

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information contact Stephen McLellan: 0141 847 8900.

This directory can be downloaded electronically from [www.causeway-ramh.org](http://www.causeway-ramh.org)

As this edition is for consultation please email feedback and/or requests to be included in the directory to Clare Elliott: [clare@ramh.org](mailto:clare@ramh.org).



# East Renfrewshire Mental Health Directory 2010/ 11



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# Foreword

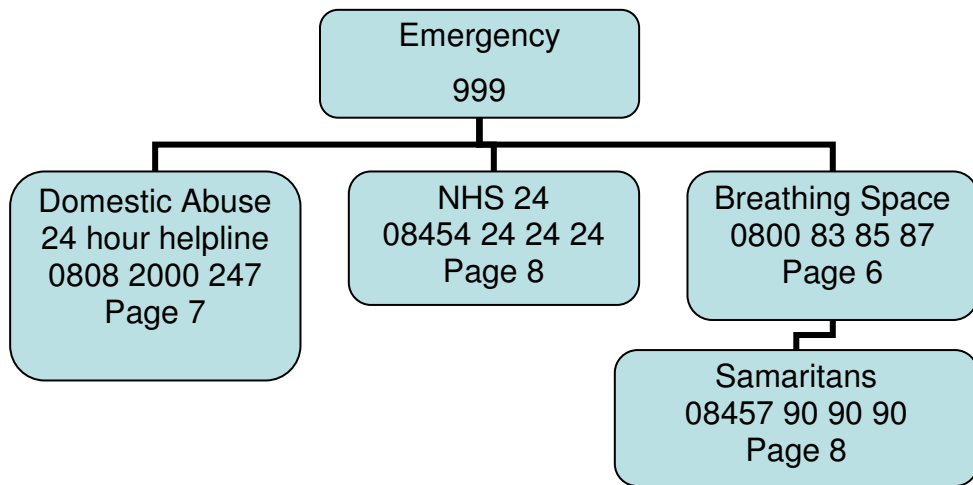
Welcome to the **Directory of Mental Health Services in East Renfrewshire**. This Directory has been created in response to requests from members of the public for an accessible, straight forward guide to Mental Health services available in East Renfrewshire. It also contains information about National resources which apply to East Renfrewshire and was requested as a way of identifying relevant local resources with a minimum of delay or confusion.

Awareness of the importance of Mental Health and Wellbeing is essential in order to recognise and protect our own mental health and that of friends and loved ones. Good mental health can bring a healthier lifestyle, better relationships and greater satisfaction at work. We hope that this directory will provide a local resource which will help people access information quickly and simply.

This edition is presented for consultation. If you would like additional services to be included in a future edition, or if you have feedback and/or suggestions, please contact Clare Elliott, Education and Information Worker for Renfrewshire Association for Mental Health (0141 881 8811 or [clare@ramh.org](mailto:clare@ramh.org)). Many people from numerous organisations have been involved in the creation and production of this Directory with a core steering group of: Paul Kodur (Reid Kerr College), Stephen McLellan (Chief Executive of RAMH) and Clare Elliott (Education and Information for RAMH).

The information contained in this Directory has been made available on a voluntary basis to the public by contributing agencies and groups, individuals using the information provided - or via linked web pages - do so at their own discretion. The Directory co-ordination group assumes no responsibility for the accuracy, completeness, or usefulness of any information, product or process disclosed in these examples.

## Crisis Contacts



[www.headsupscotland.com](http://www.headsupscotland.com)

HeadsUpScotland contributes to the activity already underway in Scotland to improve the mental health and well-being of children and young people.

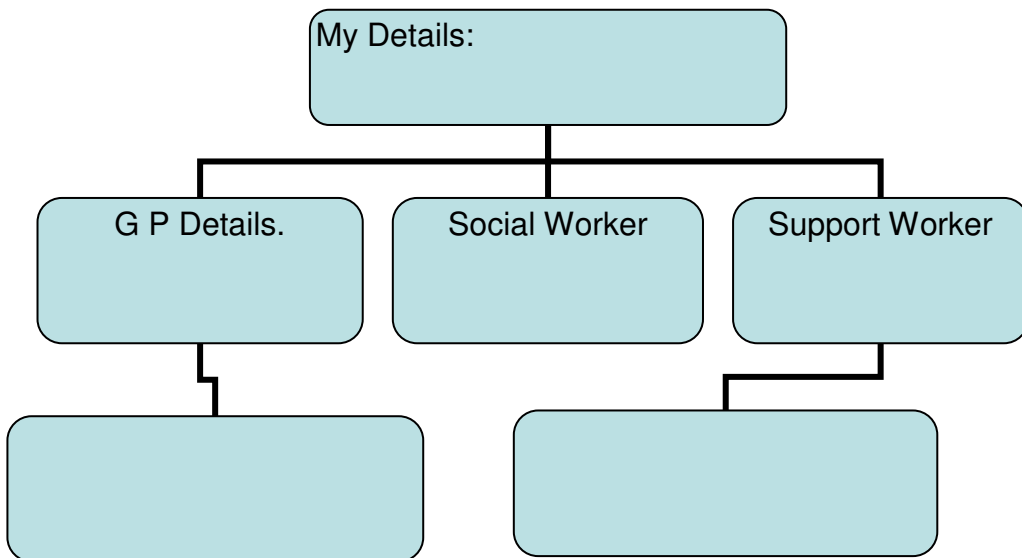
[www.talking2ourselves.com](http://www.talking2ourselves.com)

This site is to provide help and information on mental health issues to young people who are either having difficulties themselves, or are worried about a friend or relative or just want to know more about mental well being.

[www.handsonscotland.co.uk](http://www.handsonscotland.co.uk)

The website provides practical information and techniques on how to respond helpfully to children and young people's troubling behaviour, build up their self-esteem and promote their positive mental wellbeing.

## My Personal Crisis Contacts



## Helpline Numbers

Dementia Helpline	0808 808 3000	24hrs a day
Child Line	0800 11 11	24hrs a day
Domestic Abuse Helpline	0800 027 1234	24hrs a day
National Drink Line	0800 917 8282	24hrs a day
National Missing Persons Helpline	0800 700 740	24hrs a day
Rape Crisis Scotland	08088 010 302	24hrs a day
Hopeline UK (Young people's suicide prevention)	0800 6841 41	Mon - Fri 10am - 5pm & 7pm - 10pm. Weekends 2pm - 5pm
The Line (for young people living away from home)	0800 88 444	

## **Substance Misuse**

[www.knowthescore.info](http://www.knowthescore.info)

Clear, up-to-date information and advice on all kinds of drugs and drug-related problems.

[www.talktofrank.com](http://www.talktofrank.com)

Talk to Frank provides confidential and honest information on drugs. They operate a 24 hour phonenumber and email service 365 days of the year.

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Al-Anon Family Groups provide understanding, strength and hope to anyone whose life is, or has been, affected by someone else's drinking.

[www.alcohol-focus-scotland.org.uk](http://www.alcohol-focus-scotland.org.uk)

A national voluntary organisation for alcohol issues. Alcohol Focus Scotland is committed to improving the quality of people's lives by changing Scotland's drinking culture – promoting responsible drinking behaviour and discouraging drinking to excess.

[www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)

A national organisation offering help and support to people who are trying to overcome their drinking problems. Local groups throughout the country meet regularly to offer practical advice and fellowship.

[www.release.org.uk](http://www.release.org.uk)

Provides a range of advice and information services in response to people requiring assistance with matters to do with drugs and the law.

## **Young People**

[www.childline.org.uk](http://www.childline.org.uk)

ChildLine is the free helpline for children and young people in the UK. Children and young people can call ChildLine to talk about any problem. Call them free on 0800 11 11 (Open 24 hours a day every day of the year).

## Breathing Space

**Tel:** 0800 83 85 87

**Website:** [info@breathingspacescotland.co.uk](mailto:info@breathingspacescotland.co.uk)

### What do they do?

Breathing Space is a free, confidential phone line and web based service for people in Scotland who are experiencing low mood, anxiety or depression. The Breathing Space phone line is staffed by a team of trained specialist advisors who come from a range of mental health, counselling and social work backgrounds. Breathing Space advisors listen, offer advice and can signpost callers to agencies in their local area that can help with more specific problems.

### Who can access the service?

The service is available to people throughout Scotland and, in particular, is aimed at men. Suicide remains one of the most common causes of death amongst young men in Scotland. In 2007, there were 838 suicides and undetermined deaths in Scotland and around 75% of those were by men.

### How do people access the service?

People can call our advisers on 0800 83 85 87 or access information through our website. The service is available to the public every day of the year. It operates 24 hours at the weekend (6pm Friday to 6am Monday) and 6pm to 2am Monday to Thursday

### Additional Information

Breathing Space is completely confidential. It is free to call the phone number and it won't show up on telephone bills. Mobile phone users should check with their network as they may be charged for the call. Callers from Virgin, Orange or 3 networks will not be charged for the call.

## Websites and Other Resources

### Online CBT Sessions

[www.livinglifetothefull.com](http://www.livinglifetothefull.com)

Offers free life skills training based on a CBT model for people with anxiety and depression.

[www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)

A free self help program to teach cognitive behaviour therapy skills to people vulnerable to depression and anxiety.

[www.glasgowsteps.com](http://www.glasgowsteps.com)

This site will tell you all about common stress problems and give you some ideas on how best to tackle them.

[www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

A database UK counsellors and psychotherapists, with information on their training and experience, areas of counselling covered, fees and contact details.

### Eating Disorders

[www.b-eat.co.uk](http://www.b-eat.co.uk)

This UK charity (formerly EDA UK) offers information and advice on eating disorders. Their website has a well-used and well-moderated discussion forum for people experiencing difficulties. They also run separate telephone helplines for adults and young people, a recorded information line and an SMS text information service .

### Self Harm

[www.selfharm.org.uk](http://www.selfharm.org.uk)

This site is a key information resource for young people who self-harm, their friends and families, and professionals working with them

[www.lifelink.org.uk](http://www.lifelink.org.uk)

Crisis intervention service working in the North Glasgow area with people who self harm and at risk of suicide.

## Alzheimer Scotland, East Renfrewshire Services

Address: Undercover  
56 Kelburn Street,  
Barrhead, Glasgow  
G78 1LR

Telephone number: 0141 876 9520  
Website: [www.alzscot.org](http://www.alzscot.org)

### What do they do?

We have home based services across the geographical parameters of East Renfrewshire. Our services are person centred with care being planned on a personalised basis in line with abilities, aspirations and desires of the service user.

Our staff would work with our service users utilising the unique information available through their assessment and Personal Profiles, to support them to have as much control over their lives as possible. Building a detailed picture of the very specific nature of abilities, difficulties, routines normal for the service user and coping strategies will assist us to seek enabling approaches to achieving the outcomes our service users desire

### Who can access the service?

Anyone with a diagnosis of Dementia.

### How do people access the service?

Referral via Social Worker or if a self referral is made by the person with dementia or carer, details will require to be shared with Social Work Department.

## 24-hour National Domestic Violence Freephone Helpline

(Run in partnership between Women's Aid and Refuge)

**Tel:** 0808 2000 247

**Website:** <http://www.nationaldomesticviolencehelpline.org.uk>

### What do they do?

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential.

### Who can access the service?

Women experiencing domestic violence, their family, friends, colleagues and anyone calling on their behalf.

### How do people access the service?

Using the freephone 24 hour number.

### Additional Information

Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

## NHS 24

**Tel:** 08454 24 24 24

**Website:** [www.nhs24.com](http://www.nhs24.com)

If you are feeling ill now please contact your GP. If you're ill when your doctor's surgery is closed and you feel it can't wait until it re-opens, call NHS 24 on 08454 24 24 24. Calls are charged at local rate.

The website [www.nhs24.com](http://www.nhs24.com) provides comprehensive up-to-date health information and self care advice for people in Scotland

## Rape Crisis

Rape Crisis

PO Box 53

Glasgow

G1 1WE

**Tel:** 0141 552 3200

### What do they do?

Provide free and confidential support for anyone wishing to seek help concerning rape.

## SANEline

**Tel:** 0845 767 8000

**Website:** [www.sane.org.uk](http://www.sane.org.uk)

### What do they do?

SANEline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems

## Child and Adolescent Mental Health Services (CAMHS)

Johnstone Hospital

Bridge of Weir Road

Linwood

PA5 8YX

**Tel:** 01505 821 530

### What do they do?

CAMHS offers a service to children and adolescents (up to the age of 18) with emotional and behavioural difficulties (including anxiety and mental health issues) as well as those on the autistic spectrum. Assessment and therapeutic work is available for users and practical advice for parents and families is also provided.

### Who can access the service?

Children and adolescents in Renfrewshire and East Renfrewshire who are assessed as needing the service.

### How do people access the service?

Via GP, social work departments and consultant psychiatrist and other health professionals.

### Additional Information

There may be a waiting list for this service. The service is free.

## C - Level

11 Queens Crescent  
St Georges Cross  
Glasgow  
G49 AS

**Tel:** 0141 332 2520

**Email:** whamilton@c-level.org.uk

**Website:** www.c-level.org.uk

### What do they do?

C-level is a support and advice service for people who may be at risk of contracting hepatitis or for friends and family who require information. The service has a drop-in service every day between 10am - 12 noon. We have a support group every Wednesday between 2pm - 4pm as well as providing one to one sessions, pre and post test discussions as well as a buddy service.

C-level also provide basic hepatitis C awareness sessions in community sessions for individuals at risk as well as for staff.

C-level operate a drop in, once a month at the CACTUS project in Paisley. (See page 10 of this directory)

### Who can access the service?

Anyone who lives in the NHS Greater Glasgow and Clyde area.

### How do people access the service?

C-level operates an open referral system and accepts referrals from a variety of sources including, self referrals.

### Additional Information

C-levels services are free to anyone in the Greater Glasgow and Clyde area.

### Who can access the service?

Anyone who is worried about their own mental health, or have concerns about a family member, friend or acquaintance.

### How do people access the service?

By calling 0845 767 8000

### Additional Information

No matter which part of the UK you are calling from, the cost from a landline is the same as a local call. The cost of calling from a mobile may vary and will depend on your network provider.

## Samaritans

Chris  
P.O. Box 9090  
Stirling  
FK8 2SA

**Tel:** 08457 90 90 90

**Email:** jo@samaritans.org

**Website:** www.samaritans.org

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. Volunteers offer support by responding to phone calls, emails and letters. Alternatively people can drop in to a branch to have a face to face meeting.

## Drinkline Scotland

**Tel: 0800 7 314 314**

The service is available 24 hours a day, 7 days a week. Trained operators can offer advice and support on any alcohol concerns, and put you in touch with local services.

### Who can access the service?

The service is open to anyone living within East Renfrewshire who has concerns about their own or someone else's alcohol or drug use.

### How do people access the service?

Anyone can refer to the SMT. This can be done as a self referral or through your health professional. If you do refer someone you must ensure that you have discussed it with them and that they are in agreement.

### Additional Information

This service is important as it aids the process of changing behaviour for people trying to break the cycle of drugs and alcohol, as well as those who may be drug or alcohol free. The service involves information, advice, guidance, support and mentoring to help individuals make that important transition and give them the best possible chance of recovery.

## Eastwood Dementia Project

No. 3 Cottage Eastwood Park  
Rouken Glen Road  
Giffnock  
East Renfrewshire  
G46 7JS

**Tel:** 0141 621 0133

**Email:** eastwooddementia@btoopenworld.com

### What do they do?

Offer support for people with dementia and their families.

### Who can access the service?

We operate on an open referral basis and so anyone can refer to the service who is looking for support with their dementia or a friend or family member's.

## Leverndale Hospital

510 Crookston Road  
Glasgow  
G53 7TU  
G53 7TU

**Tel:** 0141 211 6400

**Fax:** 0141 882 8086

### What do they do?

Support individuals during crises with their mental health and in the longer term.

### How do people access the service?

Referral by a mental health professional.

## Bipolar Fellowship Scotland

Studio 1015, Mile End Mill,  
Abbeymill Business Centre,  
Seedhill Road  
Paisley  
PA1 1TJ

**Tel:** 0141 560 2050

**Email:** info@bipolarscotland.org.uk

**Website:** www.bipolarscotland.org.uk

### What do they do?

- ◇ A national network of self-help groups
- ◇ Training in self-management of bipolar disorder
- ◇ Talks on bipolar disorder to statutory and voluntary groups
- ◇ Provide information on bipolar disorder through website, publications, leaflets etc.

### Who can access the service?

Cover the whole of Scotland. Target group are people diagnosed with bipolar disorder, their carers and other supporters.

### How do people access the service

For self-help groups you can self refer. Self-Management training is open to people with the diagnosis and are members of Bipolar Fellowship Scotland.

### Additional Information

None of the above, but please note that we do not currently have a self-help group meeting in Paisley. Nearest groups will be in Glasgow and East Renfrewshire.

## RCA Trust

Mirren House,  
Back Sneddon Street  
Paisley  
PA3 2AF

**Tel:** 0141 887 0880

**Helpline:** 0845 230 0038

**Fax:** 0141 887 8063

**Email:** info@rcatrust.org.uk

**Website:** <http://www.rcatrust.org.uk>

### What do they do?

RCA Trust offers a counselling and Housing Support service which operates in, East Renfrewshire, Renfrewshire and Inverclyde. We tend to work with clients who experience problems associated with their own or someone else's alcohol or substance misuse or gambling.

### Who can access the service?

Anyone living in East Renfrewshire, Renfrewshire and Inverclyde.

### How do people access the service?

Self referral or referral via GP, hospitals, courts or social work departments.

### Additional Information

There is a waiting list for this service,

## The Substance Misuse Team

St Andrews House  
Cross Arthurlie Street  
Barrhead, Glasgow  
G78 1EE  
**Tel:** 0141 577 3368

### What do they do?

The Substance Misuse Team is an integrated team comprising of Social Work and Health staff working together to provide a range of services to current and previous problematic drug and alcohol users and support for family members to support them on their road to recovery.

### Who can access the service?

The service is open to anyone living within East Renfrewshire who has concerns about their own or someone else's alcohol or drug use.

### How do people access the service?

Anyone can refer to the SMT. This can be done as a self referral or through your health professional. If you do refer someone you must ensure that you have discussed it with them and that they are in agreement

### Additional Information

This service is important as it aids the process of changing behaviour for people trying to break the cycle of drugs and alcohol, as well as those who may be drug or alcohol free. The service involves information, advice, guidance, support and mentoring to help individuals make that important transition and give them the best possible chance of recovery.

## NSF (Scotland)

Unit 6 Newington Business Centre  
Dalkeith Road Mews  
Edinburgh  
EH16 5 GA

**Tel:** 0131 662 4359

**Fax:** 0131 662 2289

**Email:** [info@nsfscot.org.uk](mailto:info@nsfscot.org.uk)

**Website:** [www.nsfscot.org.uk](http://www.nsfscot.org.uk)

### What do they do?

NSF (Scotland) provides direct services in some parts of Scotland but not in Renfrewshire.

We do, however, provide an Information service from our National Office in Edinburgh and can provide information on a variety of matters that relate particularly to those affected by schizophrenia and other mental illnesses. The Information service is usually available Tuesday – Thursday between 9.30 and 4.30 by phone, e-mail or letter.

We are also a membership organisation. Most of our members are individuals affected by mental illness either as service users or as carers/family members.

There is no fixed membership fee and membership entitlements include receipt of our twice yearly Newsletter and other correspondence/Annual Reports etc as well as opportunities to contribute to our national policy influencing role.

### Who can access the service?

Anyone in Scotland, or supporting someone living in Scotland, who has an interest in or has concern about issues for people affected by schizophrenia and other mental illnesses.

## See Me

1/3 Great Michael House  
14 Links Place  
Edinburgh  
EH6 7EZ

**Tel:** 0131 554 0218

**Fax:** 0131 553 3217

**Email:** [info@seemescotland.org](mailto:info@seemescotland.org)

**Website:** [www.seemescotland.org](http://www.seemescotland.org)

### What do they do?

'see me' is Scotland's national campaign to end the stigma and discrimination associated with mental ill-health. We work with a number of partners at both local and national level. A key component of our work is a programme of events and local and national initiatives across the country that aim to change people's attitudes about mental ill-health, and influence their behaviour to be more supportive and positive towards people with mental health problems. We work closely with the media in order to change the way in which mental health issues are portrayed. We also involve a lot of social marketing approaches in our work.

### Who can access the service?

'see me' does not provide direct services to individuals or groups. We work with a number of organisations and people across Scotland, often by being involved in already existing partnerships.

## What About Me (W.A.M)

Bank Street  
Barrhead  
Glasgow

**Tel:** 0141 577 3370 or 4027

### What do they do?

What About Me? is an early intervention project for children from pre-birth to eight years old who are affected by parental substance misuse. We aim to: Promote positive physical and emotional health and develop resilience and positive self-esteem. We support inclusion through development of skills, activities and interests. Increase participation by children and family members in a supportive community based provision. Referrals can be made by completing the referral form or contacting the team on telephone number.

### Who can access the service?

W.A.M encourages referrals from maternity services, health Visitors, nurseries/family centre's, schools, Substance Misuse Workers and Social Workers.

As the focus is on early intervention, it is not considered appropriate to refer children who have a Child Protection Plan or a significant history of statutory intervention.

### How do people access the service?

Referrals can be made by contacting the team on telephone number above.

## **Youth Addiction & Advice Support Service (Y.A.A.S.S.)**

St Andrews House  
Cross Arthurlie Street  
Barrhead  
Glasgow

**Tel:** 0141 577 3380

### **What does your organisation do?**

The Youth Addiction Advice & Support Service is a confidential service for young people experiencing dependency issues with alcohol or other substances. Following an initial assessment a range of support will be offered that best meets the needs of the young person. This support may include a more detailed assessment, one to one or group support, advice and information and signposting to other services. All young people will be offered a support plan in which they themselves are actively involved in putting together and reviewing.

### **Who can access the service?**

This service is available to young people aged between 12 and 18, who live in the East Renfrewshire area, who are using drugs or alcohol.

### **How do people access the service?**

Young people can self-refer to YAASS and the Service will also take referrals from other agencies such as Social Work, Health, Education, Police, Youth Work and Voluntary Organisations.

## **VOX (Voices of Experience)**

c/o Mental Health Foundation  
5<sup>th</sup> Floor Merchants House  
30 George Square  
Glasgow  
G2 1EG

**Tel:** 0141 572 1663

**Fax:** 0141 572 0246

**Email:** voxscotland@yahoo.co.uk

**Website:** www.voxscotland.org.uk

### **What do they do?**

We are a national mental health service user led organisation and work in partnership with mental health and related services to ensure that service users get every opportunity to contribute positively to changes in the services that serve them.

### **Who can access the service?**

Membership of VOX is open to individuals who have or have had mental health problems, mental health groups can also become members.

### **How do people access the service?**

By calling the number above.

### **Additional Information**

There are no fees at present for membership of VOX.

# Mental Welfare Commission for Scotland

Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE

**Tel:** 0131 313 8777 or 0800 389 6809  
**Fax:** 0131 313 8778  
**Email:** enquiries@mwscot.org.uk

## What do they do?

The Mental Welfare Commission for Scotland is an independent organisation working to safeguard the rights and welfare of everyone with a mental illness, learning disability or other mental disorder.

If you need information or advice about your rights in relation to mental health care and treatment, or you are concerned about the rights and welfare of someone else, this service can help. As well as providing information and advice, they may be able to help put things right.

## Who can access the service?

Anyone can contact the Mental Welfare Commission for advice or to record a concern.

# RAMH Adult Counselling Service

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900  
**Fax:** 0141 889 3673  
**Email:** enquiries@ramh.org  
**Website:** www.ramh.org

## What do they do?

The service works with individuals in the East Renfrewshire area who are experiencing a wide range of emotional distress and difficulties. The counselling process supports people to improve their mental health, wellbeing and coping strategies, whilst building their autonomy to empower them towards recovery.

## Who can access the service?

Any adult (aged 16—65) living in Renfrewshire and East Renfrewshire experiencing difficulties in their mental health.

## How do people access the service?

Either by professional or self referral.

## Additional Information

The counselling offered is free of charge. We are a busy service and people should anticipate a wait between 6 – 12 weeks. We endeavour to shorten this waiting time.

## East Renfrewshire Women's Aid

Lloyds TSB House  
238a Ayr Road  
Newton Mearns

**Tel:** 0141 8644 4342

**Email:** info@erwa.org.uk

### **What do they do?**

East Renfrewshire Women' Aid are a voluntary organization that provides a free and confidential service to women, children and young people who are or have experienced domestic abuse. We offer confidential support and information about legal, housing and benefit rights and can access a safe place to stay.

### **Who can access the service?**

Women, children and young people who are or have experienced domestic abuse.

### **How do people access the service?**

We can be contacted by telephone and e-mail to arrange for an appointment. If you cannot come to our office, we can meet at an alternative venue. We also offer training to other organisations which women may approach for help

### **Additional Information**

East Renfrewshire Women's Aid can also provide training for organisations which women may approach for help as well as Prevention Workshops with children and young people.

## PAPYRUS Prevention of Young Suicide

Lodge House  
Thompson Park  
Burnley  
BB11 2RU

**Tel:** Admin: 01282 432555

**Fax:** 01282 432777

**Email:** admin@papyrus-uk.org

### **What do they do?**

PAPYRUS Prevention of Young Suicide is a national UK registered Charity working to raise awareness of the risk of suicide amongst young people and campaigning for better access to mental health services. We provide suicide prevention literature and other resources to individuals and organisations.

The PAPYRUS confidential helpline HOPELineUK 0800 068 41 41 gives free support, information and practical advice to young people themselves and to anyone concerned that a young person they know may be at risk of harming themselves. Calls are free from BT landlines. Other networks and mobile charges may vary.

### **Who can access the service?**

The helpline HOPELineUK 0800 068 41 41 is available to young people, their friends, family, teachers, carers and anyone who is worried that a young person they know may be at risk of harming themselves. UK wide service.

### **How do people access the service?**

By calling the HOPELineUK helpline.

### **Additional Information**

Requests for free suicide prevention literature and resources or more information about PAPYRUS can be made to the admin office as above by telephone, e-mail or letter.

## Inclusion Scotland

5a Sir James Clark Building  
Abbey Mill Business Centre  
Paisley  
PA1 1TJ

**Tel:** 0141 887 7058

**Fax:** 0141 848 7551

**Email:** [information@inclusionscotland.org](mailto:information@inclusionscotland.org)

**Website:** [www.inclusionscotland.org](http://www.inclusionscotland.org)

### **What do they do?**

Inclusion Scotland (IS) is a consortium of disability organisations, individual disabled people and social partners who share our aims. We work towards eradicating the barriers – physical, economic, cultural and attitudinal – which prevent disabled people being fully included in society.

Our role is to enable meaningful communication and consultation between disabled people in Scotland and policy makers at local and national government levels and with bodies such as the NHS, all of whose decisions and policies can profoundly affect us. We want to reverse, through civil dialogue, partnerships, capacity building, education, persuasion, training and advocacy, the current social exclusion experienced by disabled people.

In IS we share the ethos of the social model of disability as opposed to the medical model, which expects disabled people to regard their impairment as their problem and adapt to fit into the world as it is. The social model of disability, however, recognises everyone as equal and looks beyond a person's impairment at all the relevant factors including the barriers that affect their ability to be a full and equal participant in society.

### **Who can access the service?**

Disabled people and their organisations and people with an interest in disability and equality issues.

### **How do people access the service?**

By telephoning us to find out more or logging on to the website.

## East Renfrewshire Youth Counselling Service (ERYCS)

Woodfarm High School  
Robslee Road  
Thornliebank

**Tel:** 0141 577 2600

**Email:** [youthcounselling@ea.e-renfrew.sch.uk](mailto:youthcounselling@ea.e-renfrew.sch.uk)

**Website:** <http://www.ramh.org/Services/ERYCS.htm>

### **What do they do?**

We provide support to children and young people from 11-18. We offer 1-1 counselling with young people, work in groups and work in families. We offer support and training in areas such as: child and adolescent mental health, loss and bereavement, problem solving, managing distress and self-harm.

### **Who can access the service?**

Anyone from 11-18 who lives in East Renfrewshire or attends a school in East Renfrewshire.

### **How do people access the service?**

You can text for an appointment on: 07900572546 or email: [youthcounselling@ea.e-renfrew.sch.uk](mailto:youthcounselling@ea.e-renfrew.sch.uk).

## Cruse Bereavement Care Scotland

1<sup>st</sup> Floor, Central Chambers  
11 Bothwell Street  
Glasgow  
G2 6LY

**Tel:** 0845 600 2227

**Email:** glasgow@crusescotland.org.uk

**Website:** www.crusescotland.org.uk

### What do they do?

There is a National Phone line for callers on 0845 600 2227 for emotional support and to access the Cruse service.

In Glasgow, Renfrewshire and East Renfrewshire, Inverclyde and Ayrshire; Cruse offers one to one therapeutic bereavement support for those experiencing prolonged grief; that is more than 6 months following a bereavement.

### Who can access the service?

Any bereaved person in Glasgow, Paisley, Inverclyde and Ayrshire. There is a service for children in Glasgow.

### How do people access the service?

The service is Self referral only through the National number 0845 600 2227

### Additional Information

There is a waiting list in all areas in the West of Scotland. At the present time the service is free however we encourage donations. There is disabled access at the Glasgow and Inverclyde premises while information regarding other venues would be given by the local team.

## Choose Life East Renfrewshire

Fiona Macdonald  
Choose Life Co-ordinator  
East Renfrewshire CHCP Health Improvement Team  
2 Spiersbridge Way  
Spiersbridge Business Park  
Thornliebank  
Glasgow, G46 6UG  
**Tel:** 0141 577 3706  
**Email:** Fiona.Macdonald@estrenfrewshire.gov.uk  
**Website:** www.chooselife.net

### What do they do?

Choose Life provide advice, information, guidance and training to staff, carers and the community to help them support those who are suicidal and or self harming. We can offer advice on appropriate responses and interventions as well as signposting on to specific services. Our training programmes includes ASIST (Applied Suicide Intervention Skills Training), SafeTALK and Scottish Mental Health First Aid (SMHFA) training. We will tailor training to suit the needs of individual organisations and provide short presentations to teams or community groups seeking to learn more about suicide prevention and self harm interventions.

### Who can access the service?

Anyone living or working in East Renfrewshire.

### How do people access the service?

Contact Fiona McDonald, Choose Life Co-ordinator for East Renfrewshire.

### Additional Information

Trainers are:  
Carol Sallows—Safe Talk  
Susan Anderson, David Cambell, Shivaun McIver, ASIST  
Wendy Kinnin and Carolynne McKendry, SMHFA.

## Depression Alliance Scotland

11 Alva Street  
Edinburgh  
EH2 4PH

**Tel:** 0845 123 23 20

**Fax:** 0131 226 7854

**Email:** info@dascot.org      or      ask@lookokfeelcrap.org

**Website:** www.dascot.org      &      www.lookokfeelcrap.org

### What do they do?

We provide information and support for people affected by depression in Scotland. We have a phone line open from 10am to 2pm Monday, Tuesday, Thursday and Friday; we are also glad to offer support through emails and letters.

Quarterly newsletters, regular email bulletins and various fact sheets are available freely to individuals. We have some self help support groups and offer more structured self help through Living Life to the Full courses in some areas.

DAS also campaigns at a national and local level to improve care and services for people affected by depression.

### Additional Information

Depression Alliance does not provide direct support or advice.

## Survivors of Bereavement by Suicide

**Tel:** (National Helpline): 0844 561 6855 9am—9pm.

**Email:** info@rcatrust.org.uk

### What do they do?

Survivors of Bereavement by Suicide exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend. We are a self-help organisation. Many of our volunteers have themselves been bereaved by suicide.

### Who can access the service?

Those who have been bereaved by suicide.

### How do people access the service?

We offer emotional and practical support in a number of ways...

- Confidential telephone helpline
- Support information
- Help by e-mail
- Group meetings (in a number of locations)
- One-day conferences
- Residential events
- Information relating to practical issues and problems

### Additional Information

We aim to provide a safe, confidential environment in which bereaved people can share their experiences and feelings, so giving and gaining support from each other.

We also strive to improve public awareness and maintain contacts with many other statutory and voluntary organisations.

Suicide recognises no age, social, ethnic or cultural boundaries - neither do we. Our groups are open to any individual or family.

## Brighter Futures (Older Adults) Project

15 Carlibar Road  
Barrhead  
G78 1AA  
**Tel:** 0141 881 8811

**Fax:**

**Email:** laurag@ramh.org

**Website:** [http://www.causeway-ramh.org/brighter\\_futures.php](http://www.causeway-ramh.org/brighter_futures.php)

### What do they do?

Brighter Futures is a Mental Health Foundation pilot peer mentoring service for isolated older people in the community working with three project partners. (Better Government for Older People in South Lanarkshire, Glasgow Association for Mental Health and Renfrewshire Association for Mental Health). We provide a Peer Mentoring Service for people in later life.

### Who can access the service?

We support older people who are experiencing isolation in later life in the East Renfrewshire community.

### How do people access the service?

You can call and ask to speak to Laura Griggs the project leader.

### Additional Information

The service also recruits volunteers to act as peer mentors for older adults. Volunteers should be 50+ who are:

Reliable  
Sensitive  
Understanding and  
Interested in people.

## Scottish Recovery Network

Suites 320-323  
50 Wellington Street  
Glasgow  
G2 6HJ

**Tel:** 0141 240 7790

**Fax:** 0141 221 7947

**Email:** [info@scottishrecovery.net](mailto:info@scottishrecovery.net)

**Website:** [www.scottishrecovery.net](http://www.scottishrecovery.net)

### What do they do?

The Scottish Recovery Network (SRN) is an initiative designed to raise awareness of recovery from mental health problems.

Our aims are:

- ◇ To raise awareness of recovery from mental health problems, in particular longer term problems.
- ◇ To learn more about the recovery experience, and the factors which help and hinder it, and to share that learning.
- ◇ Share ideas and encourage and support action
- ◇ nationally and locally for the promotion of recovery.

### Who can access the service?

SRN is a national organisation. We aim to engage with anyone who has an interest in recovery. Anyone can contact SRN for information about our work or recovery.

### How do people access the service?

SRN does not provide a front line service, there is no referral process. People can contact SRN direct for information about our work or recovery.

# ParentLine Scotland

**Helpline:** 0808 800 2222

**Website:** [www.parentlinescotland.org.uk](http://www.parentlinescotland.org.uk)

## What do they do?

ParentLine Scotland help parents deal with problems no matter how big or small. The helpline is free and confidential for anyone caring for a child in Scotland.

The helpline is open Monday, Wednesday & Friday 9am - 5pm and Tuesday & Thursday 9am - 9pm

## Who can access the service?

Anyone caring for a child in Scotland.

## Additional Information

ParentLine Scotland is a confidential service. We don't pass on information to anyone unless you agree, or a child is in danger or at risk of serious harm. Your telephone number does not show up and you do not have to give your name or address. Just tell us as much about yourself as you're comfortable with. Sometimes for reasons of quality control, a supervisor will listen to calls.

# Age Concern East Renfrewshire

Main Office

Clarkston Clinic Main

**Tel:** 0141 638 2158 Mon-Fri 10-12 2-4

## What do they do?

We provide an information and advice service for the elderly and their carers. Day care centres operate at 3 locations, with transport to and from home. There is a visitor service for those wishing companion ship. Wheelchairs are issued on short-term loan.

Age Concern Eaglesham Day Care Centre

Tel: 01355 302010

Age Concern Eastwood

Tel: 0141 638 2158

Age Concern Woodfarm Club

Tel: 0141 638 2158

## Additional Information

For information on how to use this service call the main office in Clarkston Clinic which is open Monday to Friday from 10am-2pm and from 2pm-4pm.

# Barrhead Elderly Forum

22 Gertrude Place

G78 1JY

Tel: 0141 881 6955

The group campaigns on any issue affecting the elderly and meets every 2nd Wednesday 10am-11.30 at Dunterlie Resource Centre.

## The Community Health Care Partnership

Customer FIRST

**Tel:** 0141 577 3001

### What do they do?

The CHCP is responsible for all local health and social care services in the area. They can provide practical support for all the issues surrounding health.

### Who can access the service?

Anyone living in the East Renfrewshire area.

### How do people access the service?

You can call Customer FIRST on 0141 577 3001.

## Eastwood Bridges

Clarkston Clinic  
56 Clarkston Road  
Clarkston  
G76 7BN  
**Tel:** 0141 300 1235

### What do they do?

The team provides services to people in the Eastwood area who are experiencing mild to moderate mental health problems. The service offers counselling and group work for stress and low mood.

### Who can access the service?

Anyone living in the Eastwood area experiencing mental health concerns.

## Parents Enquiry Scotland

**Tel:** 0131 556 6047 (Admin)

**Email:** [parentsenquiry@hotmail.com](mailto:parentsenquiry@hotmail.com)

**Website:** [www.parentsenquiryscotland.org](http://www.parentsenquiryscotland.org)

### What do they do?

Parents Enquiry Scotland offers support to parents of gay, lesbian, bisexual and transgender people across Scotland. Confidential helplines are operated by parents. We are not counsellors but have been through the experience of learning to understand and support our own gay children. Telephone calls are welcome at any reasonable time, but as our helplines are operated from our own homes, please leave a message or try again if you don't get through to us first time.

One of the main problems faced by families of LGBT people is a sense of isolation, so we are happy to meet people; this is usually one-to-one, but sometimes we arrange for groups to meet. We also provide speakers to talk to interested organisations and have a comprehensive book list and leaflets available.

### Who can access the service?

Anyone in Scotland who feels they need the support.

### How do people access the service?

By telephone. By calling the central line above, you will then be directed to the relevant area line.

### Additional Information

The service is free, and waiting times vary depending on service demands. The centre has a number of disabled parking spaces, however, there are a number of stairs to climb to the entrance to the car park. Please contact the centre for more information.

# Gleniffer Outreach Support Centre

77 Renfrew Road

Paisley

PA3 4DS

**Tel:** 0141 887 1141

**Fax:** 0141 889 3586

**Email:** [sharlene.slattery@accord.org.uk](mailto:sharlene.slattery@accord.org.uk)

**Website:** [www.accord.org.uk](http://www.accord.org.uk)

## What do they do?

Gleniffer Outreach is the Accord Hospice Support Centre located in Paisley. The service offers support to patients and family members affected by advanced, life limiting illness. The support offered includes: up to date information on a variety of advancing illnesses as well as covering all aspects of psychological care, finances etc.

The centre has a variety of groups including: bereavement support, complimentary therapies, benefit surgeries etc.

## Who can access the service?

The services are available to patients and families who have palliative care needs in Renfrewshire or East Renfrewshire.

## How do people access the service?

Referrals can be arranged by our team at Accord Hospice. We also welcome people to drop in to access information and advice, however, access to some services may require a referral.

## Additional Information

The service is free, and waiting times vary depending on service demands. The centre has a number of disabled parking spaces, however, there are a number of stairs to climb to the entrance from the car park. Please contact the centre for more information.

# Health & Wellbeing

Health Information

Glen Street

Barrhead

G78 1QA

**Tel:** 0141 577 8592

**Email:** [munmun.hyder@eastrenfrewshire.gov.uk](mailto:munmun.hyder@eastrenfrewshire.gov.uk)

**Contact person:** Munmun Hyder

## What do they do?

The Health Information Point has continued to make a significant impact on the health and wellbeing of local people. Activities cover topics such as healthy eating, mental health, sexual health, diabetes, arthritis, exercise, walking, breast feeding, oral hygiene, HIV/AIDS, smoking cessation and weight control, physical activity, arts and crafts sessions, complementary therapies. For further information please contact Munmun Hyder, tel. 0141 577 8592, from 9am to 5pm, Monday to Friday.

## Who can access the service?

There continues to be a wide mix of client groups including elderly, disabled, carers, children, people recovering from alcoholism, substance misusers, families, young people and loan parents but anyone living in the East Renfrewshire area can use this service.

## How do people access the service?

You can get 1-1 advice, free web based and traditional information sources available via information points in libraries. A wide range of resources are available at the health information point in libraries including leaflets, healthy reading books, videos and CD ROMs.

## Live Active

Eastwood Park Leisure  
Eastwood  
G46 6UG

**Tel:** 0141 577 4957

**Website:** <http://www.eastrenfrewshire.gov.uk/community-life-and-leisure/live-active.htm>

### What do they do?

The Live Active Exercise Referral scheme is designed to assist those, who could benefit most, to take their first step towards being more active and to support them to live actively. For Further Information please contact your local Physical Activity and Health Advisor at Eastwood Park Leisure on 0141 577 4957 or Barrhead Sports Centre on 0141 577 3989.

### Who can access the service?

Anyone in East Renfrewshire is welcome to join a Green Gym and participants do not have to know anything about the environment to join.

### How do people access the service?

Renfrewshire Green Gym operates an open referral process. Referrals can be made through other organisations or by self referral.

### Additional Information

The Green Gym is a free service. There is currently no waiting list. Some sites do not have wheelchair access / facilities please contact the Green Gym Co-ordinator for more information regarding wheelchair access.

## Public Education Resource Library (PERL)

Public Education Resource Library  
Dykebar Hospital  
Paisley  
Renfrewshire  
PA2 7DE

**Tel:** 0141 314 4074

**Email:** [perl@renver-pct.scot.nhs.uk](mailto:perl@renver-pct.scot.nhs.uk)

**Website:** [www.phru.net](http://www.phru.net)

### What do they do?

The Public Education Resource Library (PERL) holds an extensive range of health improvement and public health resources, while the PERL online publications directory enables clients to browse, search and view the latest editions of the resources we hold and also download sample copies.

### Who can access the service?

These free high quality resources are available in limited quantities to health professionals, voluntary agencies and FE students living or working in the NHS Greater Glasgow & Clyde area, Renfrewshire and East Renfrewshire areas.

### How do people access the service?

By calling the office or by visiting [www.phru.net/perl](http://www.phru.net/perl)

### Additional Information

The service is free and has disabled access available.

## East Renfrewshire Social Work Department

Council Headquarters  
Eastwood Park  
Rouken Glen road  
Giffnock  
G46 6UG

**Tel:** 0141 577 3000

### What do they do?

With the social work department you must be consulted and involved, and your carer also has a right to be consulted. Your carer also has a right to ask for her or his own assessment

When assessing what help you'll need to live independently in the community, the Social Work Department mustn't take into account how much it might cost. They should consult with the local NHS Trust or Hospital, Housing Department and others as well if necessary to work out what help you need and how it might best be provided.

You might need home support and day care, assistance in the home, or supported employment or training, support groups, etc. You might need help all day and all night, or throughout the day, or just part of the day.

### Additional Information

For more information call 0141 557 3000 and ask to speak to the Social Work Department.

## The Therapy Room

Barrhead Community Library  
4 Church Road  
East Renfrewshire  
G78 1FA  
**Tel:** 0141 577 3518

### What do they do?

The Therapy Room has a professional and experienced therapist to help you to improve your mental wellbeing by giving you a therapeutic massage in an aromatic and relaxing atmosphere.

### Who can access the service?

Anyone who lives in the East Renfrewshire Council area but this is particularly effective for those suffering from stress, anxiety, depression or are feeling generally unwell in their mental health.

### How do people access the service?

You can self-refer, or your GP, Social Worker or other health professional can refer you to the Therapy Room.

## Go Walking Barrhead

Meeting at Auchenback Resource Centre  
64 Aurs Drive  
Barrhead  
Meeting Thursdays 10.30am to 11.30am  
**Tel:** 0141 577 8436 (speak to Moira and Elaine)

### What do they do?

This is a First Steps walking programme, a short weekly walking group which aims to get you out of the house and feeling healthier.

### Who can access the service?

This is a walking group that it is suitable for beginners. It is open to all ages and abilities.

## East Renfrewshire Community Smokefree Services

Barrhead Health Centre  
and Clarkston Clinic  
**Tel:** 0141 577 3562

### **What do they do?**

East Renfrewshire Community Smokefree Services provide a range of local support for adults and young people who want to stop smoking. They offer intensive support combined with NRT or Pharmaceutical product. Evidence shows that you are 4 times more likely to have a successful quit attempt by using this method. Support groups run in Clarkston Clinic on Wednesday and Thursday evenings and Barrhead Health Centre on Tuesday mornings and Thursday evenings. Local Pharmacists also offer brief support for anyone unable to attend a group. See your local pharmacy for details.

### **Who can access the service?**

Anyone over the age of 16 years and who want to stop smoking can access the adult service. And young people between the age of 12 and 20 can access the youth support service.

### **How do people access the service?**

You can self refer into the service by calling 0141 577 4804 where you can speak with trained staff about stopping smoking or you can be referred by any health professional. This is a free service offered throughout East Renfrewshire.

### **Additional information**

Giving up smoking is one of the most important things someone can do for both improving health and finances.

## RAMH Causeway Education and Information

15 Carlibar Road  
Barrhead  
G78 1AA

**Tel:** 0141 881 8811

**Email:** [clare@ramh.org](mailto:clare@ramh.org)

**Website:** [www.causeway-ramh.org](http://www.causeway-ramh.org)

### **What do they do?**

We provide information on any mental health concern. We also offer information on positive wellbeing generally. Information is available in hard copy or electronic copies and in alternative languages and formats.

### **Who can access the service?**

Anyone 16-65 living in East Renfrewshire.

### **How do people access the service?**

You can self-refer or be referred by a health care professional or a friend.

### **Additional Information**

Although you must refer to use our service, information enquires can be made on an informal basis. Call or email for more details.

## ACUMEN

Room 2015 Mile End Mill  
12 Seedhill Road  
Paisley  
PA1 1JS

**Tel:** 0141 887 9103

**Fax:** 0141 887 9103

**Email:** enquiries@acumennetwork.org

**Website:** www.acumennetwork.org

### What do they do?

ACUMEN is a networking organisation for people in the West of Scotland affected by mental and emotional problems. It works in partnership with five local authorities and both NHS Greater Glasgow & Clyde and Highland Health Boards to improve service delivery and the quality of life for people with significant mental health challenges.

We support the monthly meetings of Recovery Renfrewshire. This is a group of service users and carers who come together for support and the promotion of good mental health. New members are very welcome. For further information regarding the group, contact the ACUMEN office.

### Who can access the service?

Anyone with an interest in mental health. Full membership is open to service users and carers who are residents of Argyll & Bute, East Renfrewshire, Inverclyde, Renfrewshire or West Dunbartonshire. Associate membership is open to any individual or company wishing to be associated with the organisation.

### How do people access the service?

Self referral to office by telephone, email or by post.

## RAMH Causeway One Stop Shop

15 Carlibar Road  
Barrhead  
G78 1AA  
**Tel:** 0141 881 8811

**Fax:**

**Email:** admin@causeway-ramh.org

**Website:** www.causeway-ramh.org

### What do they do?

We at Causeway are committed to supporting and improving mental health in all our communities and we acknowledge that different groups and individuals have different needs using a recovery approach.

### Who can access the service?

Anyone looking for help with to enable recovery from mental ill health and support to maintain positive wellbeing. We also support the families of those experiencing mental ill health.

### How do people access the service?

You can get in touch and we will help you. We will meet you to discuss what the best options are for you here. You can also ask someone else to get in touch for you. This might be your GP, psychiatric nurse, social worker, family, friend or any other supportive agency. Phone us or pop in to see us if you have any questions.

### Additional Information

Our recovery approach uses:  
Individual work  
Group work  
Supporting the BME community  
Information  
Education  
Support for Carers.

## Jmind

222 Fenwick Rd  
Giffnock, Glasgow  
G46 6UE  
**Tel:** 0141 577 8246

**Website:** [www.cosgrove.co.uk](http://www.cosgrove.co.uk)

### **What do they do?**

Jmind supports adults with mental health issues and their families. Support offered includes general housing support, talking therapies, reducing social isolation and carer support.

### **Who can access the service?**

Any adults aged 18-65 years living in East Renfrewshire and South Glasgow.

### **How do people access the service?**

There is an open referral system and referrals will be considered from health, social work, voluntary agencies, self referrals and carer or family members. When the referral is made by a third party the individual must be agreeable to the referral. Please contact service to discuss any possible referrals.

### **Additional information**

Funding should be available from Local Authority for individual support packages or privately funded. Please contact Linda Walker, service manager for further information.

## RAMH Causeway Carers' Support Group

15 Carlibar Road  
Barrhead  
G78 1AA

**Tel:** 0141 881 8811

**Fax:**

**Email:** [clare@ramh.org](mailto:clare@ramh.org)

**Website:** <http://www.causeway-ramh.org/carers>

### **What do they do?**

The Carers' Support Group meets on the last Tuesday of every month at 15 Carlibar Road in Barrhead. The purpose of the group is to provide support and information for Carers of those with mental health concerns living in the East Renfrewshire area.

### **Who can access the service?**

Anyone who is an unpaid carer living in East Renfrewshire, or professionals working on behalf of carers. A Carer is someone who supports or looks after a relative or friend who is experiencing problems with their mental health. A Carer does not necessarily share the residence of the cared for but will provide support for the cared for on a regular basis. If this sounds like you, just phone to find out more.

### **How do people access the service?**

Just give us a call to find out more.

### **Additional Information**

The service is free of charge and there is not usually a waiting list.

## Young Carers' Support

The Gatehouse  
Eastwood Park  
Rouken Glen Road  
Giffnock  
G46 6UG

**Tel:** 0141 638 4888

**Fax:** 0141 880 7958

**E-mail:** [enquiries@eastrenfrewshirecarers.co.uk](mailto:enquiries@eastrenfrewshirecarers.co.uk)

### What do they do?

We offer support to young people who have added responsibilities at home through caring.

### Who can access the service?

Anyone under 18 years of age who cares for someone in an unpaid role.

### Additional Information

[www.thesite.org](http://www.thesite.org) has lots of useful information for young carers to view.

## Sandyford Clinic in East Renfrewshire

Barrhead Health Centre

**Tel:** 0141 314 0885

**Website:** [www.sandyford.org](http://www.sandyford.org)

### What do they do?

The clinic provides sexual, emotional and reproductive health-care for women, men and young people.

### Who can access the service?

Anyone living in East Renfrewshire who wishes:

Information and/or support on sexually transmitted diseases

Pregnancy testing and free contraception

Well Woman screening.

### How do people access the service?

Call for more information.

## The Place @ East Renfrewshire Youth Health Service

Sandyford@Barrhead Health Centre and Clarkston Clinic

**Tel:** 0141 314 0885/ 0141 300 1200

### What do they do?

Provide health advice to you people on all health matters including sexual health.

### Who can access the service?

Anyone aged 12-20 years.

### How do people access the service?

Just drop in between 4-6pm Thursdays at Clarkston Clinic or Barrhead Health Centre.

## Causeway Employability

15 Carlibar Road  
Barrhead  
G78 1AA

**Tel:** 0141 881 8811

**Fax:** 0141 881 2889

**Email:** admin@causeway-ramh.org

**Website:** <http://www.ramh.org/Services/Springboard.htm>

### What do they do?

Causeway Employability offers support for individuals age 16+ who are experiencing mental health problems, to focus on improving and developing their skills and experience to improve opportunities for employment.

### Who can access the service?

Anyone who is 16+. If you are in work, considering returning to work, looking for support to maintain or change work or thinking about Further Education, training or volunteering, we can offer a range of supports to help you achieve your goals.

### How do people access the service?

You can self-refer or your GP or CPN can refer for you.

### Additional Information

Causeway Employability offers a range of support including:

Personal Profiling

Confidence Building, Anxiety Management

Signposting to support with benefits/financial management

Career Management support

Job search skills

Application forms/CV support/interview skills

Employability skills

Support to access Further Education, training of volunteering.

## The Princess Royal Trust East Renfrewshire Carers Centre

The Gatehouse  
Eastwood Park  
Rouken Glen Road  
Giffnock  
G46 6UG

**Tel:** 0141 638 4888

**Fax:** 0141 880 7958

**E-mail:** enquiries@eastrenfrewshirecarers.co.uk

**Web site:** [www.eastrenfrewshirecarers.co.uk](http://www.eastrenfrewshirecarers.co.uk)

### What do they do?

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability.

In total there are 5.7 million adult carers across the UK, of whom almost one million are looking after somebody for more than 50 hours each week. There are also estimated to be 50,000 young carers in the UK - young people under the age of 18 who might be helping to look after a parent with physical disabilities or mental health problems, or who may be caring for a brother or sister with learning disabilities.

### Who can access the service?

Anyone living in East Renfrewshire who, without payment, provides regular help and support to someone else.

## Care & Repair Renfrewshire

1st Floor  
Bridgewater Shopping Centre  
Erskine  
PA8 7AA

**Tel:** 0141 812 4111

**Fax:** 0141 814 5149

**Website:** [www.carerepairrenfrewshire.org.uk](http://www.carerepairrenfrewshire.org.uk)

**Email:** [enquiries.carerepair@bridgewaterha.org.uk](mailto:enquiries.carerepair@bridgewaterha.org.uk)

### What do you do?

Care & Repair Renfrewshire provides free and practical advice and assistance to enable repairs, improvements and adaptations to be carried out to allow our client's to maintain their independence and remain in their own homes comfortably, safely and securely. We can assist with fabric repairs, adaptations to suit the requirements of a disability, small repairs, technical advice and referral to other agencies.

### Who can access the service?

Anyone living in Renfrewshire or East Renfrewshire who is older or has a disability.

### Additional information

Care & Repair is jointly funded by Renfrewshire and East Renfrewshire Councils and managed by Bridgewater Housing Association. We also work with a range of organisations including Strathclyde Police, Strathclyde Fire & Rescue, Housing Associations, Seniors Forums and our local councils. As well as providing practical help for our clients we work with our partners to raise public awareness of the dangers of cold callers and unscrupulous builders.

## Learning in East Renfrewshire Libraries

ILA Scotland

**Tel:** 0808 100 1090

### What do they do?

ILA stands for Individual Learning Account. It is funding you can receive to help pay for your learning and employability.

### Who can access the service?

Anyone aged 18 years and over who resides in Scotland.

### How do people access the service?

Call ILA Scotland (0808 100 1090) or the Library Learning Team (0141 577 4992).

### Additional Information

If you have a personal annual income of less than £22,000 you can receive £200 per year for full time courses and £500 for part time courses. You can contact your local libraries:

Barrhead Library: 0141 577 3518

Busby Library: 0141 577 4971

Clarkston Library: 0141 577 4972

Eaglesham Library: 0141 577 3932

Giffnock Library: 0141 577 4976

Mearns Library: 0141 577 4979

Neilston Library: 0141 577 4981

Netherlee Library: 0141 637 5102

Thornliebank Library: 0141 577 4983

Uplawmoor Library: 01505 850564

## WORKER

Council Buildings  
211 Main Street  
Barrhead  
G78 1SY

**Tel:** 0141 577 8439

### **What do they do?**

Worker Employability partnership is a group of strategic organisations who have produced an employability strategy which outlines how they will work together to achieve their common vision, which is full employment and opportunity for all residents of East Renfrewshire who are able to and want to secure and sustain meaningful work.

The members of the worker partnership are:

East Renfrewshire Council  
Careers Scotland  
Skills Development Scotland  
Community Health and Care Partnership  
Jobcentre Plus  
Voluntary Action

### **Who can access the service?**

Anyone who is 16+. We can help you with employability support, job searches, filling in forms and interview tips.

### **How do people access the service?**

You can self-refer or be referred from the job centre or just pop in for more information.

## East Renfrewshire Council Advice and Information Services

Housing Service  
Council Offices  
211 Main Street  
Barrhead  
G78 1SY

**Tel:** 0141 577 3001

### **What do they do?**

We provide a high quality housing information and advice service to all residents of East Renfrewshire regardless of tenure. We cover all areas of housing including: tenant's rights, housing benefit, discrimination, disrepair, homelessness, harassment and illegal eviction, financial advice, legal advice and advice on social issues.

### **Who can access the service?**

Anyone living in East Renfrewshire.

### **How do people access the service?**

Call and speak to an advisor.

## Barrhead Housing Association

60 - 70 Main Street  
Barrhead  
Glasgow  
East Renfrewshire  
G78 1SB

**Tel:** 0141 881 0638

[enquiries@barrheadha.org](mailto:enquiries@barrheadha.org)

Emergency out of office hours service: 0800 652 0633

### **What do they do?**

Information and advice on housing for people in the Barrhead area.

## RAMH Causeway Housing

21 Carlibar Road  
Barrhead  
G78 1AA

**Tel:** 0141 237 0026

**Website:** [http://www.ramh.org/Services/Causeway\\_housing.htm](http://www.ramh.org/Services/Causeway_housing.htm)

### What do they do?

The service offers Housing Support to individuals within their own homes to maintain their tenancy and to live as independently as possible within their own community. Support is provided either within our 24 hour supported service, for individuals who may require more intense support and assistance, or on an outreach basis for an allocated amount of hours per week from the persons own home. Assistance can be provided with practical tasks associated with managing a tenancy including:- setting up a tenancy, developing domestic skills, dealing with correspondence, managing a household budget, accessing other relevant services. The service aims to assist people in developing skills and abilities which will lead to a greater sense of hope and achievement and promote recovery from mental ill health.

### Who can access the service?

The service is open to adults from across East Renfrewshire, with mental health difficulties, who are having difficulty managing to sustain their tenancy.

### How do people access the service?

Referrals can come from a range of sources; Mental Health Professional, GP, Homeless, service worker, Social Worker, self or other RAMH Service.

## Careers Scotland

160 Main Street  
Barrhead  
G78 1SL

**Tel:** 0141 881 2886

**Email:** [barrhead@careers-scotland.org.uk](mailto:barrhead@careers-scotland.org.uk)

### What do they do?

Careers Scotland is now part of Skills Development Scotland (SDS). SDS is also made up of the Scottish University for Industry, key skills elements for Scottish Enterprise and key skills elements from Highlands and Islands enterprise. SDS have vision to bring real, positive and sustained change in Scotlands skills performance.

### Who can access the service?

Anyone who is 16+ looking for careers advice. If you wish to speak to a careers advisor call 0141 881 2886 to make an appointment. For general career advice you can drop in Monday to Friday from 1:30pm to 4:30pm.

### Additional Information

Further information about Careers Scotland can be found at the following website:

<http://www.careers-scotland.org.uk/home/home.asp>

## The Money Advice Team

East Renfrewshire Council  
211 Main Street  
Barrhead  
Glasgow  
G78 1SY

**Tel:** 0141 577 8420

**Website:** <http://www.eastrenfrewshire.gov.uk/creditcrunch.htm>

**Email:** [moneyadvice@eastrenfrewshire.gov.uk](mailto:moneyadvice@eastrenfrewshire.gov.uk)

### What do they do?

We can –

1. Give advise on all types of debts
  2. Negotiate with creditors – take the burden from the clients
  3. Help with budgeting
  4. Advice on clients most appropriate strategy for debt relief
  5. Help arrange a repayment scheme clients can afford with the creditors
  6. Deliver budgeting skills training to individuals and local community groups
  7. Assist with income maximisation – apply for benefits and grants from charities
- Help fill in court forms

### Who can access the service?

All residents and employees of East Renfrewshire Council

### How do people access the service?

Telephone, email, at council office, by referral - by appointment only. Clients can be seen at East Renfrewshire Council Office, 211 Main Street, Barrhead, East Renfrewshire Council Headquarters, Eastwood Park or Clarkston Social Work, Busby Road, Clarkston or any other Council office.

## The Advocacy Project

The Advocacy Project  
Cumbrae House  
15 Carlton Court  
Glasgow  
G5 9JP

**Tel:** 0845 076 2262

**Fax:** 0141 420 0989

**Textphone:** 0141 420 0989

**Email:** [enquiry@theadvocacyproject.org.uk](mailto:enquiry@theadvocacyproject.org.uk)

### What do they do?

The Advocacy Project employs staff and volunteers to act as independent advocates for people who have difficulty speaking up for themselves.

### Who can access the service?

Anyone who is 16+ looking for some support.

### How do people access the service?

The project operates on an open referral service. Anyone can refer you to the service or you can refer yourself.

### Additional information

We can meet you at home or elsewhere to talk to you about getting some support.

## Partners in Advocacy

Pentagon Centre  
36 Washington Street  
Glasgow  
G3 8AZ

**Tel:** 0141 847 0036/0660

**Website:** [www.partnersinadvocacy.org.uk](http://www.partnersinadvocacy.org.uk)

### What do they do?

Partners in Advocacy provides short-term, independent advocacy support for children and young people in East Renfrewshire who may feel that their voice is not being listened to or that they do not have any control over decisions being made that are affecting their lives. We provide one-to-one support to young people by listening to them, understanding their point of view and supporting them to express their views. We can support the young person with issues including housing, school, Children's Panels and health. We also help them to access information and services in their area.

### Who can access the service?

Children and young people aged 0-19 with additional support needs, mental health difficulties or other issues.

### How do people access the service?

The young person can contact us directly or anyone involved in their life can make a referral on their behalf.

### Additional information

Referral can be made via telephone on the above numbers or alternatively we can be contacted via email on either-  
[glasgow@partnersinadvocacy.org.uk](mailto:glasgow@partnersinadvocacy.org.uk) or  
[eastren@partnersinadvocacy.org.uk](mailto:eastren@partnersinadvocacy.org.uk)

## East Renfrewshire Citizens Advice Bureau

216 Main Street  
Barrhead  
G78 1SN

**Tel:** 0141 881 2032

**Web:** [www.adviceguide.org.uk/scotland](http://www.adviceguide.org.uk/scotland)

### What do they do?

CAB can help people to resolve their

### Who can access the service?

Anyone who lives in East Renfrewshire.

### How do people access the service?

The service is by appointment only. Opening hours are: Mon, Tues, Thurs, Fri 9.30am-3.30pm. A CAB drop-in also takes place Thursdays from 12-3pm at Mearns Community Library, McKinley Place, Newton Mearns, G77 6EZ (tel: 0141 577 4979).

## Income Maximisation Service

**Tel:** 0141 577 3081/3071

### What do they do?

This service explains how benefits and other financial supports can work to benefit you most.

### Who can access the service?

Anyone who lives in East Renfrewshire.

### How do people access the service?

Call to make an appointment.

Opening hours: Monday to Friday 8.45am to 4.45pm.