time.

<https://www.beateatingdisorders.org.uk/support-services/online-groups>

During Covid-19 outbreak helpline services operate as usual.

Helpline: 0808 801 0677 ; Studentline: 0808 801 0811 ; Youthline: 0808 801 0711

All are 12pm–8pm weekdays and 4pm–8pm weekends.

Individual webchat support and e-mail support are available as usual during the crisis.

Online advice about Coronavirus for individuals with eating disorders:

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

Online advice for people supporting those with eating disorders:

<https://www.beateatingdisorders.org.uk/coronavirus/supportingsomeone>

For more information see:

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

Providing an adapted service online and by phone during this time.

The Butterfly Foundation

Australian charity offering support for people with/recovering from eating disorders. They have produced online guidance on coping during the coronavirus outbreak:

<https://thebutterflyfoundation.org.au/covid-19/>

Providing information, online chat and e-mail support

Employment

(Fife Employment Access Trust)

Support to find and sustain work for those with mental health issues.

01592 759321

feat@journeytowork.co.uk

www.fifeemploymentaccesstrust.com

Phone ringing out. Emailed them asking for info. Twitter page states they are continuing to work with existing service users through phone and online contact. Currently running a series of online webinars based on Living Life to The Full.

Going Forth. SAMH.

Development, training, education and employment for individuals with severe mental health problems.

Telephone Support Wednesday, Friday, Saturday and Sunday 2 – 10pm

07971 892886 / 07725214012

01383 623179

goingforth@samh.org.uk

www.samh.org.uk

Awaiting info – left voicemail

Family

Online Resources for Families

For online family resources see details of the 'CAMHS Resources' and 'Parent Club' websites under the 'Coronavirus-Specific Online Resources' section

<https://www.camhs-resources.co.uk/coronavirus>

<https://www.parentclub.scot/topics/health/coronavirus>

Family Mediation (Fife)

Support and counselling services for marital/family disputes.

01592 751095

www.familymediationonline.co.uk

Continue to take referrals and calling people for info, but no direct work is happening at the moment.

Fife Community Mediation

Community & school mediation, transition support/skills training.

01592 641618

info@fifecm.sacro.org.uk
www.sacro.org.uk

All work offered via phone. Accepting new referrals. They have protocols in place for crisis visits in critical situations.

Home-Start

Provides 1:1 support for families with young children (under 5 years old).

Dunfermline: 01383 621349 admin@hsdunfermline.co.uk www.home-start-dunfermline.org.uk

East Fife: 01334 477548 admin@homestarteastfife.org.uk www.home-start-eastfife.org.uk Kirkcaldy: 01592 565285 homestartkirkcaldy@yahoo.co.uk www.homestartkirkcaldy.org.uk

Leven: 01592 719012 levenhomestart@yahoo.co.uk www.homestartlevenmouth.org.uk

Lochgelly 01592 861103 home_startlochgelly@hotmail.co.uk

Phone support. Accepting new referrals and these families are offered support via phone too. Can help with practical things e.g. collecting a food bank voucher.

(Fife Gingerbread)

Support for lone parents and vulnerable and disadvantaged families.

01333 303124

info@fifegingerbread.org.uk

www.fifegingerbread.org.uk Fife

Support via phone – existing clients only. Continue to accept referrals for a wait list/signposting.

(The Cottage Family Centre)

A family centre for pre-school children.

01592 269489

info@thecottagefamilycentre.org.uk

www.thecottagefamilycentre.org.uk

Support for existing clients only, this includes practical support (e.g. food parcel). Not accepting new referrals at the moment.

Food and Foodbanks

Links to each foodbank can be found on the FVA pandemic information page, as well as being detailed below:

<https://www.fva.org/pandemic.asp>

Cupar Foodbank

21 St Catherine Street

Cupar

Fife

KY15 4TA

Monday 11am - 3pm

Wednesday 4pm - 6pm

Friday 11am - 3pm then again between 5pm - 6pm

Dunfermline Area

We will strive to keep the Foodbanks open through these difficult times on a reduced service and some changes to opening hours, our Foodbanks will be open as follows:

– DUNFERMLINE – MON/WED/FRI 4-6pm – PLEASE NOTE WE WILL NOT BE OPEN 2-4pm UNTIL FURTHER NOTICE

- ROSYTH – MON/WED/FRI 4-6pm
- BENARTY – MON/WED/FRI 4-6pm
- INVERKEITHING – TUE/THURS 4-6pm
- COWDENBEATH – TUE/THURS 4-6pm
- WAREHOUSE – MON/WED/FRI 4-6pm

<https://dunfermline.foodbank.org.uk/2020/03/19/Coronavirus-update/>

<https://dunfermline.foodbank.org.uk/>

Salvation Army Dunfermline

In addition the Salvation Army in Dunfermline advise that they can take food to individuals self-isolating or in need. They also advised that The Pantry in Broomhead Flats may be able to offer people a bag of food items for £2 if they are unable to access the foodbanks.

Contact: Jacqueline Robertson 07986 530055.

jacqueline.robertson@salvationarmy.org.uk

East Neuk

Anstruther Church

Tuesdays 12:00pm-4:00pm

Thursdays 4:00pm-6:00pm

No referral necessary

<https://www.facebook.com/eastneukfoodbank>

Glenrothes

Caledonia House

Pentland Park Saltire Centre

Glenrothes

Fife

KY6 2AL

01592 631088

Monday, Wednesday and Friday. Drop-offs 9am-3pm. Open to clients 12pm-3pm (these are changed opening hours from 6th April).

The website states that this foodbank requires a voucher provided by agencies if clients are to be provided with food.

<https://glenrothes.foodbank.org.uk/>

Levenmouth

Since the outbreak Levenmouth Foodbank has changed to a delivery-only service. Please All in-person service at the foodbank premises has now stopped until further notice.

Referral agencies should send scanned or photographed red vouchers as an email attachment to referrals@levenmouth.foodbank.org.uk . If unable to scan or photograph a voucher then please include the following information in the email:

- Voucher reference number
- Full name, address, postcode and year of birth of person referred
- Ages of everyone in the household
- Any food allergies of household members
- Whether the household requires female sanitary products and/or nappies (please specify size of nappies)
- Reason for referral

Please also let your clients know that they should NOT attend at the foodbank in person to collect a food parcel. Vouchers can also be sent to us by post, or hand-delivered to our post box, at Methil Evangelical

Church, 3-5 Bowling Green Street, Methil, Fife KY8 3DH. If your agency requires a supply of vouchers please email info@levenmouth.foodbank.org.uk to let us know.

Food packages delivered to peoples' home addresses between 3.30pm and 5.30pm on a Monday and a Friday. The voucher should be sent to us by 2:30pm on the day of delivery in order to be delivered that day.
<https://levenmouth.foodbank.org.uk/2020/03/26/covid-19-our-foodbank-service-is-changing/>

Tay Bridgehead Foodbank

Confirmed as still running (as of 19th March), but opening times and locations not easily found on their webpage.

<https://www.facebook.com/TFoodbank>

Health Conditions and Disabilities

Prescriptions Delivery Service – Fife Health and Social Care Partnership

As part of the Coronavirus response the health board is working with community pharmacies and public and private sector organisations to deliver medicines to vulnerable, elderly and at risk people. Volunteers will collect prescription medicines from community pharmacies and hospitals, and deliver them to people at their home.

<https://www.fva.org/prescription.asp> (with form to request deliveries)

also:

<https://www.fifehealthandsocialcare.org/2020/03/27/prescription-medicines-delivery-service-for-priority-and-vulnerable-patients/>

Email: prescriptions@fva.org

Phone: 0800 389 6046 (Monday to Friday 9am-5pm)

Service set-up specifically to operate at this time.

Euan's Guide – Nationwide

Euan's Guide, the charity focused on making it easier for disabled people to get out and about, has turned their attention to keeping everyone amused whilst they stay indoors. The new online community, Euan's Guide Forum, has been designed to be a positive space to share advice, ideas, suggestions and support. It is somewhere to connect, beat the boredom and escape the news. There you'll be able to discover some of the wonderful things taking place online and join discussions around your favourite offline activities too. Designed for disabled people, their family and friends, the forum already covers topics including virtual experiences, tips for working from home and how to stay active. Everyone is welcome to join the group discussions to share their own activities and also provide links to things they've seen and read elsewhere.

<https://www.euansguide.com/forum>

0131 510 5106

Open but operating a different service to usual

Cancer Support Scotland

Charity offering self-help, complimentary therapies and counselling for people affected by cancer.

"We can offer downloadable self help guides from our website, telephone counselling for those affected by cancer (a waiting list may apply) and a weekly supportive chat to those affected by cancer."

0141 337 8199

info@cancersupportscotland.org

Support provided across the whole of Scotland

Open but limited to offering telephone and online support at present

Plushealth

Practical support for people living with HIV.

"We can help provide emotional support and information for people living with HIV who have concerns about coronavirus, those who are having to self isolate and those who would usually attend 'in person' services, which are currently closed. Register and book appointments online via our website. Peer support appointments are delivered by qualified peer mentors using Skype, WhatsApp, phone or email support."

Support provided across the whole of Scotland

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

020 8749 3464

Open but limited to offering telephone and online support at present

Stroke Association

Charity offering support to those affected by stroke. Offers online information, a stroke advice line and a Befriending service.

"Our Telephone Befriending Service in Scotland offers individuals an opportunity to talk to one of our trained volunteers about their stroke journey and experiences, and find out about services and support within their community. When you sign up to the service, you'll take part in an eight week programme with one phone call a week at a pre-set time."

Telephone befriending can be accessed by contacting Maureen Hunter at Maureen.hunter@stroke.org.uk or on 07703 319220

Operating a limited telephone-based service at present.

Helplines

Samaritans

No longer offering the opportunity to drop-in to their centres.

Phone: 116 123

e-mail: jo@samaritans.org

www.samaritans.org

Currently operating as normal but may take longer for calls to be answered.

Breathing Space

Confidential depression, loneliness, anxiety and suicidality helpline.

online webchat: <https://breathingspace.scot/how-we-can-help/webchat-pilot-project/>

0800 83 85 87 (Mon-Thurs 6pm-2am); Fri (6pm – Mon 6am)

May take longer than usual to answer calls.

Carers UK Adviceline

Advice on financial and practical matters.

0800 808 7777 (Mon-Fri 10am-4pm)

Currently operating as normal.

Childline

Confidential helpline for children

0800 1111

Currently operating reduced hours - only 9am to midnight.

Drink Line

Help with own/other's alcohol issues.

0300 123 1110 (Mon-Fri 9am-8pm, SatSun 11am-4pm)

Or 0800 7 314 314 and ask for drinkline (also can connect to 'Know the Score')

Currently operating as normal

National Domestic Abuse and Forced Marriage helpline

Tel 0800 027 1234

Email helpline@sdaafh.org.uk

Contact as usual 24/7

No Panic Helpline

Anxiety disorders helpline.

0844 967 48 48 (daily 10am-10pm)

Currently operating as normal

Parent Line Scotland

Free helpline and webchat for anyone with concerns about a child.

08000 28 22 33 (Mon-Fri 9am-9pm)

Currently operating as normal, cannot provide any face to face contact.

Rape Crisis

Rape Crisis Scotland provides a national rape crisis [helpline](#) and email support for anyone affected by sexual violence, no matter when or how it happened.

Text 07537 410027

Tel 08088 01 03 02

Email support@rapecrisisscotland.org.uk

Contact as usual however, added text support service. Open 6pm - Midnight 7 days

The Silver Line

Advice line and telephone friendship service for older people (aged 55 and over) matching volunteers with older people based on their interests. Also facilitate group calls for people with similar interests and signpost service users to local services. Telephone friendship service involves weekly phone calls similar to a befriending service.

0800 4 70 80 90

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

Currently operating as usual, but experiencing much higher demand

Other Helplines:

Other helplines advertised by the Scottish Government at this time:

Business Support: 0300 303 0660

Coronavirus General helpline: 0800 028 2816

Helpline for elderly people: 08001244222

LGBT health and wellbeing helpline: 0300 123 2523

Parents helpline: 08000 28 22 33

National Debtline – get free, confidential and independent debt advice on 0808 808 4000

Isolated, Vulnerable or Marginalised Groups

Wellbeing Scotland

Charity which usually offers therapy, counselling, befriending, advocacy, support work and group work. Offers support for people suffering from trauma, stress/anxiety or struggling on an ongoing basis due to adverse life circumstances. A trauma-informed service which has a phone line for victims of childhood abuse.

01324 630100, call/ phone or text 07912759655 or email info@wellbeingscotland.org

For people who are abuse survivors 0800 121 6027

www.wellbeingscotland.org

01324 630100 info@wellbeingscotland.org

Currently offering telephone, text and online support. Hoping to move their group work online in the near future.

Link Living

Charity offering support services for vulnerable or isolated adults in the community. This includes mental health support; homelessness support; support for carers; benefits and employability support. Two services we can refer to are:

Short term housing support – offering support covering household management, budgeting and managing bills – up to 2 hours per week – able to accept new referrals.

Care at home service – shopping service, help with medications – may be hard to refer people for this at this time.

To refer to this service send an email marked 'FAO Rory Stewart - New Referral' to enquiries@linkliving.org.uk Provide name, address, D.O.B and very brief outline of situation/difficulties/needs.

Website: <https://www.linkliving.org.uk/what-we-do/find-a-service/fife-housing-support-service/>

Telephone: 01592 644 048

Offering a more limited service, now primarily telephone-based. Easier to accept referrals for short term housing support than the 'care at home' service at this time.

Fife Migrants Forum

Service offering welcome, advice and support to migrants.

01592642927

info@fifemigrantsforum.org.uk

Continues to offer support via phone

Curnie Clubs

Curnie Clubs support people who are socially isolated. Our Club Members develop their social skills and confidence within the community and improve their quality of life.

New clients needing support for social isolation can refer using curnieclubsinfife@gmail.com or 07748631417 <https://www.fassaction.org.uk/curnie-clubs-home/>

For Cowdenbeath and Dunfermline Clubs call Steve on 07748 631648

For Cupar and Glenrothes Clubs call Karen on 07384 514479

For Kirkcaldy and Methil Clubs call Jo on 07384 514478

Groups are continuing to operate, but using online means of contact such as Whatsapp, Facetime etc. Happy to welcome new members.

The Help Hub

New service for individuals finding themselves isolated due to the coronavirus outbreak. Aims to support the most vulnerable during this crisis. Providing a free service for as many people as possible by listening, supporting and helping where we can.

"Feeling alone and scared? ... We are a group of qualified therapists who are giving our time freely to help people in your situation. If you would like a 20 minute chat on Skype, FaceTime or on the telephone, you will be able to book a session with us through our calendar and we will contact you at the relevant time."

www.thehelpub.co.uk

<https://www.facebook.com/thehelpubuk/>

New service set-up for the coronavirus outbreak. Still in development and contacting limited numbers of people at present, but it is already possible to sign-up to receive support.

Mental Health

Lead Scotland Fife Befriending Project

Provide social support for people who feel isolated as a result of disability, ill health or mental health.

07950 771875

landree@lead.org.uk

Continue to offer service. All contact done over the phone. They have capacity for some new clients, please call/email contact above to discuss (they are prioritising people who live on their own).

Penumbra

Self-Harm Project 01383 747 788

Supported Housing 01383 728 46

Open. Takes new referrals. Support offered over the phone only.

Scottish Association for Mental Health (SAMH)

Mental health charity providing community-based services.

0141 530 1000

enquire@samh.org.uk

www.samh.org.uk

Mainly providing housing support. See 'Short Term Housing Support' under 'Advice and Information' section.

Support in Mind Scotland.

Support all those affected by mental illness, including family and carers.

01592 268388

fifeservices@supportinmindscotland.org.uk

www.supportinmindscotland.org.uk

Support offered online/over the phone.

<https://www.supportinmindscotland.org.uk/news/covid-19->

(Better than well)

Service providing six sessions of safety and stabilisation for survivors of abuse. *“Unable to contact or process new referrals due to safeguarding measures for staff and clients related to COVID-19”.*

Only supporting existing clients. Closed to new referrals. To be reviewed on 6th April.

Contact Point.

0345 140 7777

Awaiting info – left voicemail.

Express Group.

Support and activities for people with severe mental health problems.

01592 645331

info@expressgroup.fsnet.co.uk

www.expressgroupfife.org.uk

Left voicemail – awaiting info.

Crossreach Postnatal Depression Service

Service For mothers or fathers affected by postnatal depression.

0131 538 7288

www.crossreach.org.uk

Service suspended for foreseeable future.

Fife Boomerang Association

Organise outdoor pursuits for people recovering from poor mental health.

01592 775650

Closed for foreseeable future.

Survivors of Rape and Sexual Abuse

Fife Rape and Sexual Assault Centre

Free service for anyone who has been affected by rape or sexual assault.

01592 642 336

info@frasac.org.uk

www.frasac.org.uk

They offer support via phone. Continue to take new referrals and offering support to these new clients too.

Kingdom Abuse Survivors Project (KASP)

Free counselling and support service to adult survivors of childhood sexual abuse.

01592 644217

info@kasp.org.uk

www.kasp.org.uk

Support via phone and email is available to new and existing clients.

(Safe Space)

Free counselling for adult survivors of childhood sexual abuse. Also support for parents, partners and relatives.

01383 739084

contact@safe-space.co.uk

www.safe-space.co.uk

Only offers crisis support to existing clients. (They can call Safe Space on Tuesday and Thursday between 11am and 2pm)

Survivors UK Male Rape and Sexual Abuse

0203 598 3898

info@survivorsuk.org

www.survivorsuk.org

Offers support via phone, webchat, SMS, whatsApp and email.

Useful Apps

NHS Digital App Library

Visit the NHS Digital site to see a list of mental health apps which meet NHS quality standards. Some apps are NHS accredited, having demonstrated their effectiveness. Some are undergoing testing.

<https://www.nhs.uk/apps-library/filter/?categories=Mental%20health>

Individual Apps to consider recommending:

Headspace

App and web-based content teaching mindfulness and meditation. Techniques include: Noting, Visualization, Resting Awareness, Focused Attention, Loving Kindness, Reflection, Body Scan and Skillful Compassion. Also provides content on exercise, stress management and improving sleep.

Cost: Free trial, then £10/month or £50/year

Insight Timer

Free app providing a library of 30,000 guided meditations. Topics include 'improving sleep', 'coping with anxiety', 'managing stress', 'meditation music' and 'meditation for kids'.

Cost: Free. Premium version also available.

Feeling Good Positive Mindset App (Accredited by NHS Digital)

Relax your body and mind with a series of audio tracks designed to help you build confidence, energy and a positive mindset. Feeling Good uses relaxation, cognitive behavioural therapy (CBT) and resilience building techniques from sport to help improve positive feelings, self-esteem and self-confidence.

Cost: FREE temporary access of the positive mental training tracks using the login details below:

Username: coboost

Password: positive

The Foundation for Positive Mental Health

The website of the charity behind the Feeling Good app (see above). Provides a Positive Mental Training programme based on CBT principles which includes relaxation, mindfulness, visualisation and reappraisal. Can be accessed as an online programme:

<https://www.foundationforpositivementalhealth.com/>

Sleepio

An online sleep improvement programme based upon CBT for Insomnia. Developed by Colin Espie. Clinically proven and listed on the NHS Digital app page. Once people have signed-up online they can access a companion app.

www.sleepio.com

Chill Panda (currently being tested by NHS Digital)

Learn to relax, manage your worries and improve your wellbeing. The app measures your heart rate and suggests tasks to suit your state of mind. Tasks include simple breathing techniques and light exercises to take your mind off your worries.

<http://chillpanda.co.uk/>