

IT'S  K
NOT TO
BE  K

2019/20



**Useful Support Contacts
and Helpline Numbers**

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In the event of a Crisis the following numbers can be contacted.

NHS Emergency

t: 999

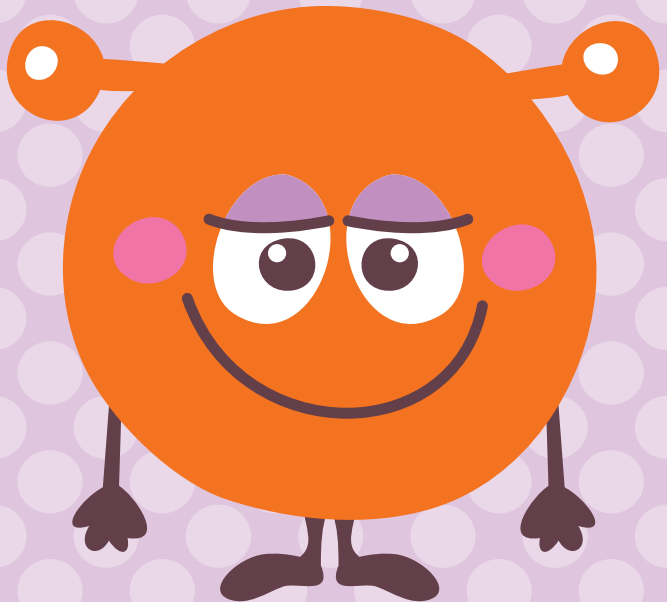
NHS 24 (Non-Emergency)

t: 111

Samaritans Scotland

t: Call Free on 116 123

**WEST COLLEGE
SCOTLAND,
STUDENT
SUPPORT SERVICES
INFORMATION**



WEST COLLEGE SCOTLAND, STUDENT SUPPORT SERVICES INFORMATION

At West College Scotland we have a range of Support Services which can support you through your time here at College.

Campus Reception Desk

- t: 0300 600 60 60 or
- t: 0141 951 7400 (Clydebank)
- t: 01475 724433 (Greenock)
- t: 0141 581 2222 (Paisley)

Student Advisory Services (SAS)

You can come into (SAS) at each of our campuses and speak with one of our Student Advisory Services Advisors.

e: info@wcs.ac.uk

Time 4 You - College Counselling Service

Most of the time, for most students, life at college will be enjoyable and fulfilling. However, in all of our lives, there will be times when life is not so easy. TIME4U provides a space to talk on a one-to-one basis with a Student Counsellor.

e: counselling@wcs.ac.uk

Safeguarding

If you are a risk or harm or are concerned about another student who is at risk of harming themselves or others, and are unable to report this to a member of staff, contact the reception desk who will then be able to summon a member of the college safeguarding team. Alternatively, you can email the safeguarding team direct.

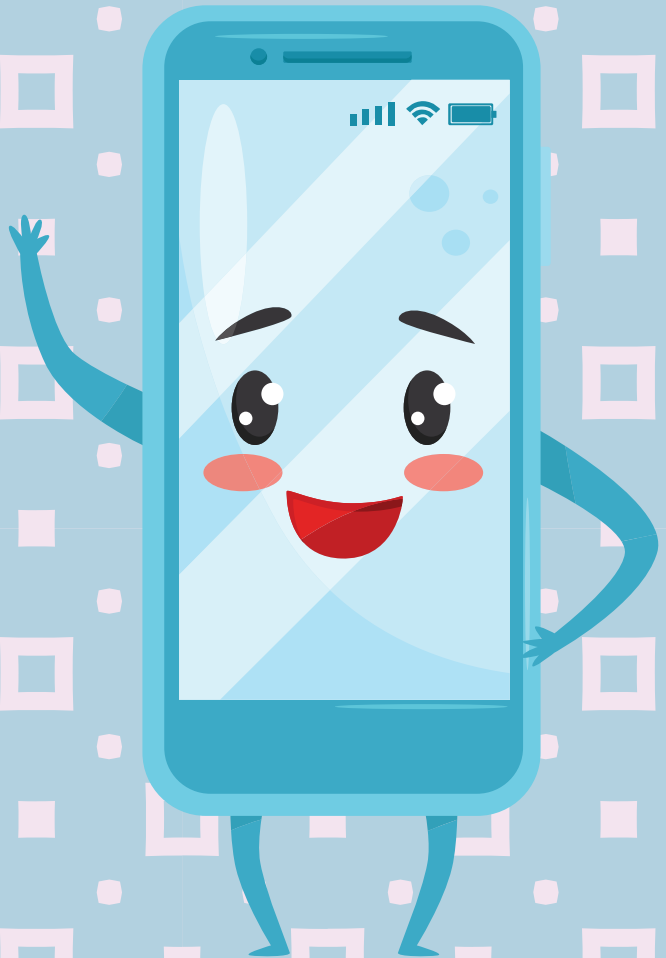
e: safeguarding@wcs.ac.uk

First Aid and Defibrillator (AED)

If you come across an incident requiring first aid and are unable to immediately find a member of staff to report this to; the campus reception is able to summon a first-aider to the scene or contact the emergency services. A defibrillator (or AED) is located at our reception desks in Clydebank, Greenock, Greenock Waterfront and Paisley campuses.

t: 0300 600 60 60 (reception) or
999 in the event of an emergency requiring an ambulance

HELPLINES



HELPLINES

ALISS (A Local Information System for Scotland)

A service to help you find help and support close to you when you need it most.

w: www.aliss.org

AMINA - Muslim Women's Resource Centre

Calls are free from mobiles and Landlines and will not appear on your phone bill. All calls are strictly confidential and non-judgemental; Amina always deal with clients in a faith and culturally sensitive manner.

Opening hours:

Monday-Friday, 10am – 4pm for any Muslim identified women

Wednesday 6pm – 9pm for young Muslim Women (ages 16-25)

a: Citywall House, 32 Eastwood Avenue, Glasgow G41 3NS

t: 0808 801 0301

e: TalkToUs@mwrc.org.uk

w: mwrc.org.uk

Breathing Space Scotland

Confidential out of office hour's telephone line for people experiencing low mood, anxiety, depression and thoughts of suicide.

t: 0808 83 85 87

w: www.breathingspace.scot

Bullying

Providing Support around family breakdown, aggression in the home, bullying at school, teenage risky behaviour and mental health concerns of both parents and their children. Services include a 24 hour helpline, advice website, live chat and parenting/relationship support groups.

Opening hours:

Monday – Friday, 9am – 9pm

t: 08000 28 22 33

w: bullying.co.uk

CALM: Campaign against Living Miserably

Offers emotional support to men feeling down or struggling to cope.

WebChat: opening hours 5pm – 12am 365 days a year

w: thecalmzone.net

Childline

Childline is here to help anyone under 19 in the UK with any issue they're going through. It's free, confidential and available anytime day or night.

t: 0800 1111

w: childline.org.uk

Connect-Eating Disorders

An NHS service that works closely with professionals, young people and their families to ensure treatment for anorexia, bulimia and other eating disorders.

t: 0141 277 7504

w: charlotte.oakley@ggc.scot.nhs.uk

Domestic Violence

Providing 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.

t: 0808 2000 247

w: nationaldomesticviolencehelpline.org.uk

Glasgow Women's Aid

Glasgow Women's Aid has been supporting Women, children and young people who are experiencing domestic abuse for over 35 years. The development of this service has been influenced by the experiences of the women, children and young people that have been supported. The organisation provides information, support and temporary refuge accommodation.

- t:** Glasgow Woman's Aid 0141 553 2022
- w:** glasgowwomensaid.org.uk
- t:** Dumbarton Women's Aid - 01389 751036
- t:** Clydebank Woman's Aid - 0141 952 8118
- t:** Renfrewshire Woman's - 0800 025 7603
- t:** Inverclyde Woman's Aid - 01475 888 505

LGBTQ+

New online messenger service which operates on Tuesdays and Wednesdays between 3-9pm, when a volunteer is available, you will see a pop-up box appear in the bottom right-hand corner of this website. Simply click on the box and begin communication.

Opening hours:

Tuesday and Wednesday, 12-9pm

- t:** 0300 123 2523, answered during open hours.
- e:** helpline@lgbthealth.org.uk

Money Advice Scotland

This is a national umbrella organisation which promotes the development of free independent, impartial and confidential debt advice and financial inclusion.

- a:** Suite 410, Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ
- t:** 0800 731 4722
- w:** moneyadvicescotland.org.uk

No Panic

Provides a helpline, programmes and support for those with anxiety disorders.

- t:** 0844 967 4848
- w:** nopic.org.uk

Papyrus: Hopeline

For young people thinking about suicide or for others worried about them.

t: 0800 068 4141

w: papyrus-uk.org

Scottish Association for Mental Health (SAMH)

Details of local SAMH Services, information and sign-posting for people concerned about their mental health.

Opening Hours:

Monday – Friday 9am – 5pm.

t: 0141 530 1000

w: www.samg.org.uk

Wellbeing

Offers a variety of self-help materials, groups and courses. Provides Resources and courses to support practical aid.

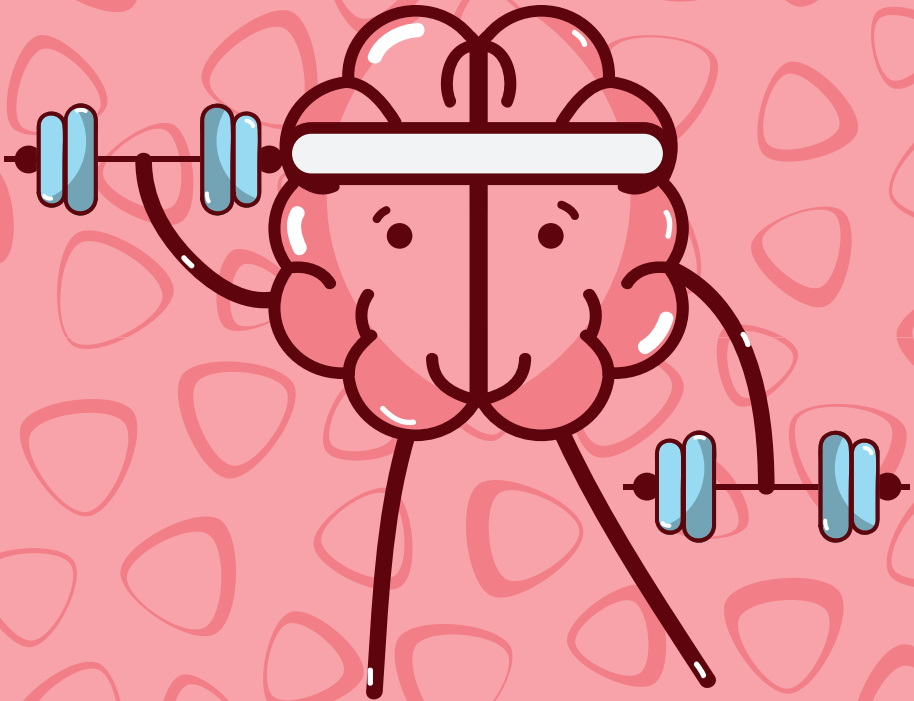
Opening Hours:

Monday – Friday 8.30am – 4.30pm

w: wellbeing-glasgow.org.uk



MENTAL HEALTH



MENTAL HEALTH

If you need to speak with someone confidentially, the following helplines and organisations can help you or point you in the right direction. Remember don't suffer in silence!

The Samaritans

Offers emotional support to anyone feeling down or struggling to cope. Their helpline is 24 hours.

t: 116 123

w: [Samaritans.org](https://www.samaritans.org)

Breathing Space

Confidential out of office hour's telephone line for people experiencing low mood, anxiety depression and thoughts of suicide.

t: 0800 83 85 87

Brother's in Arms

A charity that supports men with their mental health. Their website provides a QR code which can be used so that men who are struggling with their mental health can get the help and support they need.

w: [brothersinarmsscotland.co.uk](https://www.brothersinarmsscotland.co.uk)

Stepping Stones West Dunbartonshire

Provides information, counselling, 1-2-1 and group support to people in West Dunbartonshire who are struggling with low mood, depression and anxiety.

a: Whitecrook Business Centre Clydebank.

t: 0141 941 2929

w: www.stepstones.org.uk

Renfrewshire Association for Mental Health - RAMH

RAMH provides a support and information service for those that are suffering from mental health issues.

a: 41 Blackstoun Road, Paisley

t: 0141 847 8900

w: ramh.org

Inverclyde Association for Mental Health

Established in 1969, IAMH offers care and training services for people who are experiencing problems with their mental health residing within the Inverclyde area.

a: Lynedoch House, 4 Lynedoch Street, Greenock, PA15 4AA

t: 01475 729 196

w: iamh.org.uk

HEALTH CARE



HEALTH CARE

Vale of Leven District General Hospital

Opening hours:

Open 24 hours

After 6pm and at the weekends this is the base for Primary Care Emergency out-of-hours service.

a: Main Street Alexandria, G83 0UA

t: 01389 754121/111 (Out of hours Contact Number)

Royal Alexandria Hospital Paisley

The hospital provides a range of services including inpatient beds, general medical and surgical services, trauma and emergency surgery centre, HDU, medicine for the elderly, maternity hospital including a Community Maternity Unit, Panda Children's Centre and Accident & Emergency.

a: Corsebar Road, Paisley Renfrewshire PA2 9PN

t: 0141 887 9111

Inverclyde Royal Hospital

The hospital provides a range of services including inpatient beds, general medical and surgical specialties, orthopaedics, ophthalmology, a Community Maternity Unit and Accident & Emergency.

a: Larkfield Road, Greenock

t: 01475 633777

Sandyford Sexual Health Support

Sandyford provides an integrated sexual, reproductive and emotional health service across the NHS Greater Glasgow and Clyde area. The service is provided from their main base at Sandyford Central with local links within Glasgow, East Dunbartonshire, East Renfrewshire, Inverclyde and Renfrewshire.

a: 6 Sandyford Place, Glasgow G3 7NB

t: 0141 211 8130

e: sandyford@ggc.scot.nhs.uk

w: www.sandyford.org/sandyford-sexual-health-services

WELFARE RIGHTS AND SUPPORT SERVICES



WELFARE RIGHTS AND SUPPORT SERVICES

Citizens Advice Bureaux - CAB

Provides information, advice and advocacy with regards to Housing, benefits, debts and consumer rights.

t: Clydebank CAB - 0141 435 7590

t: Dumbarton CAB - 01389 744690

t: Renfrew and Inverclyde - 0141 889 2121

Glasgow - Please note that Glasgow Central CAB will only see clients who live or work in the Glasgow City Council Tax Area.

t: 0141 552 5556

Please check the Citizens Advice Scotland Website for more information about your local Citizens Advice Bureaux.

w: www.cas.org.uk

Positive Action in Housing - Helping Refugees to Rebuild

Refugee Homeless Charity offers advice and support to refugees and asylum seekers.

a: 98 West George Street, Glasgow, G2 1PJ

t: 0141 353 2220

Dumbarton Area Council on Alcohol

Supports individuals who are worried about their drinking and the effects that it is having on their health. Provides 1-2-1 and counselling to support individuals

t: Dumbarton - 01389 731456, Clydebank - 0141 952 0124

Inverclyde HSCP Alcohol Services

Inverclyde Integrated Alcohol Service is a joint team of NHS and council services which provides treatment and support for people experiencing alcohol problems.

The service also works with young people, local groups, organisations, families and communities to reduce the risk of harm caused by alcohol misuse.

Treatment and Support Services

How to Access Services?

The Integrated Alcohol Service will accept self-referrals and referrals from GP, social worker and other agencies. Access to these services is obtained by having an assessment of need carried out. This assessment of need identifies the appropriate service to be delivered.

Wellpark Centre: Integrated Alcohol Services

a: Wellpark Centre, 30 Regent Street, Greenock

t: 01475-715353

Renfrewshire Health and Social Care Partnership Addiction Service

For alcohol and drug addiction problems either self-refer directly to specialist teams in Renfrewshire by calling 0141 618 2585 (Renfrewshire Drug Service) or for alcohol misuse call ASeRT on 0300 300 1380

RCA TRUST

The main aim of the organisation is to help and support people who are both directly and indirectly affected by alcohol, gambling and other problem behaviours to reduce the impact on the individual, their families and the wider community as a whole.

Services include advice and support, information and signposting and one to one counselling.

a: 8 Incle Street Paisley

t: 0141 887 0880

e: info@rcatrust.org.uk

Scottish Families Against Drugs

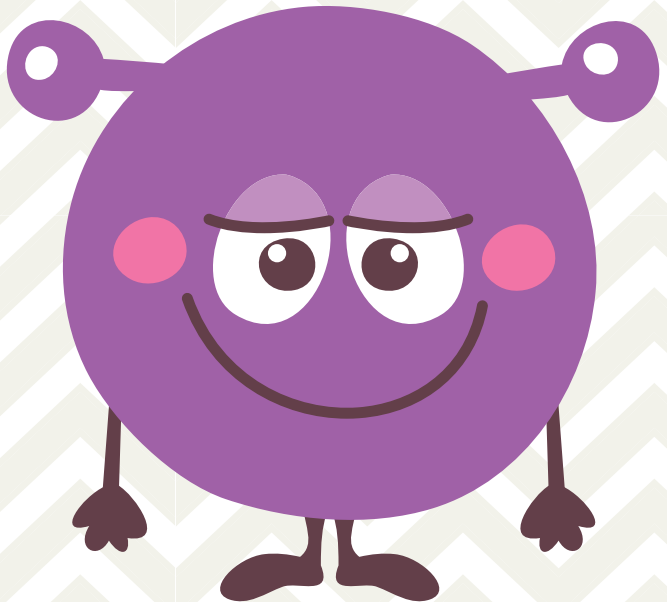
Scottish Families supports anyone who is concerned about someone else's alcohol or drug use. We use a broad definition of 'family', including family members, carers, friends, neighbours, work colleagues, and the list goes on.

a: Scottish Families Affected by Alcohol & Drugs, Edward House, 199 Sauchiehall Street Glasgow

t: 0141 465 7523

e: info@sfad.org.uk

INFORMATION FOR CARERS



INFORMATION FOR CARERS

A carer is someone of any age who looks after and supports a relative or friend who, because of their disability, illness, frailty or addiction, would not otherwise be able to live independently at home.

Many carers provide substantial amounts of regular care and are not paid for the help and support that they give. Caring for someone can be very stressful. Carers often have little help and regularly suffer financially, physically and emotionally themselves.

Renfrewshire Carers Centre

Offers carers of people the chance to take part in groups or activities. The centre also provides support to carers with education, training and employment. The centre supports carers of people with mental health issues, older carers, including carers of people with dementia and parent carers.

a: Embroidery Mill, Unit 55 Abbey Mill Business Centre, Seedhill PA1 1TJ

t: 0141 887 3643

w: Centre@renfrewshirecarers.org.uk

Carers of West Dunbartonshire

Provides advocacy, advice, support and home visits and group support and much more for carers across West Dunbartonshire.

a: 84 Dumbarton Road Clydebank

t: 0141 941 1550

w: clydebankcc@carerswd.org

Inverclyde Carers Centre

Provides advocacy, advice, support and home visits and group support and much more for carers across Inverclyde.

a: 68-70 Cathcart Street, Greenock, Inverclyde, PA15 1DD

t: 01475 735 180

w: www.inverclydecarerscentre.org.uk

