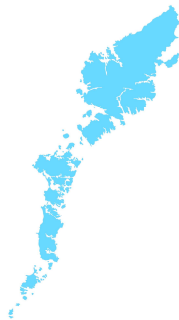


**SERVICES PROVIDED  
THROUGHOUT  
THE WESTERN ISLES**



# Action for Children

**Early Years:-** Provides activity based parenting sessions in the community for families affected by substance misuse.

**Early Years Sub-groups:-** The New Beginnings 4 week programme offers support to parents before their baby is born.

**Maternal and Infant Nutrition:-** A 12 week programme offered to support parents by improving cookery skills while educating them in food and nutrition, improving self-esteem and confidence.

**Early Intervention Substance Misuse Programme:-** This service offers support to young people who are misusing substances, on the periphery of misusing, or who are affected by another's misuse. This is a six week programme, but can continue to suit individual needs.

**Young Person's Substance Misuse Weekend Support and Street Work Service:-** Weekend service for young people affected by alcohol and substance misuse.

**Hillcrest Residential Unit:-** caters for young people aged 0-18 years across the Western Isles who are unable to live in the community with their parents or carers, providing them with assistance, advice and a safe supportive home.

Opening times:	Bayhead:- 9.00am – 6.00pm Hillcrest:- 24 hour service
Area covered:	Western Isles
Referral route:	Health and social care staff, Education, Self referral, Police
Recovery stage:	All areas of recovery
Age Group:	Early Years:- families pre birth up to age 8; Early Intervention:- Age 8 – 18 years Young Person Substance Misuse Weekend Support Street Worker:- 14—18 years

## Contact details:

30 Bayhead, Stornoway, Lewis, HS1 2DU

Telephone: 01851 705080

e-mail: [Valerie.russell@actionforchildren.org.uk](mailto:Valerie.russell@actionforchildren.org.uk)

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

Facebook: Action for Children Eilean Siar

## Advocacy Western Isles

Independent Advocacy service to support people to speak up for themselves, uphold their rights, ensure they are listened to, their voice is heard and that they are involved in decisions that are made about them. Priority is given to those experiencing mental health issues, the elderly, learning disabilities and children and young people.

- Opening times: Monday—Friday: 9.30am—5pm  
Area covered: Western Isles  
Referral route: Contact can be made by the person, professional or other person on their behalf.  
Recovery stage: Advocacy is entered in to on a voluntary basis and is ended when the service user feels issues are resolved and or empowered to continue independently.  
Age Group: Adult advocacy:- Any age group  
Children and young people advocacy:- 0—18 years

### Contact details:

Lamont Lane, Bayhead, Stornoway, Lewis  
Telephone: Lewis/Harris:- 01851 701755; Uist/Barra:- 01878 700000  
e-mail: [office@advocacywi.co.uk](mailto:office@advocacywi.co.uk)  
Website: [www.advocacywi.co.uk](http://www.advocacywi.co.uk)

## Al-Anon

Provides support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

- Opening times: Monday: 8pm  
Area covered: Western Isles  
Referral route: Self-referral  
Recovery stage: Any stage  
Age Group: All ages—individuals or their family members that have been affected by alcohol misuse

### Contact details:

AA Hall, Haldene Site, Francis Street, Stornoway, Lewis  
Telephone: National Helpline - 0207403 0888  
Website: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

## Alcoholics Anonymous

Provides support for people to address their alcohol issues.

Opening times:	Details of meeting times and venues are available on the website
Area covered:	Western Isles
Referral route:	Self-referral
Recovery stage:	Any stage
Age Group:	All ages—individuals affected by alcohol misuse

### Contact details:

Telephone:	0800 9177650
Email:	<a href="mailto:help@alcoholics-anonymous.org.uk">help@alcoholics-anonymous.org.uk</a>
Website:	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>

## Choose Life

A Scottish Government programme for Suicide prevention which looks to ensure action is taken nationally and locally to build skills through training, improve knowledge and awareness of good suicide prevention practice, tackle stigma and to encourage improved co-ordination between services to support those at risk of suicide.

Opening times:	Monday—Friday: 9am—5.30pm
Area covered:	Western Isles

### Contact details:

Planning and Development Officer, NHS Western Isles, 37 South Beach Street, Stornoway, Lewis	
Telephone:	01851 708035
Website:	<a href="http://www.wihb.scot.nhs.uk">www.wihb.scot.nhs.uk</a>

## CnES Housing Options and Homeless Service

Provision of accommodation for people who find themselves homeless.

Opening times: Monday—Friday: 9am—5pm

Area covered: Western Isles

### Contact details:

Lewis: Sandwick Road, Stornoway; Benbecula: Balivanich

Telephone: 01851 822821

Website: [www.cne-siar.gov.uk/housing/homeless/supportservice.asp](http://www.cne-siar.gov.uk/housing/homeless/supportservice.asp)

Out of Hours: Lewis and Harris: 01851 701702

Uist and Barra: 01870 602425

## Hebrides Alpha Supported Accommodation

Provides supported 6-bedded on-site accommodation from Coll Residential Unit from 6 month to 1 year, using a recovery orientated programme for individuals seeking to thoroughly recover from long term alcohol or drug problems, with access to self help groups and therapeutic employment.

Opening times: Monday—Friday: 9.30am—9.45pm

Area covered: Western Isles

Referral route: Self, family or professional referral

Recovery stage: Cessation of use, to maintain abstinence

Age Group: Men and women; aged 18+

### Contact details:

Manager, 48B Upper Coll, Lewis, HS2 0LT

Telephone: 01851 820830

Email: [smacleod@hebridesalpha.co.uk](mailto:smacleod@hebridesalpha.co.uk)

Website: <http://www.hebridesalpha.co.uk/accommodation/4581246843>

## Job Centre Plus

Supports claimants of working age gain and sustain employment. Provides individual assistance on employment, training benefits etc. JCP aims to ensure that their claimants retain the same Work Coach whatever benefit they claim JCP supports individuals.

- Opening times: Monday—Friday: 9am—5pm (except Wednesday)  
Wednesday: 10am—5pm
- Area covered: Western Isles
- Referral route: Contact the job centre for an appointment
- Recovery stage: Claimants with addiction issues get the appropriate assistance. As employment is key to sustaining recovery, JCP work with employers and claimants to secure work based placement to improve employment prospects. The agency suggests recovery steps and make referrals to partners for addiction assistance.
- Age Group: All working age claimants

### Contact details:

2 Castle Street, Stornoway, Lewis, HS1 2BA

Telephone: 01851 743663

Email: [stornoway-jobcentre@dwp.gsi.gov.uk](mailto:stornoway-jobcentre@dwp.gsi.gov.uk)

## NHS CAMHS

Children and Adolescent Mental Health Service.

Opening times: Monday—Friday: 9am-5pm

Area covered: Western Isles

### Contact details:

Health Centre, Springfield Road, Stornoway, Lewis

Telephone: 01851 701868

Website: [www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk)

## NHS Western Isles Dietetic Services

Provision of a dietetic service to the whole of the Western Isles. This can be on an individual basis for nutritional management of a condition or individual health promotion. Public health nutrition sessions to groups on request.

Opening times:	Monday—Friday: 9am—5pm
Area covered:	Based in Stornoway but provides a service across the whole of the Western Isles. Contact may be by telephone or video consultation
Referral route:	Self referral or health professional referral, with permission from the client
Recovery stage:	Prevention, treatment, long term condition management
Age Group:	All ages, any gender

### Contact details:

Karen France (Manager), Western Isles Hospital, Macaulay Road, Stornoway, Lewis

Telephone: 01851 708279

Email: [wi-hb.Dietetics@nhs.net](mailto:wi-hb.Dietetics@nhs.net)

Website: [www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk)

Facebook: [facebook.com/nhswidietitians](https://facebook.com/nhswidietitians)

## NHS WI Health Information and Resources Service

The Health Information and Resources Service (HIRS) offers a wide range of health-related materials which are available free of charge to those living and working within the Western Isles. Materials include leaflets and booklets, teaching aids, contraceptive supplies, models, books, display and conference equipment.

Opening times: Monday: 2pm—4.30pm  
Tuesday—Friday: 10.30am—4.30pm  
Area covered: Western Isles

### Contact details:

Health Centre, Springfield Road, Stornoway, Lewis  
Telephone: 01851 701545  
Email: [wi-hb.hirs@nhs.net](mailto:wi-hb.hirs@nhs.net)  
Website: [www.promotionswi.scot.nhs.uk](http://www.promotionswi.scot.nhs.uk)

## Outer Hebrides Managing Employment, Enterprise and Training (OHMEET)

Helping the unemployed re-enter the world of work (this includes people in recovery).

Opening times: Monday—Friday: 9am—5pm  
Area covered: Western Isles.  
Age Group: 18—65 years

### Contact details:

6 Kenneth Street, Stornoway, Lewis  
Telephone: 01851 822716  
Email: [ablyth@cne-siar.gov.uk](mailto:ablyth@cne-siar.gov.uk)  
Website: <https://www.cne-siar.gov.uk/schools-and-learning/learning-and-development/adult-learning-and-employability/managing-employment-enterprise-and-training-oh-meet/>



## Penumbra Nova Project

Provides flexible, person-centred, recovery-focused support. Nova Projects provide 1:1 support, POWWOWS (Penumbra Workshops on Wellbeing), and Peer Support.

Area covered: Western Isles

### Contact details:

Penumbra: 23 Bayhead, Stornoway, Lewis

Telephone: 01851 706360

Email: [west@penumbra.org.uk](mailto:west@penumbra.org.uk)

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

## Relationship Scotland Counselling and Family Mediation

Provides counselling for children, young people, adults and couples and family mediation

Opening times: Monday—Friday: 9am—5pm (evening sessions are available)

Area covered: Western Isles.

Referral route: Self, GP or agency referral

Age Group: Children, young people and adults

### Contact details:

16 Keith Street, Stornoway, Lewis

Telephone: 01851 705600

Email: [cfmwesternisles@btconnect.com](mailto:cfmwesternisles@btconnect.com)

Website: [www.relationships-scotland.org.uk/find-a-local-service/counselling-services/western-isles](http://www.relationships-scotland.org.uk/find-a-local-service/counselling-services/western-isles)

## Salvation Army

Provides humanitarian support to members of the community in need.  
Christian charity.

Opening times: Breakfast club every Friday: 8am—11.30am  
Lunch club Tuesday and Thursday: 12pm—1pm  
Area covered: Western Isles

### Contact details:

59 Bayhead, Stornoway, Lewis

Telephone: 01851 703875

E-mail: [stornoway@salvationarmy.org.uk](mailto:stornoway@salvationarmy.org.uk)

Website: [www.salvationarmy.org.uk/stornoway](http://www.salvationarmy.org.uk/stornoway)

Facebook: [www.facebook.com/stornowaysalvationarmy](http://www.facebook.com/stornowaysalvationarmy)

## Samaritans

Provides a listening service where people can get in touch about anything that's troubling them, no matter how large or small the issue to help you explore options.

Opening times: Telephone support: Wednesday: 6am—8am;  
Friday 10pm-2am; Saturday 6pm—2am  
Face to face support: Friday 11am—2pm

Area covered: Western Isles

### Contact details:

87 Cromwell Street, Stornoway, Lewis

Telephone: 01851 703777

E-mail: [jo@samaritans.org](mailto:jo@samaritans.org)

Website: [www.samaritans.org/branches/samaritans-western-isles](http://www.samaritans.org/branches/samaritans-western-isles)

## Skills Development Scotland

Provides an all ages service which delivers support, through Next Steps, to young people in their transition from school to employment, education or training. SDS offers employability support, whether looking for employment, a career change or to identify learning opportunities. SDS can also help with completing job applications and CV and interview preparation.

Opening times: LEWIS and HARRIS  
Monday—Thursday: 9.30am—4pm  
Friday: 1.30pm—4pm  
UIST and BARRA  
Monday—Thursday: 9am—5pm  
Friday: 9am—4pm

Area covered: Lewis and Harris; Uist and Barra

Referral route: Self-referral

Age Group: All ages

### Contact details:

#### Lewis and Harris

30 Francis Street, Street, Stornoway, Lewis, HS1 2ND

Telephone: 01851 708900

#### Uist and Barra

Benbecula Careers Centre, Network Data Centre, Taigh Cheann A Locha, Lionacleit, Benbecula, HS7 5PJ

Telephone: 01870 604915 / 01870 604916

Website: <https://www.skillsdevelopmentscotland.co.uk/>  
SDS My World of Work <https://www.myworldofwork.co.uk/>

## Volunteer Centre

Co-ordination and matching of people interested in volunteering with volunteer opportunities. Happy to support people in recovery with volunteering.

Area covered: Western Isles

### Contact details:

#### Lewis

Cromwell Street, Stornoway, Lewis

Telephone: 01851 700366

E-mail: [bellann@volunteeringwesternisles.co.uk](mailto:bellann@volunteeringwesternisles.co.uk)

#### Harris

Formerly Tarbert Primary School, West Tarbert, Harris

Telephone: 01859 502636

E-mail: [harris@volunteeringwesternisles.co.uk](mailto:harris@volunteeringwesternisles.co.uk)

#### Uist

41 Airport Road, Balivanich, Benbecula

Telephone: 01870 602604

E-mail: [uist@volunteeringwesternisles.co.uk](mailto:uist@volunteeringwesternisles.co.uk)

#### Barra

Am Bothan, Northbay, Barra

Telephone: 01871 890775

E-mail: [barra@volunteeringwesternisles.co.uk](mailto:barra@volunteeringwesternisles.co.uk)

## Western Isles Foodbank

Part of the Trussell Trust. Provides emergency food to people experiencing crisis.

Opening times: Monday, Wednesday, Friday: 11am—2pm

Area covered: Western Isles

### Contact details:

37-39 Point Street, Stornoway, Lewis

Telephone: 01851 706650

E-mail: [info@eileansiar.foodbank.org.uk](mailto:info@eileansiar.foodbank.org.uk)

Website: [www.eileansiar.foodbank.org.uk](http://www.eileansiar.foodbank.org.uk)

## Women's Aid

Safe temporary housing, advice, information and support with issues arising from experiencing domestic abuse in all its forms.

Opening times: Monday—Friday: 9am—5pm

Area covered: Western Isles

### Contact details:

53a Bayhead, Stornoway, Lewis

Telephone: 01851 704750

Out of Hours: National Domestic Abuse Forum— Tel. 0800 027 1234

Police Scotland—Tel: 101

Emergency 999

e-mail: [office@wiwasty.org](mailto:office@wiwasty.org)

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

## Western Isles Citizens Advice Service

Provision of support and practical help with a range of issues i.e. employment, housing, benefits etc.

Area covered: Western Isles

Opening times: **Lewis**

Monday, Tuesday, Thursday & Friday: 10am—12.45pm; 2pm—3.30pm;

Wednesday: Telephone service only

**Harris**

Monday & Tuesday: 9am—12.30pm

Wednesday & Thursday: 9.30am—4pm

Friday: 9am—4pm

**Uist**

Monday, Tuesday, Thursday & Friday: 10.30am—12.30pm; 2pm—4pm;

Wednesday: Home visiting service only

**Barra**

Monday: 1.30pm—4.30pm

Tuesday & Wednesday: 9.30am—1pm; 1.30pm—4.30pm

Thursday & Friday: Closed

### Contact details:

#### **Lewis**

41-43 Westview Terrace Stornoway, Lewis

Telephone: 01851 705727

E-mail: [bureau@lewiscab.casonline.org.uk](mailto:bureau@lewiscab.casonline.org.uk)

#### **Harris**

Pier Road, Tarbert, Harris

Telephone: 01859 502431

E-mail: [bureau@harriscab.casonline.org.uk](mailto:bureau@harriscab.casonline.org.uk)

#### **Uist**

45 Winfield Way, Balivanich, Benbecula

Telephone: 01870 602421

E-mail: [bureau@uistcab.casonline.org.uk](mailto:bureau@uistcab.casonline.org.uk)

#### **Barra**

Castlebay, Barra

Telephone: 01871 810608

E-mail: [bureau@barracab.casonline.org.uk](mailto:bureau@barracab.casonline.org.uk)

## Western Isles Foyer

Provides supported tenancies for young single people.

Opening times: Monday—Friday: 9am—5pm

Area covered: Western Isles

### Contact details:

36 Bayhead, Stornoway, Lewis

Telephone: 01851 705366

E-mail: [rebeccamahoneyfoyer@gmail.com](mailto:rebeccamahoneyfoyer@gmail.com)

Website: [www.wi-foyer.org.uk](http://www.wi-foyer.org.uk)

## Western Isles Rape Crisis Centre

A service for women, run by women, offering support for women and girls who have been raped or sexually abused at sometime in life.

### Contact details:

74 Kenneth Street / 53a Bayhead, Stornoway, Lewis

Telephone: 01851 709965

Website: <http://www.wircc.co.uk/>

## Who Cares Scotland

Part of a nationwide service providing independent advocacy for young people with care experience up to age 25. Support groups and 1:1 support.

Advocacy for children and young people who have experienced care.

Opening times: Monday—Friday: 9am—5pm

Area covered: Western Isles

### **Contact details:**

Advocacy: 23 Keith Street, Stornoway, Lewis

Telephone: 07764 290921

E-mail: [amarzella@whocaresscotland.org](mailto:amarzella@whocaresscotland.org)

Website: [www.whocaresscotland.org](http://www.whocaresscotland.org)