

Age and Opportunities For over 60s:

Useful information and contact numbers for local agencies, departments and organisations who are there to help you.

Organisation	Contact Person	Contact Details
Ability Shetland	Stephanie Bain	01595 743922 Stephanie.bain@shetland.org
What We Offer		
<p>Ability Shetland provides direct support to adults with disabilities and their families. Responding to identified needs, we run groups and clubs and provide one to one support to individuals.</p> <p>We aim to ensure that people have equal opportunities and avoid the loneliness and social exclusion, which often results from disability. To achieve these aims, we tackle the challenge of reaching people in all communities. Currently we have clubs in Lerwick, Mossbank and Cunningsburgh for adults with disabilities. We have all-terrain wheelchairs available for people to borrow and have an accessible motor boat with skipper for people to access fishing and sight-seeing, and we offer advice and information to individuals and organisations.</p>		
Alzheimer Scotland	To be appointed Spring 2021	01595 720343
What We Offer		
<p>We offer a variety of activities and support for people with dementia, their partners, families and friends to help maintain abilities, social activities, relationships and community connections through the services of a dementia advisor and community activities organiser. Leaflets and information from the Dementia Resource Centre at 66 Burgh Road, Lerwick. "Making sure nobody faces dementia alone"</p>		
British Red Cross	Nicola or Ann	07738 944547 / 01595 695498
What We Offer		
<p>Community Support:</p> <p>Do you need a little extra help in the community?</p> <p>Do you feel anxious, overwhelmed and isolated?</p> <p>Do you need a little bit of support to maintain your independence and stay connected to the people and activities that matter to you?</p> <p>We can help.</p>		

Organisation	Contact Person	Contact Details
Citizens Advice Bureau - CAB	CAB team	01595 694696 sicab@shetland.org
What We Offer		
Reducing energy costs, and understanding bills; checking getting all benefits; pensions; consumer issues; legal proceedings; making homes more energy efficient. During Covid, we continue to deliver our service remotely by phone and email and letter. We have also introduced video calls using Zoom and we also now have access to Near Me (the NHS video calling software) which is even easier to use than Zoom.		
CLAN Cancer Support	Dorothy Jamieson	01595 697275/07548218684 dorothy.jamieson@clancancersupport.org shetland@clancancersupport.org
What We Offer		
Support for anyone living with cancer, for their family members, carers and close friends. Regular groups; one to one support; complementary therapies; Children & Family services to support young people come to terms with a diagnosis and support with bereavement.		
Community Health & Social Care	Occupational Therapy (OT)	01595 744319 dutyot@shetland.gov.uk
What We Offer		
Aids and adaptations, telehealth and telecare. We help people of any age with a range of disabilities to live independently in their own homes. We carry out assessments on anyone who is having difficulty in managing daily activities, personal care or carrying out household tasks due to a disability. We are based at the Independent Living Centre. We can also help with telecare equipment.		
Community Health & Social Care	Adult Social Work	01595 744400 dutysocialwork-adults@shetland.gov.uk
What we offer		
Social work and social care services.		

Organisation	Contact Person	Contact Details
Healthy Shetland (Health Improvement Department)	Health Improvement Team	01595 807494 shet.healthshetland@nhs.scot
What we offer		
We offer general support with health and wellbeing including, stopping smoking, making healthy changes to diet, physical activity and falls prevention advice .		
Hjaltland One Stop Shop	Avril Smith	01595 741368 avril@hjaltdland.org
What We Offer		
We offer an adaptations service for small works, such as grab rails, to be fitted to privately owned homes.		
Mind Your Head	Anouska Civico	01595 745035 mindyourhead@shetland.gov.uk
What We Offer		
Wellness Programme – free and confidential low level support service for over 18s to improve their mental wellbeing and to improve their day to day functioning. Wellness Together Programme - free and confidential support service for people who are supporting, caring, for or living with someone who is struggling in terms of their mental health. Currently delivered over the telephone due to COVID.		
Royal Voluntary Service	Moira Bell	01595 743914 Moira.bell@royalvoluntaryservice.org.uk
What We Offer		
Normal provision Supporting older people to stay healthy, active and connected to their local community through lunch and social clubs held all over Shetland. Transport to appointments, social/ lunch clubs and access to other services/activities. During COVID: Safe and well calls. Garden and home visits as per regulations. Sending out monthly activity/ information packs. Transport to appointments.		

Organisation	Contact Person	Contact Details
Relationships Scotland - Shetland	Relationships Scotland – Shetland team	01595 743859 Relationshipsscotland@shetland.org
What We Offer		
<p>We offer family and community mediation, which is a confidential and impartial service that can help build communication over conflict issues that arise between family, neighbours and the community, to relieve the stress and effects on your mental health and wellbeing. We take on a friendly, respectful and non-judgemental approach towards everyone. Our mediation service is also free to anyone. Currently our service is run Via Zoom and telephone and we have support in place to assist you with this. For a friendly chat about what we can offer you please get in touch.</p>		
Samaritans Shetland	Kirsten Marcus	01595 840670 a.kharcus@btinternet.com
What We Offer		
<p>Samaritans provide a confidential listening support service to people in distress. This can be by telephone or email : Linda Rose House is currently closed to the public for face to face. There is also a Samaritans Self Help App. Samaritans may be helpful for anyone who is experiencing loneliness.</p>		
Shetland Befriending	Mairi Jamieson	01595 743907 befriending@shetland.org
What We Offer		
<p>Befriending service – one to one support to enable older people who are applicable for the service to get support to keep connected and engage in the community regularly in a purposeful way. A new Telephone Befriending Service has been set up to support individuals in the Shetland Community who are living in their own homes who are feeling significantly lonely and socially isolated due to the impact of the Coronavirus Pandemic, who have very limited/no support around them, who would benefit from a regular weekly phone call. Individuals can self-refer to the scheme or an agency, family member, friend or neighbour supporting the individual can refer on their behalf as long as they have consent to do so.</p>		

Organisation	Contact Person	Contact Details
Shetland Bereavement Support Service	Ellen Hughson	01595 743933 sbss@shetland.org
What We Offer		
<p>SBSS offers specialist one to one bereavement support to adults and children residing in Shetland who are struggling to cope with their grief. The service is free and confidential. Individuals can self refer to the service.</p> <p>The service has been operational throughout COVID19 lockdown, and offers face-to-face appointments as well as telephone and zoom sessions.</p>		
Shetland Care Attendant Scheme	Karen Fraser	01595 743932 scas@shetland.org
What We Offer		
<p>Provides regular respite breaks to carers in their own homes. Trained Care Attendants are employed to go into carers' homes to look after their loved one/relative to allow them to have a break. Also provides a self-directed support Option 2 service, managing a budget provided from the Shetland Islands Council to provide your own care.</p>		
Shetland College	Alexis Jamieson	01595 771402 Alexis.jamieson@uhi.ac.uk
What We Offer		
<p>Range of iPad courses including getting started; image editing, photobooks and videos. Getting started with Android tablets; introduction to computers; sage and ECDL courses.</p>		
Shetland Community Connections	Karen Hannay	01595 745091 Karen.hannay@shetland.org
What We Offer		
<p>We offer support and advice to people to understand their options and access, set up and manage self directed support; support people to reconnect to their community; activity; interest with one to one support from a Connector.</p>		

Organisation	Contact Person	Contact Details
Shetland Macular Support Group	Claire Hurst	01595 810691 cmh.amdgroup@gmail.com
What we offer		
<p>Support throughout macular degeneration – practical, emotional, social. “You are not alone.” Monthly meetings with informative speaker and social interaction. Various outings e.g. lunches, pantomime etc. Telephone contact for distant members. Newsletter. Facebook page: Macular Society Shetland Support Group. Monthly teleconference meetings during Covid crisis.</p>		
SIC - Adult Learning	Denise Nicolson	01595 743888 classes@shetland.gov.uk
What We Offer		
<p>We run a programme of day, evening and weekend classes and workshops. During Covid-19 we have a limited number of classes being run through Zoom. We offer classes for English for Speakers of Other Languages (ESOL) at a variety of levels. You can visit the Learn Shetland website to find the opportunities currently on offer at www.learnshetland.com or sign up for our mailing list at the classes email address.</p> <p>We work with individuals or small groups to help people improve their skills in reading, writing, working with numbers and computers. We look at what you need to learn or what you want to overcome as a starting point: If you are not happy with your level of reading or writing or maybe just want to brush up on your skills, we can help. If you are not happy or confident with numbers, we can help. If you want to learn more about money through budgeting, we can help. We can help with basic computing skills and confidence building too. There are no fixed dates for these sessions. Please phone or email to arrange an informal chat if you are interested.</p>		

Organisation	Contact Person	Contact Details
SIC – Community Care Social Work	Self Directed Support Team	01595 744414 directpaymentsccare@shetland.gov.uk
What We Offer		
<p>Our guiding principle is to ensure that everyone in Shetland is able to live and participate in a safe, vibrant and healthy community. We want people to achieve this by having as much choice and control about how their social care and support is provided.</p> <p>Support might be available:</p> <ul style="list-style-type: none"> with personal things like having a bath, washing or getting dressed to live independently in your own house, for example; help with managing your money or cooking and cleaning the house to get out and about, so you can see friends, join in activities, stay fit and healthy <p>We offer self-directed support services; direct payments; support on how to become an employer, what the role includes; choosing how your care is delivered whilst managing your own budget for this personal care package.</p>		
SIC – Housing Service	Reception	01595 744360 housing@shetland.gov.uk
What we offer		
<p>Information on the SIC Housing Service including the role of Housing Officers, Inspection Officers, Housing Repairs and Housing Support Shetland; housing options; housing support options; planned maintenance programme; aids & adaptations; energy efficiency; tenant participation opportunities.</p>		

SIC – Library Service	Louise Arcus	01595 743868 Louise.arcus@shetland.gov.uk
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What We Offer

Shetland Library provides books and a great deal more, and it is all FREE:

- eBooks, eAudiobooks, eMagazines, eComics and eNewspapers.
- Online dictionaries and encyclopedias.
- Large print books and talking books on CD.
- Huge collection of Shetland books.
- Home delivery and mobile library service.
- ‘Connect and Collect’ – just call us and we’ll make up a bag of books for you to pick up.
- Digital support: we can help you to get started with their own laptop, smartphone or tablet.
- Computers, printers and scanners you can use in the library.
- Talking newspaper service (Shetland Times and New Shetlander) for the visually impaired.
- Learning packs online and offline e.g. learn a language or practice your driving theory test.

You can join the library online or at the library desk.

Visit our new website at www.shetland.gov.uk/libraries

Email us on shetlandlibrary@shetland.gov.uk

Or just give the staff a ring on 01595 743868



Shetland u3a	Barbara Gray	shetlandu3achairman@gmail.com
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What We Offer

Shetland u3a is part of the University of the Third Age [u3a].

U3as are not universities in the traditional sense. There is no curriculum, no entrance qualifications, no campus and no examinations or certificates.

Retired and semi-retired people come together and learn together, developing their interests in a friendly, enthusiastic and supportive environment. We have various groups who meet monthly most of which are held at Isleburgh. Normally we have a Book Group, Members Interest, Philosophy , Lunch, Out and About, Bridge and Photography Groups, which are quite informal. With the current restrictions only 2 of our groups are able to meet (via Zoom).

Organisation	Contact Person	Contact Details
Social Security Scotland	Nicqui Jones	07585 102524 Nicqui.Jones@socialsecurity.gov.scot
What We Offer		
<p>Social Security Scotland delivers a range of benefits in Scotland. For more information or to apply please visit mygov.scot/benefits or phone 0800 182 2222.</p> <p>Our local client support service in Shetland will commence in Autumn 2021.</p>		
VAS Carers Support Service	Kirsten Harcus	01595 743980 carers@shetland.org
What We Offer		
<p>VAS Carers Support Service aims to support and empower carers in Shetland to manage their caring role and have a life alongside caring. VAS Carers provides an information and advice service for carers. They can also help carers to access short breaks.</p> <p>We are on Facebook and Twitter as <i>Shetland Carers</i></p>		
 Shetland Carers  follow @ShetlandCarers		
Voluntary Action Shetland, Volunteering	Kathleen Williamson	01595 743910 Kathleen.williamson@shetland.org
What We Offer		
<p>Volunteer opportunities.</p> <p>Staff can help you find a volunteering opportunity to fit your interests and skills. We can do all the groundwork for you and arrange introductory meetings and even accompany you to organisations where you might like to volunteer.</p> <p>Benefits of volunteering include; good for mental health, helps prevent isolation, promotes physical activity and offers a structured means of making a meaningful contribution in society.</p>		
Organisation	Contact Person	Contact Details

Victim Support Shetland	Ann-Marie Charleson	01595 744524 Helpline: 0800 160 1985 VictimSupport.Shetland@victimsupportsco.org.uk
What We Offer		
<p>Victim Support Scotland (Shetland) is an independent charity.</p> <p>We provide support and information to anyone affected by crime regardless of whether a crime has been reported or when it happened.</p> <p>Our services are free, confidential and tailored to the individuals' needs.</p> <p>Our support will help you navigate the legal justice system, preparing you for court, ensuring that you are aware of your rights.</p> <p>We can also help provide financial assistance to victims in urgent need following the aftermath of a crime.</p> <p>Our office, based in Market House, is currently closed to the public but we are still providing free & confidential telephone support to our service users. In response to Covid-19 we have increased our Helpline & Online Chat resources so that we can reach everyone affected by crime.</p>		
ZetTrans / SIC Transport Planning	Robina Barton	01595 745802 / 07921 316251 robina.barton@shetland.gov.uk
What We Offer		
<p>Ensure provision of public transport across Shetland, including public bus network, feeder and "shopper" services.</p> <p>Accessible transport for individuals following assessment; blue badges and Over 60's and disabled bus passes.</p>		

This leaflet was originally produced by The Over 60's Working Group for the Scalloway Age & Opportunity Fayre in 2019.

It has been updated in response to feedback from:

- Services who want to make sure everyone knows what support is available and know how to get in touch
- Members of the public who ask, 'How do you find out what's available when you don't know who to ask?'

We hope you will use this leaflet to find out which services can help you and how to get in touch.

