

The HUG Cookbook for Action

Cook up a recipe for change!

Resources, advice and ideas for getting involved,
offering support and taking action on issues that affect
people with mental health issues.

Help is here!



ACTION FOR MENTAL HEALTH

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Original resources included at the back of this pack.

- HUG leaflet – Speak Out
- HUG feedback form
- SPIRIT Advocacy: organisation structure
- SPIRIT / HUG policies: data protection, volunteering & confidentiality
- SRN Story Sharing Guidance
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Using The HUG Cookbook for Action

Who is this pack for?

This pack is for HUG members, or anyone affected by mental health problems including friends, supporters or carers, who want to change something about the way services, or people, think about and treat those with mental illness. It is also a useful resource for anyone wanting to take action in their community.

How to use this pack:

This pack contains resources such as useful local contacts or example letters, as well as advice on subjects from what to consider before going to a meeting to making a complaint. It's designed to be used practically, as and when you need a support with a specific project or issue, although it's also useful if you read it cover to cover (rather like using a particular set of 'recipes').

Why call it a 'Cookbook' if it's not about food?

We wanted to create a resource that people would be inquisitive about, something different that would make them pick it up and read. Many resources, although useful, are dry and we wanted to try to make ours more friendly and original.

Why have HUG created this resource?

HUG want more people to get involved and feel confident in taking action in their community, Scotland and beyond. As an organisation whose strength is in our members and their passion for change, we want to prevent people feeling stuck or unsure about how to proceed if they can't get the assistance of a HUG worker.

We wanted to create a new resource that:

- Supports the enthusiasm of both new and existing HUG members
- Provides routes to taking action both for those with energy but no current issue and for those with issues but unable to take action
- Provides support without relying on HUG workers
- Gives clear instructions on feeding back to HUG and the importance of keeping in touch
- Can be used for, and by, a range of people from across the Highlands

Keeping the pack up to date:

We want this pack to be as useful as possible and need your help in letting us know if anything is wrong, out of date or if you feel something is missing, please get in contact with a HUG worker by email, phone, text or letter to the details below.

Who are HUG?

HUG are a network of people with experience of mental health problems based in the Highlands. You can find out more details about what HUG do on page 13 of this pack.

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The HUG Cookbook for Action – making it relevant for your group:

The HUG Cookbook for Action may be relevant to a wide range of groups and organisations, however certain sections may need editing or updating to support this. HUG would like to hear from others who are interested in making this pack accessible specifically for their members. Please get in touch to discuss how we can support you to edit the relevant sections such as contacts or resources.

HUG would like to thank everyone who contributed and reviewed this pack.

For a large type version of this pack contact HUG.

This pack was created for HUG by Heidi Tweedie of Moxie Media, with contributions from HUG members, HUG workers and professionals from across Highland.

moxieMEDIA
www.moxiemedia.co.uk

This resource was funded by Comic Relief.



What can I do?

HUG's work would be impossible without enthusiastic and passionate HUG members. You may think you have little to offer, but with a bit of thought you will find there are things you can do yourself, or with a little support, as well as skills you might want to learn and improve.

Every little bit counts: You don't have to take on a big project to help make positive changes. Here is a list of ideas of roles that other HUG members have been involved with in the past.

- Helping stuff envelopes for mailings
- Giving talks to local groups
- Finding new HUG members
- Putting up posters for events
- Speaking to politicians
- Writing letters
- Getting other HUG members' views
- Giving views on consultations
- Typing up feedback
- Being involved in DVDs
- Interviews with the media
- Writing reports
- Reviewing resources
- Providing online content for HUG

What if I fail? Trying something and not completing it is not failure. You can learn a lot from what does not work as well as what does work.

It's all going wrong! If things are looking like they are not working out it's important to speak to a HUG worker or supporter as soon as possible. This allows you to explore why it's not working and what you can do, and prevent feeling overwhelmed by helping to show you can take control of the situation.

Questions to explore if things are going wrong:

- What is the issue? – This might be easier to look at with a discussion
- Why is it going wrong? – This could be due to a number of factors such as resources, your health, other people's availability etc.
- How can it be solved? – Sometimes the solution is to hand it over to someone else or to leave the issue till the future.
- What resources do I need? – This could be things like other people, research, support from professionals. Some resources may not be available and you may need to be creative to find alternatives.

The Importance of Planning

Planning helps prevent wasting time, energy and resources and helps to make sure you achieve your aims.

Whether it is a trip to the shops for materials, organising a meeting, preparing your personal experience for a talk, attending an event or lobbying for change planning is key to success.

Tips on planning:

- Write it down: Pen and paper is fine but you can use images, mind maps or computer programs, whatever helps you use the plan.
- What do you want to achieve? How will you know you have achieved it? Ask yourself these questions as a way to start your plan
- What strengths and weaknesses do you have? What resources and support do you need? Knowing these at the beginning of any project can highlight problems and allows you to question if you can achieve your goals.
- Use your plan! Sounds obvious but many people plan things and then never look at the plan again. Go back to it and check you are on course to reach your goals.

SMART: This is a business tool that can help with goal setting. The acronym SMART has a number of slightly different variations but could be useful when thinking about your planning.

S – specific: What do you want to achieve?

M – measurable: How will you know you have achieved it?

A – attainable: Is the project possible?

R – relevant: Is this the best use of your resources?

T – time-based: When will I achieve it by?

Self-awareness: The key to planning a successful project or idea is self-awareness of your strengths and weaknesses. That way you can get the right support and resources from the beginning.

What are my strengths and weaknesses and how can I support these?

This can be difficult and emotional, some people may prefer to think about this on their own and others with a supporter who knows them well.

Here is a list of ideas to start you off;

- Ability to work in a team or on your own
- Mobility / Access to transport
- Ability to deal with conflict
- Wellbeing and physical health
- Computer skills
- Skills in writing reports
- Ability to support others
- Communication skills
- Standard of self-care and presentation

Keeping safe, well and enjoying what you are doing

Enjoying involvement: Prevent yourself falling in to a pattern of boom and bust. Involvement is a lot like training for a race!

- Start slowly and build up your stamina: Do a little bit often.
- Don't over-commit yourself: Initial enthusiasm is great but by saving some energy you can see a project to completion and not burn-out.
- Think about how much you want to share of yourself: This might be the amount of time you can offer but also consider sharing personal experience.
- Use support: HUG members, workers and your existing support network.
- If it all gets too much let someone know: Talk to a HUG worker who can help you find practical solutions like postponing a meeting or sharing your workload.
- Don't disappear: It can be tempting when things get too much to retreat from all involvement without being in contact. Sending a text or a short call can help you feel you are still involved and makes it easier for you to return in the future.
- If you are not enjoying it don't do it! Involvement is about making positive change, to your community and to your life.

Getting the right support: Everyone needs support to succeed, whether it is someone giving you a lift to an event, professional health advice or a group of people publicising your event.

- Plan your project: Know where your strengths and weaknesses lie, both individual and with the project as a whole.
- Get the right people involved: who do you need? What skills should they have?
- Get help to find the right people: Ask others who have done similar projects or dealt with similar problems who they would recommend. HUG workers are a good place to start.
- Recognise and appreciate the support that exists: Sometimes we already have the right support but don't recognise or access it.

Dealing with setbacks & rejection: Feeling hurt, angry, disappointed and let down are normal feelings when you feel rejected or suffer setbacks. To prevent your self-esteem being affected long-term it's important to find a way to deal with your feelings and move on positively.

- Be kind to yourself. Often when things go wrong we blame ourselves; even if we are the cause of an issue, blame rarely ends in a positive outcome.
- Talk to someone who knows you and understands the situation
- Consider on what might have gone wrong but don't analyse it for too long. If it's not clear why something failed then move on.
- What can you learn? Sometimes nothing but it might have shown you that you have to work on a certain skill or need support for something specific.
- Keep going forward. Get on with the next thing and move on from the setback.

How to deal with threatening or aggressive behaviour:

- Stay calm and assess the situation for danger
- If safe use non-aggressive language to find out the issue behind the behaviour and inform the person that their behaviour and language are making you feel uncomfortable (they may not be aware of this)
- If unsafe leave the situation calmly but as quickly as possible
- If appropriate inform the police, especially if you continue to feel unsafe
- Talk over the incident with a supporter

Presenting yourself

Why should I think about how to present myself? How others will perceive you affects their ability to listen to what you have to say. Being aware of what you are doing and saying can help you make the most of opportunities. It shows respect and a willingness to communicate.

I don't want to be someone I'm not! This is not about changing who you are but rather choosing what elements of yourself to share to get the best outcome. It allows you to influence others and stay in control in situations, such as meetings or presentations, where you may usually feel uncomfortable.

Body Language Tips: Human beings rely on non-verbal communication more than the words they say. You might not feel confident about a situation but by making some little physical changes you can give a more confident image and even feel more confident as a result.

- Walk tall, stand straight - Imagine there is a thread pulling you taller from the top of your head. This can even improve your voice by giving your lungs more space to work.
- Head up, eyes bright, smile – Slouching will drain your energy. Pretend you have energy and are enthusiastic even if you don't feel it.
- Eye-contact is important – this needs balance but ensure you look at someone when you are talking to them, try not to stare.
- Folded arms and legs make you less approachable – sit with arms relaxed on your knees, by your sides or on the table.
- Leaning in shows you are interested – be careful not to get too close to someone it invades their personal space and this could be seen as threatening.

Dressing appropriately for different situations: It can be tricky to decide how smartly to dress for meetings or events especially if you have a limited choice, need to travel or consider comfort. The best advice is to ask others who have been in a similar situation before what they would wear, or ask someone who is organising the occasion for their views.

In general wear something clean, comfortable and appropriate. Avoid ill-fitting clothes that expose too much or are too tight and slogan or joke t-shirts, as they are seldom appropriate and might even cause offence. A suit is rarely necessary unless this is something that gives you confidence and you enjoy wearing.

Self-care and image: It can be difficult to understand what others see when they look at you. The image you want to present and the image you actually present may be very different. Getting an honest opinion from supporters can be difficult, as they might not want to hurt your feelings. By considering self-care first you make it easier for them to help you. Common personal issues people won't want to mention:

- Body odour: Ensure you wash regularly using soap and apply deodorant
- Dental hygiene: Regular brushing and check your teeth for food after a meal. Avoid breathing directly in people's faces; having a mint, pack of chewing gum or a spray of breath-freshener to hand can be useful.
- Dirty clothes and unbrushed hair: Everyone has different presentation standards but making sure you are clean shows you have made an effort.
- Spitting, sneezing and coughing: Not just bad manners but a health hazard. Always turn away from someone, use a tissue and bin it, wash your hands and apologise if you accidentally cough on someone.

Unacceptable behaviours: HUG wants to ensure everyone feels welcome to be involved in our work and there are certain behaviours that will result in action from a HUG worker. If you are affected by any of these let a HUG worker know:

- Discrimination, or offensive language, in regard to different ethnicity, disability, sexual orientation, personal experiences such as abuse or symptoms of illness.
- Threatening, intimidating, bullying or aggressive behaviour
- Unwanted sexual advances
- Inappropriate language such as swearing

Conduct in professional environments: Some meetings or events will have specific rules about conduct such as how to address the chair or when you can leave the room. Knowing these things can help reduce any anxiety and help you focus on what you want to achieve. In general if you are concerned about how to behave ask the organisers before you attend, or when you are there observe other people and see what they do.

Here are some questions you might consider:

- Can you take a supporter? You may have to arrange for this in advance
- When can you ask questions? Sometimes this has to be in writing before a meeting or event
- Who else will be attending and will they introduce themselves? You can ask the organisers this in advance
- How should I introduce myself? Sometimes you may choose to give your full name, others you might wish to be known as a HUG member or just your first name.

Sharing personal experience: Different situations such as HUG groups, in public or talking to the media, may require different approaches. Think about what is appropriate for the audience and for yourself.

- Will sharing a particular experience help the situation? If not it will be a waste of time and energy for you and others.
- Will I upset others with my experiences? You may still wish to share even if the answer to this is yes because of the power of what you have to say. Be aware and perhaps warn people before you begin.
- Will I be upset by sharing these experiences? You may not know the answer to this until you share with a particular audience. Practice and support will help you explore this and decide what to share when.
- Am I sharing experiences or opinion? Opinion may not be appropriate at that time, but if you do share make sure you are clear whose opinion (yours or HUG's) it is.

SRN's Story Sharing Guidance has step-by-step advice for individuals and those supporting them on sharing personal experience. (Included at the back of this pack)

Not just what you say but how you say it: Whether you are chatting to a HUG member or giving a presentation, practice helps improve your communication skills. Key things to remember are;

- Be passionate not angry – aggression creates a barrier to communication
- Know your subject – having different ways to say the same thing can help people understand
- Get the volume right – too loud or too quiet makes it difficult for others to listen
- Respect others – let them share their views, try not to interrupt

Am I representing myself or HUG?

Being aware of who you are representing is important in getting a clear message to your audience and it allows you to access the right support.

Representing HUG:

- You can share your own experiences and, with permission, the experiences of other members.
- Be careful about sharing opinions – make it clear if these are held by HUG members or if they are your own views.
- HUG cannot be politically aligned to one political party.
- If representing HUG on a particular issue try to look up any relevant reports or responses that HUG has already made on the issue. This will help you feel more secure when expressing a HUG opinion.
- If you are unsure what the HUG view is then ask a worker if they are aware of any HUG position on this issue.
- If there is no HUG view then you can say you will try to find out the views of other HUG members or that you are giving your own view.
- At some meetings common sense is the best approach as not all discussions are purely about a collective view. In these situations remember the guidelines for conduct and presentation so that you can feel comfortable being seen as a HUG representative.
- If you are worried that you have misrepresented HUG's view or have other concerns feel free to discuss this with a worker, another HUG member or a representative from the HUG advisory group.

When to use individual advocacy: HUG is a collective advocacy organisation, it speaks for a group of people and can not address individual issues except as part of shared issues from other members. If you need support to address a specific issue such as dealing with a complaint against a professional then Advocacy Highland, who offer advocacy for individuals, may be able to help. (See their leaflet included in the back of this pack)

Providing Feedback to HUG

Why does HUG need feedback?

HUG's work is funded on the basis of achieving specific goals. Funders, such as the NHS Highland, Highland Council or Comic Relief, need evidence that HUG has reached these targets to continue to provide their support. By letting HUG know what action you have taken, however small, you help to provide this evidence.

Writing a report for HUG:

HUG needs two kinds of evidence: quantitative (how many people did what and when) and qualitative (personal accounts of HUG's work in people's own words). It's especially helpful to get longer feedback in the form of a report. This can be as short as a couple of sentences or as long as a couple of typed pages. Writing a few lines on the back of the HUG feedback form is totally acceptable.

HUG Feedback Form: (copies available in the back of this resource pack)

When completing the feedback form please try to give as much information as you can. If you would prefer to feedback via email or leaving a phone message please try to use the headings on the form as prompts.

HUG Resources

All HUG resources are available from our office and can be sent out to you or interested individuals if you let us know the details. (Note – some DVDs have a charge for working individuals and organisations)

This information was updated in November 2012. For up to date resources please visit the website or call HUG for details

DVD resource packs:

- A Boy Called Luke – a resource pack for use with young people
- Borderline Personality Disorder

DVDs:

- Social Inclusion – The right to be me
- Nice Work – If you can get it
- Inspirations – Creative thoughts on recovery
- Stigma – Marked by society
- Getting on with it
- Anxiety
- Equality and Diversity
- What is HUG?

Talks: *Others may be available, contact HUG regarding a specific topic.*

- | | |
|--------------------------------|-------------------------------|
| • Welfare Reform | • Schizophrenia talk |
| • Turning words into action | • Research |
| • The Stigma of Mental Illness | • Recovery |
| • Democratic deficit | • Patient focus workshop |
| • Sectioning | • Parents with Mental Illness |

Other resources:

- HUG postcards
- HUG 'thanks/greeting' cards
- HUG leaflet – Speak Out: Gain a voice with HUG

Reports: Note: Local Issues Reports – Available from 2008 onwards

2012 Issues in Mental Health

Self Stigma

Art Therapy

Social Inclusion

2011 Poverty (April)

Homelessness & Mental Health (Jan.)

2010 Admissions (Nov.)

Mental Health officers, our experiences of them (August)

General Practitioners and Health Centres, (July)

Priorities in Mental Health in Highland (June)

Creative Writing Group, Medication, Recovery, Sleep, Benefits, Freedom

2009 Police Report (Sept.)

Transport and Mental Health (Nov)

What are we called, User, Consumer, Survivor, (Aug.)

When Life Goes Wrong, (July)

- Self-Evaluation – Future Planning, (Spring/Summer)
- Being Diagnosed with a Mental Illness
- Progress Report (May)
- 2008 A mentally Healthy Workplace, (Nov.)
- Mental Health and Physical Health, (June)
- Peer Support (May)
- Young People & Mental Health, (Feb)
- 2007 Drop In Centres (Dec)
- Our needs; a guide for MP's Councillors & Officials
- Tag Units (Sept)
- Inclusion
- Spirituality, (July)
- 2006 Harassment in New Craigs Hospital (Sept.)
- Complaints (June)
- Recovery (April)
- The Smoking Ban (Feb.)
- Stopping Stigma, Increasing Awareness (Feb.)
- Drama, Young People and Mental Health, (Jan.)
- Occupational Therapy (Jan.)
- 2005 Control, inclusion and empowerment (Oct.)
- Psychiatrists (July)
- A positive future, Employment and Mental Health (May)
- Single Sex Wards (April)
- Smoking and Mental Health (April)
- Psychiatric Hospitals (Feb.)
- 2004 Aspects of the new Mental Health Act. (Dec.)
- Caring for you Out of Hours (Oct.)
- 2003 Western Isles (Nov.)
- Our of Hours and Crisis Services (May)
- Stigma
- The Mental Health Act – Further thoughts
- Closure of Crag Dunain
- Genetics and Mental Illness (April)
- Discharge from Hospital (Jan.)
- 2002 Challenging the Stigma of Mental Illness (Dec.)
- The Care Programme approach (Oct.)
- New Craigs, Two Yeas On
- Respite (April)
- 2001 Admission to Hospital (Aug.)
- A Place of Safety (July)
- Stigma (March)
- 2000 Educational work with Schools (Oct.)
- Benefits, living or existing
- 1999 The Mental Health Act (Nov.)
- Housing
- Suicide (Feb.)
- 1998 Mental Health Strategy for the Highlands
- 1997 HUG Report - Ward Rounds (June)
- 1996 HUG Report – Medication (Nov.)

HUG: The Facts

The following information will be useful for both copying to hand to a potential new member, along with the HUG leaflet (included in the further resources), and as a prompt if you are doing any presentations or talks. The HUG DVD, What is HUG?, is also a useful resource for informing people about our work and has the benefit of taking the pressure off you as an individual to give a long speech.

HUGs aims and objectives:

HUG wants people with mental health problems to live without discrimination and to be equal partners in their communities. They should be respected for their diversity and who they are.

We should:

- Be proud of who we are
- Be valued
- Not be feared
- Live lives free from harassment
- Live the lives we choose
- Be accepted by friends and loved ones
- Not be ashamed of what we have experienced

We hope to achieve this by:

- Speaking out about the services we need and the lives we want to lead.
- Challenging stigma and raising awareness and understanding of mental health issues.

What is HUG? – An adapted speech by Graham Morgan (2012)

At the most basic HUG is a group of 470 people with experience of mental illness in the Highlands. We act as a voice for people with mental health problems.

And now for the difficult part, what is HUG? what is mental illness? why should you be interested? how on earth does it connect with your daily work?

I'm going to start off with the obvious; you will all know people with a mental illness and some of you will have experience of it yourself.

In terms of equality and social justice we languish somewhere truly miserable. Approximately 85% of people with a severe and enduring mental illness are unemployed, 40% of the homeless have a mental illness, 90% of prisoners have a mental health problem, 33% of people with a mental illness have experienced harassment which is a lot of people when you consider one in four of the population will experience mental illness.

And that is why HUG exists; we want to stop this, we want a fairer world, we want equality, we want opportunity, but above all we want the horrible suffering to stop if ever it possibly can.

We are no different to any other movement; we want to stop the sadness and the

injustice, brush it away and help people to learn to greet the world with a smile. Maybe the belief that we can do such a thing by campaigning for change and speaking out is incredibly naïve but the fact that our members set out to create a world like that by speaking out about their lives and what would improve them, is, to my mind, admirable.

So what are we? We are a group that says come to us, those of you who know what despair is and out of that despair let us find a voice that speaks with that purity, that purity that says that was my reality, that understanding and out of that understanding maybe we can together find different ways of being seen, different and better ways of being treated and different possibilities in our lives.

That voice which by being shared with others who have come to see the sadness of the world can create belonging and acceptance and hope and the desire for something different for all of us. That voice that says through dialogue, through reflection, through the help of our helpers, we can learn to communicate those simple things that we know will make a difference for those like us who are part of the community of people who have experienced mental illness and even the wider community of all of us who belatedly are realising that our mental health needs as much nurture if not more than our physical health.

So that is us. We are a voice, we speak about anything; We can comment on New Craigs Hospital, we can talk about medication, we can talk of hope and identity, we can talk of poverty and employment. We can go into detail over critical incident reviews and mental health officers, and then we can engage with the smoking ban and minimum pricing of alcohol.

You can find us talking to schoolchildren about how it feels like to have our children taken from us because we have a mental illness, you can find us talking to student nurses about being bipolar, or to mental health officers about the concept of recovery. You can see us on DVD's talking of self-harm or how faith or music helps us. You can read our poetry and see our paintings in our e.books. You can hear our messages through the 100,000 postcards we have distributed. You can hear us on the radio discussing our favourite music or on the television talking about the old hospitals or in the papers trying to keep our drop in centre where we want it.

By sometimes working together we make the voice of our community stronger. We can find issues of common concern and common cause and between us if we learn how to, we can have a better chance of reducing the inequality so many of us face. By engaging with the subject of mental illness and by being open about it we can reduce stigma and promote understanding together.

Together we can learn to practice compassion and through that compassion we can learn to respect our differences, and grow from the desperately negative into a more just and bright world for all of us.

Working as a group

Why form a group?

- You may have had a good idea and need some more people to help make it happen
- You may want to meet up with other people who have had similar experiences to yours, so that you can offer each other friendship, support and advice
- You may want to give an existing group a recognised structure in order to attract funding

Making groups work:

Attracting new members and making people feel welcome plus dealing with the frustrations of group members not pulling their weight, not working together or being disinterested are challenging. These tips might help turn the problem around by encouraging the group to lead and support each other.

- Appoint a leader / chair: You may not see yourself as a leader but if you start a group people often assume you are in charge. Get the group to decide on this together.
- Find solutions for problems within the group: Using a group agreement can solve most issues. Keep revisiting it and make it relevant and useful.
- Making the group accessible: Consider physical access and comfort when choosing a meeting space and make notes available in different formats (e.g. online as well as paper for those who can't come to the meeting).
- Make clear goals and stick to them: The group is there for a reason, make sure everyone is clear why and sticks to this.
- Keep communication clear and accessible: Don't use unnecessarily complex language and explain all technical terms to ensure everyone is included. Make sure everyone can hear what is going on and has access to all notes.
- Be clear with roles and get the group to decide them: Everybody can have a role in a group. This could be setting up the meeting space or welcoming new members.
- Use people's strengths but support those willing to challenge themselves: Different people find different things challenging, from writing notes to talking to others. Some will want to stick to what they are good at and others might be ready to take on something new.
- Be enthusiastic, friendly and encouraging: this is often infectious and brings more energy to the group.
- Above all treat each other with sensitivity and empathy: a smile goes a long way.

Relevant sections in this pack:

Pg.28 Taking minutes

Pg.29 Chairing a meeting

Pg.30 Group Agreements

Keeping contact information safe (data protection)

Key to working with others is keeping in contact; this could be by phone, postal address or email.

Part of HUG's role is to support members' working together and sharing ideas, but there are some clear rules on keeping and distributing personal data that we must follow due to UK data protection laws.

Contacting other HUG members: HUG cannot provide details of other HUG members without their consent. If you want to contact other HUG members;

- Contact HUG and ask a worker to find out any interested members and contact them for you
- Ask to use the HUG Facebook website to post a request for interested people
- Publicise your search at a HUG meeting or via the HUG newsletter
- Put up posters and ask people at local drop-ins or other community areas – let HUG know you are planning this and make sure you ask for permission from the management of the service.

Keeping contact details:

Preferably only keep details for a specific time such as completing a project. Be very careful with contact details you do have from other members and keep them safe. Use the lock function of your phone and don't leave printed lists of details lying around. Remember that contact details can go out of date quickly. If anyone asks to be removed from being contacted do so immediately and let HUG know.

Why is this so important?

Apart from being law, HUG has a duty to our members to not misuse their data and to comply with their reasonable requests. This might be that someone's health is preventing them realising the implications of sharing their contact information or that they are usually very involved with a group but now want to take a step back.

UK Data Protection laws state:

Personal data should be:

- Stored appropriately and only for as long as necessary
- Obtained lawfully and with the permission of the individual
- Not passed on to third parties without consent

Personal data can include - Names, addresses, dates of birth, medical information, email addresses, financial information, group memberships, criminal history, sexuality and religious beliefs.

Listening and being heard

Respecting different views: You can respect someone but totally disagree with what they are saying. By listening and giving them your full attention you are showing them respect and increasing the chance that they will respect you.

Recognise that other people's circumstances can affect their behaviour: Using empathy helps us to listen and feel able to speak out. We might feel someone is rude but then hear that they are in a great deal of pain that day or have had bad news. Although it may not excuse poor behaviour, taking in to account someone's health or circumstances can explain their behaviour and increase our confidence and improves our ability to communicate with them.

Support others to speak out: Giving others a chance to be heard can improve your confidence and may help your audience to listen to your views later.

Listening: Two ears one mouth!

Make sure you understand what is being said by,

- Not interrupting
- Observing body language
- Asking questions and waiting for the answer
- Making eye contact, but not staring
- Paying attention, nodding your head at the right time
- Summarising what they say to get more information and make sure you understand - 'do you mean...?' 'it sounds as though...is that right?'

How to ensure you are heard:

- Listen to the discussion: this helps you link your point with others and makes it easier for people to understand your point of view
- Ask in advance: If you want to make a point at a meeting you can usually ask for it to be out on the agenda.
- Use emotion wisely: Being too emotional makes it difficult for people to listen to you, but sometimes showing emotion helps to make a point. Make sure you look after yourself if you feel emotional and talk it over with a supporter.
- Be confident and clear: Know the facts of what you want to say, perhaps note down some key points to help you
- Interrupt at the right time: someone could be going on for too long and off topic. You can say something like, "can we just stop there and summarise where we are?"
- If you are interrupted: Politely say, "Can I please finish". This is not rude but assertive.
- Learn from others: Listen to how other people get their point across, look at what they do and use these tips for yourself in future.
- Respect yourself: Your views are important and you should share them respectfully.
- Be a chameleon: Use the language your audience use, wear clothing that will make it easier for them to relate to you. By making an effort toward fitting in with them they are more likely to accept and listen to what you have to say.

How to influence change

HUG use a variety of tools to influence change; all of which HUG members are welcome to initiate or be involved in at any level. This is not an exclusive list but some examples of past work to give you ideas on how you can be involved.

- Giving talks: Schools, community groups, health professionals.
- Sharing personal experiences in the media: TV, radio, press, social media, online
- Creating art as discussions point: drama, postcards, poetry, creative writing
- Organising local events and publicity: fundraising, arts events, publicity stunts
- Campaigning and lobbying: writing letters, emails, reports.
- Taking part in consultations and consulting each other
- Creating resources for others to use: DVDs, resource packs
- Monitoring change and asking opinion

The key is direct experience: Everything HUG does is rooted in the personal experiences of our members. It is powerful and effective. If you are thinking of using your experiences or supporting other members then read the section on sharing your experiences.

Consider your audience: There are many ways to influence change but key to your planning is thinking of audience

- Choosing the right tool for the job. Certain tools will work best with certain audiences
- Put yourself in their shoes. Is your message relevant to them? Why should they listen?
- Use a different or unusual approach. There are a lot of different groups trying to influence change and many of them use similar methods that can get lost or even turn people off your cause.

Relevant sections in this pack:

Pg.6 Importance of planning

How to gain support from professionals

Gaining support from professionals is about finding common ground and working to shared goals. This might sound daunting but you will often find professionals are very keen to work with you as well.

Preparation and research: If you are going to try to get someone's support make sure you know who they are, how to pronounce their name, their job title and what it covers. You need to have a clear idea of why you are approaching them and what you want them to do before you speak to them.

Getting your foot in the door: This can often be the biggest challenge. Gatekeepers like secretaries or reception staff have a role in deflecting people who might waste time. Always be professional and polite when phoning, use phrases like "Hello, I wonder if you can help me. I'm looking to contact xx about xx. What would be the best way of getting hold of him?" Be ready to respond to questions as to who you are or what your enquiry is about. Maintain a polite and enquiring tone regardless of their response; if they are rude you may wish to complain in writing to their superiors.

Offer possible solutions to problems: If you are trying to influence change then offer some possible solutions. Make sure you do your homework and have research to hand to back-up your ideas. If appropriate offer your support or resources to help make it happen. If they can't help you ask them who can.

Keep your promises: Be professional and reliable by doing what you say you will. If you can't keep to an agreement let people know why and, if possible, find a solution.

People rarely respond to being attacked: Everyone finds it difficult to listen to criticism, even if it's part of their job. Finding a solution, preferably together, that works for everyone is the best outcome. It might require looking at things from a fresh perspective, involving others or having a facilitated discussion to find a way forward.

If they are unprofessional find someone who will be: It might also be appropriate to make a complaint.

What if they just will not listen? Sometimes it is impossible to get people to listen. Perhaps they will not meet you or answer your correspondence. You may have to go above people to their managers or to their governing bodies. At this point it is best to seek advice and see if others have been in a similar situation.

Knowing your audience

Whether you are preparing for a media campaign, a talk or producing a leaflet, knowing your audience is key to successfully influencing change. Using the wrong messages or method of delivery can set back both you and the issues you want to address.

Research and prepare on what to cover and the best method; if possible ask the audience what they want or consult others who work with that group of people.

Ask yourself:

- What has worked in the past with this audience? This allows you to get a 'feel' for their tastes
- Is there an innovative or fresh approach that might work? Although risky, trying something new can make a huge impact and it does not need to be a big change to be effective.

Relevant sections in this pack:

SRN Story Sharing Guidance – copy included at the back of this pack

- Includes helpful tips on considering different formats (talks, print, online etc).

Methods of Communication

Method of communication	Advantages	Disadvantages
Face-to-face	Direct, immediate, can read body language.	Requires confidence and social skills. Details are not recorded.
Phone	Immediate, accessible for most.	Costs. Details not recorded. Tone of voice can misrepresent your message.
Email	Immediate, low cost, indirect.	Requires access to internet and an email address. May be too informal.
Letter	Formal, low cost, details are recorded.	May feel too formal. No human contact. Can take time for a reply. Requires skill in letter writing.
Fax	Immediate but details are recorded. Formal.	Few people use this method. Requires access to fax machine or software.

Always keep copies of correspondence: Photocopy, or digitally store, applications, letters, emails, notes of dates and times of phone calls and what was said by whom. These help to remind you what you have achieved, chase issues up if you get no response and allow you to refer your issue to other supporters such as an advocate.

Pursuing an issue: Who to use when and how

Media: Press / Radio / TV	
What can they do?	Publicity for campaigns, events, resources etc.
What should I be aware of?	They need an 'angle' for their story, this might not exactly fit what you want to say, but it relates to what their readers and editors expect. Before you contact them be aware of the way they have dealt with similar stories in the past and be prepared for personal questions by knowing what you do and do not want to discuss with them (See SRN Story Sharing Guidance for tips). Be aware that they are unlikely to show you the story before it goes live.
How do I contact them?	Email or phone the relevant section (news desk, charity or advertising dept) or specific reporters with your story. Visit www.mediatrust.org.uk for further resources and support.
How might they respond?	Due to the fast-paced nature of the news, reporters will receive hundreds of enquiries daily and won't necessarily respond to your ideas for stories.
What if nothing happens?	They rarely contact you to tell you they are going to use your story; Be proactive but polite, call them and check they have your information. Ask if they are thinking of using it and offer interviews and photos. Don't call too much or they won't be keen to work with you the next time.
How can I complain?	If they use incorrect or malicious information you can complain to them directly for a retraction or contact the Press Complaints Commission (http://www.pcc.org.uk/) or OFCOM (http://www.ofcom.org.uk/) to escalate the complaint.

Politicians: MP, MSP, MEP, local councillors	
What can they do?	These are individuals, selected by voters, who represent their constituency's views (including yours) at different levels of government. Lobbying them on issues important to you can influence policy and make changes. Some have specific interests or experiences that may prove useful to your cause.
What should I be aware of?	Politicians are notorious for 'spin', putting a positive angle on something when it suits the political climate and ignoring things that don't fit with this. This is part of political life but if, like reporters, their reasons for getting behind an issue are not totally clear to you, ask them to explain their interests and if you feel uneasy working with them get support or find another politician who can help.
How do I contact them?	Local politicians have advice surgeries you can attend and many have websites, Facebook and Twitter. You can also use the online tool www.writetothem.com which will find your local politicians and give you tips on what to say. You can also call their Constituency Office for information and find out the best time to get hold of them face-to-face.
How might they	Depending on their schedule, and interest in your cause,

respond?	expect to wait anything from a few days to a couple of weeks for a reply.
What if nothing happens?	Try them again with a different type of contact, such as calling their constituency office to chase up a letter or email, or writing to them (always keep copies). They are elected by you and should listen to your issues otherwise they risk losing your vote.
How can I complain?	If you feel a politician has behaved in an unacceptable fashion firstly write to them to give them an opportunity to address the issue. If this does not give you the outcome you want you can complain to the Parliamentary Commissioner for Standards (www.parliament.uk/pcs) or contact the chair of their relevant party.

Raising issues in regard to statutory services:

Individual issues can be dealt through their specific feedback processes (information on the next page). If you are able to get a satisfactory response from these contacts then get back in touch with a HUG worker.

NHS Highland: Try raising any issues at a local level; speak to staff providing the service e.g. head of service, district nurse, consultant, GP etc.

- You can use 01463 704000 and ask for the individual or department. If this is not relevant, you can contact the Feedback Team: nhshighland.feedback@nhs.net / Telephone: 01463 705997. The Feedback Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ
- There is also a 'giving us feedback' section on the NHS Highland internet which has more information and a link to Patient Opinion, an independent website for views.

Highland Council: Contact the Service Centre on 01349 886 606 for advice on the best contact for your issue.

Police Service of Scotland: Collective issues for the attention of the Highlands and Islands Division of the Police Service of Scotland, apart from emergencies (999), should be raised in any of the following ways:

- By calling the national non-emergency line (101)
- By contacting the Northern Constabulary generic contact email address of HighlandIslandMail@scotland.pnn.police.uk
- By contacting the mental health Community Beats Officer by emailing the generic address above and marking the email FAO Mental Health Community Beats Officer, Inverness.
- Through the HUG representative on the Community Advisory Group

A note on contacting high profile people:

There may be local individuals in your community, well-regarded business people or celebrities, who may support your cause. It might not be a straightforward process to get in touch with them, but try local people who know them to help you. You may be advised to contact their management agency although this method rarely gets a response.

Pursuing an individual issue: Who to use when and how

You may wish to pursue issues such personal treatment by a service or accessing the right benefits, on an individual as well as collective basis. Below you will find information on how to access support or directly contact the service in question.

Note: For concerns about mistreatment of vulnerable individuals (Adult Support and Protection / Child Protection) you can contact either Social Work (01463 703488) or the Police.

Advocacy Highland	
What can they do?	Advocacy Highland offers individual advocacy across Highlands with local coordinators in each area. Under the Mental Health (Care and Treatment) (Scotland) Act, people with learning disabilities and people with a mental illness have a right to independent advocacy. Advocacy Highland deals with related issues to this act, such as Mental Health Tribunals, but also a range of issues like housing or social care services. It also provides Citizen Advocacy for adults with learning disabilities in the Inverness area. Advocacy Highland's leaflet is included in this pack.
How do I contact them?	advocacy-highland.org.uk or 01463 233460 to find out your local contact.
What if nothing happens?	Contact the advocate or local advocacy co-ordinator with a call or email.
How can I complain?	Contact the SIAA (Scottish Independent Advocacy Alliance) - they will require you to have made your complaint to Advocacy Highland initially.

Citizens Advice Scotland (CAB)	
What can they do?	They are an independent charity who provide information and advice on a wide range of matters from housing and consumer issues to complaints procedures and benefit tribunals. They are increasingly busy but you can usually book a face-to-face meeting or telephone consultation in advance. Alternatively they have a fantastic resource of information online (adviceguide.org.uk).
How do I contact them?	You can find your local bureau by searching on cas.org.uk , checking you local phone book or calling 0808 800 9060.
What if nothing happens?	Contact them again if things are not happening. Bear in mind they can become very busy.
How can I complain?	Contact the local bureau directly to give them feedback if you are unhappy about the service. If you are still unhappy you can contact their main office c/o CAS switchboard 0131 550 1000 info@cas.org.uk

Department of Work and Pensions (DWP)	
What can they do?	The DWP is in charge of the Pensions Service, Child Maintenance, the Disability and Carers service, and Jobcentre Plus. This means it is the UK's main body dealing with pensions and benefits. For claims you don't contact the DWP directly but by choosing the specific organisation that deals with your needs. They have a lot of information online including claim forms and benefit calculators.
How do I contact them?	www.gov.uk has contact information for the specific services and benefit offices. If you find the internet difficult to access contact the CAB for support.
What if nothing happens?	If you make a benefit claim and don't receive an acknowledging letter in two weeks from application, call the relevant office to find out what the status is. It's important to chase up applications if you are concerned information has been lost as many awards will not be backdated.
How can I complain?	If you don't agree with your benefit decision then you can appeal. DWP leaflet GL24 "If you think our decision is wrong" gives information on the appeals process.

NHS Highland	
What can they do?	If you have a comment, complaint or compliment about your treatment you can get in touch with the NHS Highland Feedback team.
How do I contact them?	The NHS feedback team will want as much information as you can give them – dates, times, names, whether you have complained before about the issue and what you feel they should do about your feedback. You can download a form from their website (search for NHS Highland feedback). nhshighland.feedback@nhs.net The Feedback Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ Telephone: 01463 705997
How should they respond?	NHS Highland complaints should be replied to within three working days of receipt detailing the action they will take, offering someone to discuss the issue with and relevant information linked to the complaint. A full response should be expected within 20 working days of receipt.
What if nothing happens?	Chase up your lack of reply by calling them to check they have received your information.
How can I complain?	The Patient Advice and Support Service (PASS) which is part of the Scottish Citizens Advice Bureau (CAB) Service (www.cas.org.uk/patientadvice) can support you in NHS issues, additionally the Mental Welfare Commission may be able to give advice if the complaint relates to mental health care. Alternatively you can use the website www.patientopinion.org.uk to give feedback. You can also bring it to the attention of your local politicians.

Highland Social Work Services	
What can they do?	Social Work Services is run by the Highland Council to provide help and assistance in many situations including: supporting people with disabilities to live in their own homes, providing additional support for children with specific needs, supporting those with mental health problems, fostering services and supporting carers. Service provision is often dependant on resources but if a need is identified social work should respond.
How do I contact them?	Their complaints procedure is available online (search for Highland Council reporting a complaint), this outlines what can and cannot be considered a complaint. Check this list to see how your issue fits in to this to save yourself any wasted energy. You can call their Service Centre on 01349 886606 to complain, pop in to a local service point, write to them or fill in an online form. Normally they request a complaint should be made within six months, be aware of this but if yours is out-with this timeframe do still make your complaint.
How should they respond?	Your complaint goes to a complaints coordinator who will acknowledge receipt of the complaint and detail when you should expect a response.
What if nothing happens?	Chase up your lack of reply by calling them to check they have received your information.
How can I complain?	You can contact the Scottish Public Services Ombudsman (SPSO) but they will need for you to have gone through the council's complaints procedure first. 0800 377 7330 www.spos.org.uk . You can also bring it to the attention of your local politicians.

Police Service of Scotland	
What can they do?	The Highlands and Islands Division of the Police Service of Scotland deal with a range of matters including domestic violence, road safety and wildlife crime. They often deal with individuals with mental health issues including supporting medical staff when applying the Mental Health Act and dealing with hate crime.
How do I contact them?	Depending on your enquiry there are a range of contact numbers; emergencies 999, for non-emergency issues use the national number 101, crimes can also be reported confidentially via Crimestoppers 0800 555 111 or online (crimestoppers.org.uk), visit your local station or visit www.scotland.police.uk
What if nothing happens?	If you call for police assistance and none arrives call 101 or 999 depending on the severity of your issue.
How can I complain?	You can email or write to the Professional Standards Department. There is further information on this at "How to make a complaint" section of www.scotland.police.uk

Supporting others, supporting ourselves

HUG is an organisation that promotes members supporting each other; this can be known as peer support. This is especially important as HUG grows and HUG workers have limited availability to support all the work that is ongoing.

Supporting others to be involved in HUG work:

- Can be as straightforward as sitting beside someone at a group, asking their opinions on a subject or meeting them outside the building before an event.
- Is about finding ways to empowering them, not doing things for them
- Can be frustrating and overwhelming if we don't take care of ourselves, set limits and develop self-awareness.

Getting to know you – making and building a relationship:

Whether you want new members for a group or you are looking for opinions or ideas from other people, there are certain techniques that can ease the path toward familiarity. Starting a conversation with someone new can often be awkward but it's worth giving it a try as most times it will work.

- Create situations for conversation: If you want people to chat to each other at events provide refreshments where people can mingle. Home baking is a great focus as it adds a personal touch and a talking point.
- Smile and use open body language: Arms relaxed and uncrossed, not staring but maintaining eye contact, shoulders back and head up.
- Open with "Hello" and then introduce yourself: Ask them a question that relates to the situation i.e. if at an event ask did they travel far to get here.
- Be interested in what they have to say: Try not to interrupt.
- A trick used by practised networkers is to say your first name twice and then your surname. ("I'm Sue. (pause) Sue Jones.") This gives people time to absorb your name.
- When you are introduced to someone, repeat their name immediately ("Nice to meet you, Sue,"). It creates a positive impression and will help them to remember you and your name.

Sustainable relationships with other HUG members:

- Not all HUG members will want to be friends or have contact outside of meetings. However, for some people the friendship and support that they get out of contact with fellow HUG members are invaluable.
- How your friendships develop and grow are ultimately your responsibility. HUG workers can support and discuss work that you do together on HUG's behalf and, although they may sometimes offer support, they are not there to deal with relationship issues between HUG members and should not be expected to or expect to interfere in them unless they are directly impacting on the work of HUG.
- To prevent misunderstandings it can be useful to set limits on a relationship. Think about what you have to offer another person, what they have to offer you and if you feel safe in their company. This can be an internal thing you do before you approach new people. Sometimes this has to be done from the beginning if someone has difficulties in understanding boundaries due to vulnerabilities. This can be a tricky thing to talk about and you may need support to do this; a HUG worker can discuss this process

Organising a meeting

Holding a meeting can be a great way to discuss issues, gain mutual support, get people's views and look for volunteers. They can also turn people off your cause if you do not plan and manage them properly.

Here are a few ideas for making your meetings attractive and interesting:

Publicity - Make sure the date, time and place of the meeting are clearly shown, and that it's very clear what the meeting is about. If your group is going to be quite small it is worth investing the time to call on people to invite them personally.

Offer an incentive - This could simply be free refreshments, or perhaps a video or speaker about something to do with the group's aims or activity.

Think about the venue and facilities - Is it accessible to everyone? Are there steps or other barriers you should warn people about on the publicity leaflet? Is there wheelchair access? Will you need to put up signs to direct people as they arrive?

Think about the agenda – It's good to have some idea of what needs to be covered. (Creating a meeting agenda pg.28)

Organise a chair - If you are not confident in this role, it may be worth asking someone else to chair the meeting. (Chairing a Meeting pg.29)

Involve everyone in the discussion – You want to be organised and let people know that their contribution is needed and valuable. Make sure the atmosphere of this meeting is as welcoming and open as possible.

Take minutes - The minutes of your meeting don't have to be very detailed, but they should include a clear note of any decisions made at the meeting, and in particular who has agreed to take on which jobs. (Taking minutes pg.28)

Gather names and addresses - Make sure you take contact details from everyone who wants to be kept in touch with the group - prepare a sheet in advance which you can pass round the meeting or have on a table at the door.

Set a date for the next meeting - It's not always possible to agree a meeting date that everyone can make, but it's important to make sure you aren't always excluding the same people just because you haven't thought about their needs.

Agree the aims of the group - It's a good idea to talk about the aims of the group at this first meeting, so that everyone is clear from the start about what the group is for. Make sure someone writes down what the meeting has agreed and check that everyone is happy with the wording.

How formal? - There is no right or wrong way to run a group; how formal your group will be depends on the wishes of the people involved and the aims and function of the group. Many groups change their structure as they develop.

After the meeting - Allow time after the meeting has finished to talk to new people and follow up suggestions and contributions people made. Talk to your members about how the meeting went and start thinking about the next meeting.

Taking Minutes

Minutes are simply notes taken during the meeting to remind you what was discussed and agreed. They don't need to be long or complicated, in fancy language or perfect grammar. They do need to record clearly and simply what decisions were made at the meeting and who is going to carry them out. It is usually the Secretary's job to take minutes.

Why is it important to have minutes?

It is useful to have a written record of the meeting, what you've decided to do and who is going to do it - memories are unreliable! This is true even if the meeting is very small and informal. Minutes also keep members of the group who weren't able to attend a meeting informed about what went on.

Golden Rules. The main things to remember when you are taking minutes are:

- Don't try to write everything down - it's impossible and not useful.
- Concentrate on WHAT has been decided and WHO is going to do it. These are the most important things to have records of.
- Give each item a separate heading.
- Write your rough notes up soon after the meeting.
- Don't worry about producing the perfect minutes - it's not a test or a competition.

Creating a meeting agenda

An agenda is simply a list of the things you want to discuss in your meeting. It is useful because:

- It helps you plan the meeting.
- It helps you to get through the business of the meeting efficiently.
- It helps people at the meeting follow what is going on.
- It gives people the opportunity to think about the meeting in advance.

It is formally the Chair's job to prepare the agenda. Some very small and informal groups simply work out the agenda together at the start of the meeting. This is fine if you don't need a lot of structure or advance planning for the meeting.

A basic agenda - An agenda can be very simple. Here is an example:

1. Apologies for absence
2. Item 1
3. Item 2
4. Any other business
5. Date of next meeting

Chairing a meeting

Everyone can learn how to chair well, it just takes a bit of thought and practice. You will get more confident with experience. Try watching how other people chair meetings, and seeing what works and what doesn't.

The key tasks of the Chair during the meeting are:

1. Getting through the business on time – Make sure you have a watch or clock, keep an eye on the time and move items on the agenda if necessary.
2. Involving everyone – reign in those who talk too much and encourage quieter members if it seems that they would like to speak.
3. Reaching decisions – summarise main views, don't assume silence means agreement.
4. Dealing with difficult people – remind people that they have agreed to the meeting agreement, be firm and consistent. (see section on Group Agreements for details)

Top tips for chairing:

- Give preference to people who haven't spoken before. Say something like "I know you've got your hand up, John, but I'm going to take Mary first as she hasn't spoken yet."
- Give opportunities to everyone to put their point of view forward. Ask questions to draw people out, for instance "Does anyone else have any thoughts on this issue?" or "Is there anyone who hasn't spoken yet who would like to say something?"
- Stop people from interrupting. Step in immediately with, "Hold on, let x finish what they have to say". Make sure you don't forget to come back to the person who interrupted when it's their turn.
- Make sure you don't ignore people who have their hands up in favour of those who are interrupting.
- Listen carefully to what people are saying, and make sure their suggestions are considered by the meeting.
- Make sure people expressing unpopular or minority views get heard properly and aren't intimidated out of saying what they think.
- On rare occasions you may have to deal with someone who is really disruptive in a meeting and won't listen to any of your helpful suggestions. If this happens, try asking the group for support e.g. 'do people want to spend more time on this discussion or move on?' This will make it clear to the person involved that everyone, not just the chair person, wants to move on.

Rotating the role of chairperson: It can be a lot of work to constantly be the chair; some groups have a rotating chair i.e. the role of chair moves to a different member each time so everyone gets a go. The advantage can be spreading the responsibility and giving everyone a chance to be involved. But the disadvantages can be that no one takes responsibility for the role, or the same person always ends up chairing without a proper agreement about this.

Work out collectively what is expected of the chair and agree from the end of each meeting who will Chair the next one. This gives them the opportunity to think about the meeting and their role in it.

Group Agreements

- Are agreed to by everyone before a meeting starts at every meeting
- Make chairing or leading a meeting much easier
- Can be called or named whatever the group wants i.e. our rules, how we work with each other, comfort agreement etc
- Can be used to help keep the meeting on track or deal with conflict
- Can be changed and added to as the group evolves

Examples of group agreements

- Confidentiality: what is said here, stays here
- Respect each other and don't pass judgement
- Speak 'through the chair': putting your hand up if you want to speak and waiting for the chair to say it's your turn.
- Don't interrupt others and support others to speak
- Listen fully
- Stick to the agenda
- Take care of yourself: share only what feels right and take a break if you need to
- Switch mobile phones to silent
- Don't talk amongst yourselves
- Start and finish on time

When things go wrong

It's normal to have some degree of disagreement or conflict in any relationship whether with a friend, group member, supporter or a loved one. The problem is not in what you disagree on but how you deal with it.

Common issues in working with others:

- Disagreements
- Loss of trust
- Misunderstandings
- Dislike of views
- Making assumptions and judgements
- Not adhering to 'rules' (these could be agreed or unspoken)

Strategies for dealing with conflict:

The route of most problems in relationships is down to communication, and to avoid the negative emotional consequences that can result from conflict you need to deal with the situation quickly and appropriately.

- Understand the problem – you may want to reflect with a supporter who knows you well and has time and skills to act as a sounding board. Sometimes this is all that is needed because you can gain perspective that the issue is perhaps unsolvable.
- Use a third party to resolve situations - e.g. in meetings it's the Chair's role to deal with members of the group and conflict. You can approach them with your concerns after a meeting in person, phone or writing.
- Be direct – confront the issue, look at it objectively and solve the problem together. This can be uncomfortable to initiate but often gives the best and fastest solution. Use different communication tools like letter writing if you can't do this face to face.
- Find common ground – Although there is conflict, working together might be possible if you know what you do agree on and stick to those topics.
- Retreat – Sometimes the issue is minor, perhaps someone is simply having a bad day, and it's better to walk away or change the subject if you feel you aren't getting anywhere.
- Acceptance or walk away – Ultimately if there is an issue then you have to decide if you can find a way to accept this or make a change which may mean leaving the relationship or group. This should not be seen as a failure but rather the right way to deal with the situation for you at this time.

Writing a Formal Letter

When writing formal letters there are a few conventions to follow that will make it easier for people to read, accept and understand your letter.

- Write as clearly and simply as possible
- Use formal language you are comfortable with, avoid slang and jargon.
- Get someone to check it for ease of reading, spelling and grammar before you send it.
- Do a draft version and then edit it
- Use the title of the person and their second name (Dear Ms Smith) or Dear Sir or Madam if you don't know the name of the person you are writing to. It is always much better to try to find out as personally addressed letters are more likely to get a response.
- Follow the format below for setting out your letter.
- Remember to avoid overemotional or confrontational language (Listening and Being Heard pg.17)

This is where the address of the person you are writing to should go.

On the left, either below or parallel with your address details.

Don't assume you have the right title for them, either check or leave it out.

This is where your address should go

Top right hand corner.

Include your postcode and under it other contact details like home or mobile phone.

19th of April 2012

The date goes a line below the address of the person you are writing to either on the left or the right. Write the name of the month and be sure not to miss out the year.

RE: Issue of car parking at South Watch Centre – Your reference: CAR1358339
It can help clarify what your letter is about if you add a short note what it is regarding or any reference number used in previous letters or other correspondence.

Dear Ms Smith,

This is the 'body' of the letter. Write in paragraphs that clearly outline;

1. *Why you are writing*
2. *What action or response you are looking for*
3. *When you would like a response (if appropriate)*

Yours sincerely, *(or faithfully if you don't know the name of the person)*

Your signature

Your name printed underneath *including title if appropriate*

Writing Successful Emails

Emails are not thought of as being as formal as letters but there are some key things to consider in creating emails that people will find easy to read and respond to.

Use a suitable email address: Using addresses like 'ilovecakes@' or 'catlady77@' may give too informal a feel to your message. You can easily set up a separate formal address (instructions in this pack) e.g. John_R_Smith@gmail.com

Use an accurate and short subject heading: This should give the reader an opportunity to immediately understand why you are writing. E.g. 'Meeting on 10th cancelled' or 'Complaint about services'.

Address the email appropriately: You can start with 'Dear' or 'Hello' and their first name. Use someone's title and their last-name if you don't know them or wish to be very formal. If this email is going to lots of people either address it appropriately, 'Dear Lunch-club Committee Members', or not at all.

If you don't know the recipient introduce yourself in the first line: 'My name is Jo Jones. I'm writing to complain about the lack of tea facilities at our club'.

Keep the message short and to the point: Don't make it more than 5 paragraphs long. You can use bullet points occasionally if these will help clarify things.

Sign off appropriately: You can use formal 'yours sincerely' / 'respectfully', or something more informal like 'kind regards' or 'best wishes'. Save 'Cheers' and 'Thanks' for when you know someone well and informally.

Use your full name and contact details: This is especially important on formal emails. Don't put contact details, such as a mobile number, if you don't want someone to contact you this way.

Double check and reread before you send: Look for spelling or grammar errors as well as your email saying everything you need it to.

Attachments: Make sure you check these are added before you send.

If writing about an emotional subject take a break before you send: Save it and re-read at a later time. This can prevent embarrassing miscommunications.

Using Social Media for Communications and Campaigns

Facebook, Twitter and instant messaging are all examples of social media. These communication tools are not just used for friends to keep in contact but also as tools to promote key messages and campaign for change.

Potential ideas for using social media:

1. Research and opinion gathering – you can create polls or ask for comments on an idea
2. Promoting events
3. Holding an online meeting
4. Sharing resources
5. Supporting other people

Access may be limited to some social media websites if you are accessing the internet from some places e.g. The Highland Council.

Appropriate behaviour and staying safe: For some people the immediacy of social media can cause problems when they are feeling vulnerable or lacking judgement. Think carefully about what you want to share and with whom; once something exists online it can never fully be removed.

Using social networking sites safely:

- Check your privacy settings, you can often set different levels of access for different people such as friends or colleagues.
- Don't reveal too much personal information (i.e. DOB and contact numbers) to protect yourself from identity fraud.
- Before you make a post, put up images or join any causes be aware who can see this information.
- Use a strong password. Something with letters and numbers in it. If you are worried about remembering it try replacing letters with numbers e.g. pa55w0rd.
- If you know that you post inappropriately when you are unwell keep away from social networking or only post in a closed group with people who know and support you.

You can find out more information about using the internet safely from the BBC Webwise at: www.bbc.co.uk/webwise.

Publicity

When deciding on what method(s) to use to promote your event, organisation or idea consider:

- Who is my audience?
- What publicity might reach them?
- What will make the most impact?
- What can I afford / what resources can I access?

Publicity type	Advantages	Disadvantages
Posters flyers, and leaflets	Cost related to quality of materials. Can be targeted to specific areas.	Permission must be sought or publicity could be destroyed or even incur a fine. Someone has to physically put publicity in place.
Word of mouth	Free. Very powerful method as people more likely to take notice and trust the source.	Difficult to monitor impact.
Email	Low cost. Space to link to more information.	Requires willing recipients such as an existing mailing list. Unsolicited emails can cause annoyance.
Advert in local media (press/TV/Radio)	Reaches a specific audience.	Cost. May not reach your target audience. Time limited.
Community newsletter	Usually free.	Might not reach a wide audience.
Social Media	Reaches an existing audience. Low cost.	Needs understanding of using social media. Not everyone has access to the internet.

Content is important: Make sure you mention the vital information such as when an event will be held or what action someone needs to take.

Less is usually more: Give people the key facts well rather than spending space on too much information that can dilute your message.

Be eye-catching: Remember to consider design as well as content in your visual design.

Organising Awareness Sessions

HUG workers and members organise a range of awareness sessions to different audiences from school children to GPs. Some with a focus on personal testimony and challenging stigma others are to inform people about HUG's work.

Let HUG know: If you have identified an audience that would like an awareness session then firstly contact HUG and speak to the worker dealing with training. They will check whether it is appropriate to do under HUG's name and that there isn't already ongoing work in that area that you can get involved in.

Get experience before you go solo: If you have never run an awareness session before, ask to shadow a worker or experienced HUG member before you try to go out on your own.

Start small: Giving a five-minute talk to a local group can make a massive impact. You can use the HUG talk in this pack and add relevant things for that audience.

Get the right permission: Some groups require permission from their management or leaders. Make sure you communicate with the right person from the start.

Think carefully about what you want to share: Explore what is and is not appropriate for the audience and you with a supporter before you go.

Relevant sections in this pack:
SRN Story Sharing Guidance

Organising Events

From meetings to fundraisers, event organisation requires careful planning and consideration to ensure things come together.

You will need to consider

- **Objectives** – who are you trying to reach and what are you trying to change?
- **Funding** - cash-flow, access to money, travel for participants, grants, ticket price
- **Licensing and permissions**
- **Suitable location** – accessibility, comfort, parking, resources available, cost
- **Publicity**
- **Likely numbers**
- **Booking process** – how will people obtain information or tickets?
- **Refreshments**
- **Staff** – volunteers, entertainers, caretakers
- **Ambition** - can you meet your expectations?

Identifying HUG members:

One issue about local activity is that some members may not like to be identified locally as having a mental health difficulty, even though one of HUG's aims is to reduce stigma.

Giving Presentations

Preparing for a presentation will help you deal with any nerves and help to achieve your desired outcome.

- **Know your audience:** Why are you doing this presentation? What do they already know? What resources might be most accessible for them?
- **Practice and get the timing right:** You don't want to run out of time and miss an opportunity. Finish professionally with a clear message.
- **Keep it short and interesting:** longer than 20 minutes and you might lose your audience's attention.
- **Ensuring technical devices work** and try to have a back up (i.e. a printed version of a PowerPoint)
- **Use personal experiences:** Personal testimony is powerful, but decide first what you are comfortable sharing.
- **Use positive body language:** Maintaining eye contact is tricky if you are feeling self-conscious, look out for a friendly face and return to them if you are feeling anxious. Try not to fidget.
- **Be ready for questions:** Have some ideas of where to signpost people for more information.
- **Provide something to take away:** If you want people to remember certain facts you can provide them with an information sheet. You may want to give them copies of HUG leaflets as well.

Relevant sections in this pack:

SRN Story Sharing Guidance – copy included at the back of this pack

Campaigning using Lobbying and Petitions

The information for this section comes from UK Parliament (www.parliament.uk) and campaigncentral.org.uk. Visit their sites for more detailed information.

Lobbying and petitioning - what's the difference?

On a very simple level, the public lobby their MP or a Lord directly but petition either the House of Commons or House of Lords as a whole.

Keep HUG in the loop: If you are considering lobbying or petitioning make sure you contact HUG to check that similar action is not already happening and if they can lend any further support.

Lobbying is the practice of individuals and organisations trying to influence the opinions of MPs and Lords. Methods of lobbying vary and can range from sending letters, making presentations, providing briefing material to Members and organised rallies.

Making a successful campaign:

- Be brief, clear and friendly. Explain what you want, and why they should support you
- Make your campaign relevant to your area.
- Do your research. Know the main arguments for - and against - what you are striving for.
- Use publicity such as local media, posters or events

Petitioning is where people sign to show their support by signing a statement regarding a specific issue and to request action. This can be used to influence government, councils or other organisations such as local businesses.

Creating an e-petition: Petitioning is now usually done online as it has a wider reach than paper based equivalent. Websites such as the Government's epetitions.direct.gov.uk or other such as 38degrees.org.uk and Change.org allow you to gather signatures easily. Make sure your petition is well thought out and worded clearly and concisely, and double-check a similar one does not already exist.

What HUG can not do: HUG is a charity and as such must work within specific laws which cover campaigning and political work. It can not be affiliated to a political party or engage in work that is overtly party political

Relevant sections:

Pg.21 Pursuing an issue: Who to use when and how

Proving an Argument: Research and evidence

Passion and conviction are vital especially if arguing a case that is going to be hard to succeed with. Although you need more than strong beliefs to influence change, just saying that you want something to change because you have a strong belief in it, won't be very powerful in a world of many causes, but it's a good starting point.

There is strength in numbers; find out if people share your view. HUG is all about speaking out to create change as a community. Do other people share your opinion? Do they disagree but are happy for you to make your point? Do most people in the group strongly disagree with what you want to do? Finding out these views will have a major influence on what you say and do next.

Join forces with existing work. There may be a local or national campaign already in existence that you can join in with to add power to your argument or just get support from to make your point. Finding allies or partners in your cause is hugely helpful.

In order to influence change you need evidence to back up what you are saying. Researching your subject is vital; showing you understand fully the ins and outs of your subject makes you more able to deal with counter-arguments and is more likely to win more people over to your cause.

The source of your research is important. People's direct experience is the main source we use in HUG; this is called a primary source and is very powerful. The next potent level of evidence would be from respectable research, the kind published in journals or by Government bodies. Evidence from unnamed third parties, from websites like blogs or forums are much weaker forms, as these are difficult to prove their reliability.

Get research support from those with experience. Charities, national bodies and universities may have individuals already focused on your issue. Get in contact with them and see if they can give you some pointers in your research. Additionally your local librarian may also be a good source of support as they are trained in advanced information search techniques.

Success comes down to presenting your argument clearly and rationally, while retaining a passion for the subject. Having both the emotional impact and the facts to back it up makes for a winning combination, and is much more likely to influence change.

Using LEAP for effective project planning

If you are trying to achieve change in your community one of the tools you can use is LEAP. This is a simple method of taking an idea of a project and making it a reality.

LEAP stands for Learning, Evaluation and Planning. It's an evaluation tool that supports good practice when working toward improving the quality of community life.

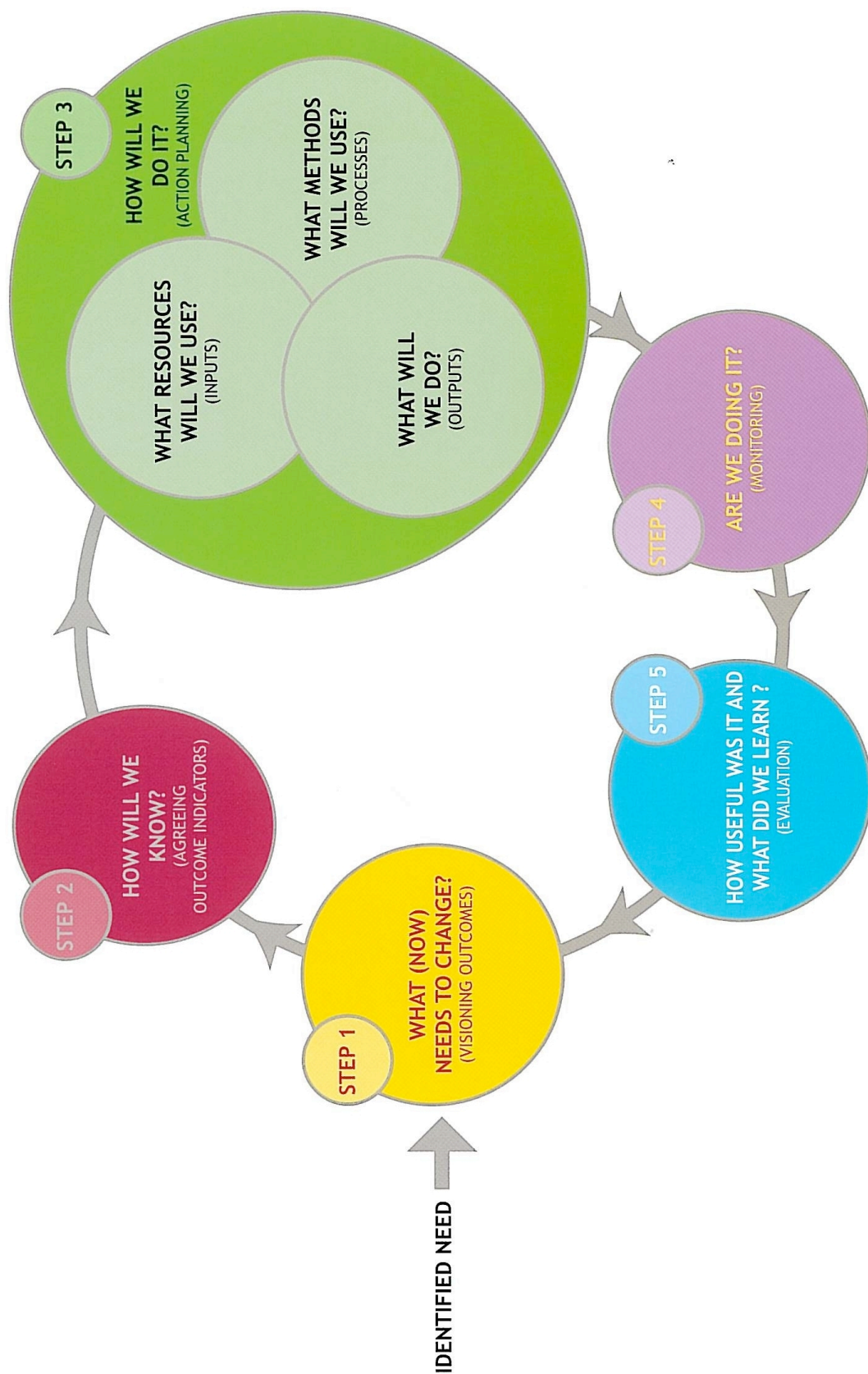
It helps us to identify the difference we hope to make, to plan more effectively, work in partnership with each other and members of the community, and learn the lessons from our experience.

It has five stages:

1. **What (now) needs to change?** (visioning outcomes)
2. **How will we know?** (agreeing outcome indicators)
3. **How will we do it?** (action planning)
4. **Are we doing it?** (monitoring)
5. **How useful was it and what did we learn?** (evaluation)

When you are ready to work on a project take time to look at the LEAP document 'Step-by-Step' (included in the back of this pack). This will lead you through the process and help your group to achieve the change you want.

The LEAP diagram and supporting information has been reproduced in this pack with permission from the Scottish Community Development Centre (SCDC). For more information visit www.scdc.org.uk



Relevant Legislation on Mental Health

This information comes from the **Mental Welfare Commission for Scotland**. They have an advice line and a range of booklets for information. (contact details pg.51)

The Mental Health (Care and Treatment) (Scotland) Act 2003 applies to people who have a mental illness, learning disability or related condition. The Act calls this mental disorder.

- When and how people can be treated if they have a mental disorder
- When people can be treated or taken into hospital against their will
- What people's rights are, and the safeguards which ensure that these rights are protected

This includes:

- Emergency detention
- Short-term detention
- Compulsory Treatment Orders (CTOs)

The Adults with Incapacity (Scotland) Act 2000 provides a framework for safeguarding the welfare and managing the finances of adults (people aged 16 or over) who lack capacity due to mental disorder or inability to communicate.

This includes:

- Financial and Welfare Guardianship
- Power of Attorney
- Consent for medical treatment

The Mental Welfare Commission has supervisory, investigative and advisory duties under this Act in relation to welfare guardianship and welfare powers of attorney.

Criminal Procedures Act: If the police believe you have done something wrong you may have to go to court. There may be criminal proceedings. These are the steps the police and courts could decide to take if you are guilty or not guilty and have a mental health problem.

This includes:

- Assessment Order
- Treatment Order
- Compulsion Order
- Restriction Order

The Adult Support and Protection (Scotland) Act 2007 is a piece of law to try to protect people from being harmed. This is because some people may find it more difficult to stop harm happening to them. The Act calls people in this situation 'adults at risk'.

This information is from the **Equalities and Human Rights Commission**. More information can be found on their website (www.equalityhumanrights.com)

Equality Act 2010 provides a legal framework to protect the rights of individuals and advances equality of opportunity for all. It brings together over 116 separate pieces of legislation, including the Disability Discrimination Act 2005, into one single Act and makes equality law simpler and easier to understand.

The Human Rights Act 1998 sets out the fundamental rights and freedoms that individuals in the UK have access to. These include right to life, right to liberty and security and no punishment without law. It requires that all public bodies (such as courts, police, local governments, hospitals, publicly funded schools, and others) and other bodies carrying out public functions have to comply with the Convention rights.

Other legislation:

Welfare Reform Act 2012 introduces major changes to the benefits system, particularly for people of working age. It includes the introduction of Universal Credit, the Benefit Cap and Personal Independence Payment.

Types of Advocacy

There are different types of advocacy, for example:

Self-advocacy - Speaking up for yourself and making your views and wishes clear.

Collective Advocacy - Speaking up for a group of people by asking and representing their views. HUG is an example of this.

Professional Advocacy - Where a paid worker will help a person express their point of view on an issue that is important to them. Advocacy Highland is an example.

Legal Advocacy - Where a solicitor speaks on your behalf.

Finding out about Policy, Procedures and Complaints

If you have concerns relating to organisations such as the Department of Work and Pensions (DWP), JobCenter Plus or local councils, or big businesses like utilities companies and charities, you can help yourself by finding out about their procedures.

Relevant procedures could include:

- Complaints
- Customer Care
- Data management (i.e. your personal details)

Most agencies have their procedures and complaints processes available on their website or, if you do a general web search, you may find that other people (such as disgruntled employees or people who have already had to fight to get the information) have put these documents up elsewhere on the internet.

The Freedom of Information Act 2000 and Freedom of Information (Scotland) Act 2002 provides public access to information held by public authorities. Public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities. Includes: government departments, local authorities, the NHS, state schools and police forces.

Recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings.

The Act does not give people access to their own personal data (information about themselves) such as their health records or credit reference file. If a member of the public wants to see information that a public authority holds about them, they should make a request under the Data Protection Act 1998.

Challenging a Benefits Decision: If you don't agree with a decision then you can appeal. The important thing is to keep calm and get the right support and advice e.g. CAB. The DWP have details on appealing in their leaflet GL24 "If you think our decision is wrong".

Further information: SAMH factsheet - Claiming Benefits Effectively (available from SAMH, Scottish Association of Mental Health; contact details pg. 51)

Legal Advice

Why seek legal advice? If you are subject to any legal acts such as the Adults with Incapacity (Scotland) Act 2000, you should seek legal advice as the law can often be complex and very involved.

Legal costs: Cost of legal advice can quickly mount up. Always ask the solicitor for an estimate of the cost of the work before he/she starts.

Legal Aid: Legal aid allows people who would not otherwise be able to afford it to get help for their legal problems. Not all solicitors work for legal aid so check before you start working with one. You can find out if you are eligible by contacting The Scottish Legal Aid Board Contact for more information on 0845 122 8686 / www.slab.org.uk
Note: All individuals detained under the mental health act are entitled to legal representation through legal aid.

Choosing a solicitor: Some solicitors are specialists in mental health law and others may have experience in mental health but are not specialised. The CAB or SLAB can let you know about relevant practices in your area.

Be prepared before you phone: Get all the information together that your solicitor might want to see. You can ask them what they need when you first call them for an appointment.

Further contacts:

The Scottish Legal Aid Board (SLAB) - Advice on eligibility for Legal Aid, information on relevant local Solicitors who can deal with your issue and advice leaflets.
0845 122 8686
www.slab.org.uk

The Mental Welfare Commission for Scotland - provide a range of booklets on the law for both those subject to it and their carers. They can also offer information over the phone for those subject to mental health related laws (see the section on Relevant Legislation)
0131 313 8777 or 0800 389 6809
www.mwcscot.org.uk

Getting the facts about mental health

Whether it is lobbying or giving a talk it's important to be clear about certain aspects of mental health and illness.

Find out the facts and know where to signpost: Being a good communicator is not about knowing everything, just research what you need to for your project. Knowing where to find information is much more important.

Focus on the impact not just the diagnosis: Although a useful tool for professionals, information on diagnosis is rarely as relevant to the general public as the effects an illness has on a person's life.

You are an expert in your own experience: Focusing on what you know well is powerful. Work out what you are willing to share and to what audience (see SRN Story Sharing Guidance in the resource section)

Use personal testimony from others: Research what others have experienced by reading HUG reports, asking other HUG members and looking at other research by mental health organisations such as VOX or SAMH. Get permission if you are going to quote directly from an individual or organisation.

Relevant section:

Pg.50-51 Useful organisations for further resources, research and support.

Crisis Contacts

Local and national support services if sensitive issues arise.

The Samaritans

Phone: 08457 90 90 90

Email: jo@samaritans.org

The Samaritans service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Breathing Space

Phone: 0800 83 85 87

Breathing Space is a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety. They are there in times of difficulty to provide a safe and supportive space by listening, offering advice and giving information. Lines are open 6pm – 2am Mon to Thu and 24hrs at weekends (From 6pm Fri to 6am on Mon).

NHS 24

Phone: 08454 24 24 24

NHS 24 provides comprehensive up-to-date health information and self care advice for people in Scotland. They can be contacted for advice and information when a GP service is unavailable.

Relevant section:

Pg.50-51 Useful organisations for further resources, research and support.

Finding Funding

HUG is funded by both statutory services (the NHS and Highland Council) as well as through grants available for specific work from bodies such as Comic Relief. This money is usually earmarked for certain projects and you may need to consider finding additional funds to action your ideas.

Some funds can only be applied for by a registered charity like HUG (through SPIRIT Advocacy), although there are specific funds available for small community groups or even individuals for local or national action. Contact the HUG office to discuss your funding ideas

Funding can help you pay for - Involvement costs such as childcare, professional services, printing, advertising, room hire, consultancy fees, travel and subsistence expenses.

Applying for grants: Applications required you to be able to clearly explain what you want to achieve, how you will achieve it and when you know you have achieved it. Plans for budgeting, monitoring and evaluation are vital as funding bodies need to know where and how the money will be used.

Where to look for funding:

- Local rotary or social clubs
- Big businesses such as the Cooperative or Tesco have local community grants
- Individual grants linked to your area, name or experiences. (Turn2Us can help you with this).
- Government or European Social Funding
- Large charities like Awards for All

Fundraising ideas: Events, sponsorship both individual and from businesses, click through websites.

It's vital to ask HUG if you interested in fundraising or looking at grants for the organisation.

Further resources:

knowhownonprofit.org a website with information on setting up non-profit organisations, running campaigns and finding funding.

Accessing Resources

Getting what you need to take action does not need to be costly. Many of the services you need to affect change are available for free or at low cost in your local community.

Libraries are a great starting point: They offer a range of services and information, if they can't help they will often be able to signpost you to someone who can. (see the Libraries list in Further Resources for contact and resources details)

Meeting space - Community groups are usually welcome for free or a small contribution in spaces such as church halls, community centres or Scout huts. Libraries, colleges, Council and NHS buildings may also offer space for specific groups. Work out what you need in terms of accessibility, time, space and resources before you make enquiries.

Video conferencing - Some NHS and council buildings have these facilities as well as local colleges. For a more accessible version consider using Skype on a computer with good internet access (Skype is a software application that allows users to make voice calls over the Internet.)

Free Wi-Fi – Lots of coffee shops, pubs and cafes are now offering free Wi-Fi if you make a purchase. Sometimes this is time or data limited.

Some computers have software to send a fax for free; this depends on the software and type of internet connection.

Using public services for confidential work can be stressful. Ask staff running the resource when the quiet times are.

Setting up an Email Account and Mailing Group

Getting a free email account is a straightforward process and because it's hosted on the internet you can access it from any online computer. Gmail, Yahoo and Hotmail are popular examples and there are many more available if you search. For this example we are using Gmail but the process for other providers is very similar.

Setting up a Gmail account in five minutes:

1. Visit mail.google.com
2. Click the 'Create an Account' button
3. Think of a username, this will also become your new email address. It's best to choose a professional sounding one such as your name i.e. [johnrsmith@](mailto:johnrsmith@smithjohnr@) or smithjohnr@
4. Fill in your details and choose a password
5. You now have an email address!

Setting up a mailing group: Mailing groups are useful if you need to communicate with a group of people and don't want to share email addresses. You can also give the email out to new people to protect their privacy but let them join the discussion. Again Yahoo and Gmail offer this. Set up a Googlegroup email address by visiting groups.google.com and following the instructions to create a group e.g. HUGmember@googlegroup.com.

Useful Contacts

Included in this section are contact details for:

- Social work and Community Mental Health Teams
- Useful organisations for resources, research and support
- Politicians – MPs, MEPs, MSPs, Councillors
- Libraries and their resources
- Highland media contact – Print, radio and TV

What is not in the contacts section:

Although HUG members felt it would be very useful to include details of other local members and their skills / interests this is not possible due to data protection. You can read more about this in the section on 'Working with Others' in this pack.

Help us to keep the contacts up to date:

Get in touch with HUG if you spot any information is out of date. Some information will need updated regularly such as HUG resources.

Useful organisations for Resources, Research and Support

Who are they?	What can they do for me?	Contact Details
Acumen Network	ACUMEN is a support network that enables mental health service users and carers in Argyll & Clyde to participate as equal partners in the development of services and the promotion of wellbeing and recovery.	http://www.acumennetwork.org/ 0141 887 9103 enquiries@acumennetwork.org
Advocacy Highland	Highlands based charity helping with advocacy and providing advocates to help you be heard.	www.advocacy-highland.org.uk 01463 233460 info@advocacy-highland.org.uk
Citizens Advice Bureau	They have an online advice guide and provide face-to-face and telephone consultations on a wide range of topics including law, benefits and rights.	www.adviceguide.org.uk/scotland/htm Check your local directory for the local office number or call 0800 809060 (Mon-Fri 9am-8pm, Sat 10am-2pm)
Caithness Mental Health Support Group	The Caithness Mental Health Support Group is a voluntary non-profit making organisation. The group runs two centres – one in Wick (The Haven) and one in Thurso (Stepping Stones).	www.caithness.org/community/healthandwelfare/mentalhealthsupportgroup The Haven 01955 605264, Stepping Stones 01847 892177
Department of Work and Pensions	Full information on benefits available, links to online claim processes, claim forms and appeal information. Benefit advisor online tool.	www.gov.uk/browse/benefits Benefit enquiry line: general advice on benefits for those who are disabled or a carer 0800 882200
Disability Rights	A large disability organisation, led by people with disabilities, and can provide info on funding leadership, factsheets and benefits guides.	disabilityrightsuk.org 020 7250 3222 enquiries@disabilityrightsuk.org
Birchwood Highland	Recovery focused housing and community based support in Inverness, Easter Ross and Lochaber.	www.birchwoodhighland.org.uk 01463 236 507
Mental Elf	Online and mobile resource to keep up-to-date with important and reliable mental health research and guidance.	www.thementalelf.net
Mental Welfare Commission for Scotland	Promoting welfare and safeguarding rights of people with mental illness, learning disability and related conditions. Helpline and information booklets available.	www.mwcscot.org.uk Advice line: 0131 313 8777 or 0800 389 6809
Mind	England and Wales focused charity providing help and advice on a wide number of topics including rights, discrimination, the law and benefits.	www.mind.org.uk 0300 123 3393 info@mind.org.uk
NHS Health Education Scotland	NHS Scotland's education and training body ensuring that patients and their families get the best healthcare from well trained and educated staff.	http://www.nes.scot.nhs.uk/ Inverness Office: 01463 255000 enquiries@nes.scot.nhs.uk
Rethink Mental Illness	England and Wales focused charity. Useful factsheets on range of subjects like benefits and keeping well.	www.rethink.org
Penumbra	Scottish mental health charity. Provides a wide range of services and campaigns to influence policy.	enquiries@penumbra.org.uk 0131 475 2380

Richmond Fellowship	They exist to encourage, support and challenge people with mental health problems on their recovery journey.	www.richmondfellowship.org.uk 020 7697 3300 communications@richmondfellowship.org.uk
Royal College of Psychiatrists	Expert advice and information on mental illness / downloadable leaflets	www.rcpsych.ac.uk
SAMH (Scottish Association for Mental Health)	Useful factsheets and an information line dealing with Scottish mental health issues.	www.samh.org
Scottish Independent Advocacy Alliance (SIAA)	Information on advocacy and links to advocacy organisations in Scotland.	www.siaa.org.uk 0131 260 5380 enquiry@siaa.org.uk
Scottish Recovery Network	The Scottish Recovery Network (SRN) promotes and supports recovery with a range of resources available including posters, leaflets and online recovery stories.	http://www.scottishrecovery.net/ 0141 240 7790 info@scottishrecovery.net
See Me Scotland	'see me' is Scotland's national campaign to end the stigma and discrimination of mental ill-health. We are an alliance of five mental health organisations and fully funded by the Scottish Government.	http://www.seemescotland.org/ 0131 554 0218 Fill in the form at http://www.seeme-scotland.org/contact-us
Skye and Lochalsh Mental Health Association	Aim to provide a home from home with a family atmosphere and opportunity to socialise. Their rule of confidentiality "what you see & what you hear, when you leave please leave it here" ensures that members feel able to talk freely about their feelings and problems.	http://www.slmha.co.uk/index.html 01478 613533 admin@slmha.co.uk
Support in Mind Scotland	National charity running services throughout the Highlands inc: Cardeas Cottage in Inverness, Glengarry Centre in Fort William and the Gatehouse in Golspie. Has contact details of services as well as factsheets for individuals, carers and family members.	www.supportinmindscotland.org.uk 0131 662 4359 info@supportinmindscotland.org.uk
Turn 2 Us	Charitable service helping people access the money through welfare benefits, grants and other help. Benefits calculator and a helpful checklist you can use to ensure you have all the details you need before you start and application. Grants checks can be done online or over the phone.	www.turn2us.org.uk Free, confidential helpline is open 8am to 8pm Monday to Friday for benefits checks and grant searches. Call 0808 802 2000
VOX (Voices of Experiences)	National service user led organisation ensuring people are heard. Free to join. Mailing list often has useful information on training, funding and events.	www.voxscotland.org.uk 0141 572 1663 info@voxscotland.org.uk
YoungMinds	UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. Provide info and support.	www.youngminds.org.uk Parent helpline - 0808 802 5544

Media Contacts

	Name	Region covered	Address / Telephone numbers / Website	Email address
Newspapers	Argyllshire Advertiser	Argyll	Argyll Street, Lochgilphead, Argyll, PA31 8NB www.argyllshireadvertiser.co.uk/ 01546 602345	editor@argyllshireadvertiser.co.uk
	Bratach	North West Highlands	www.bratach.co.uk	nwscca@yahoo.co.uk/editor@bratach.co.uk
	Dunoon Observer & Argyllshire Standard	Dunoon & Argyll	219 Argyll Street, Dunoon PA23 7NS www.dunoon-observer.com	editorial@dunoon-observer.com
	Forres Gazette	Forres	The Forres Gazette, 133 High Street, Forres, IV36 1DX 01309 672615 www.forres-gazette.co.uk	District Chief reporter Tanya McLaren newsdesk@forres-gazette.co.uk
	Highland News	Highlands	Highland News, New Century House, Stadium Road, Inverness, IV1 1FG Reception: 01463 732222 Newsdesk: 01463 732230 www.highland-news.co.uk	Newsdesk: newsdesk@highland-news.co.uk Chief Reporter Claire Doughty: c.doughty@highland-news.co.uk Reporter Jenna Conti: j.conti@highland-news.co.uk Reporter David Lyons: d.lyons@highland-news.co.uk Reporter Helen Bushnell: h.bushnell@highland-news.co.uk
	Inverness Courier	Inverness	New Century House, Stadium Road, Inverness, Inverness-Shire IV1 1FF 01463 233059 www.inverness-courier.co.uk	editorial@inverness-courier.co.uk
	John O' Groat Journal/ Caithness Courier	North Highlands	Caithness Building Preservation, 28 Bridge Street, Wick, KW1 4NG 01955 607060 www.johnogroat-journal.co.uk	Gordon Calder, Senior reporter: g.calder@nosn.co.uk Will Clark, Senior Reporter: w.clark@nosn.co.uk Alan Shields, Reporter: a.shields@nosn.co.uk
	Lochaber News	Lochaber	Lochaber News, Suite 2, North Road, Fort William, PH33 6PP 01397 702927 www.lochaber-news.co.uk	Stuart Taylor: s.taylor@lochaber-news.co.uk
	The Northern Scot	Moray	The Northern Scot, 74-76 South Street, Elgin, IV30 1JG 01343 543534 www.northern-scot.co.uk	newsdesk@northern-scot.co.uk
	Nairnshire Telegraph	Nairn	10 Leopold Street, Nairn, IV12 4BG 01667 453258	nairnshire.telegraph@btinternet.com
	North Star	Dingwall and surrounding area	North Star, Dochcarty Road, Dingwall, IV15 9UG 01349 863248 www.north-star-news.co.uk	editor@north-star-news.co.uk
	Northern Times	Sutherland	Northern Times Ltd, Main Street, Golspie, Sutherland, KW10 6RA 01408 633993 www.northern-times.co.uk	Editor: Alison Cameron editor@northern-times.co.uk Reporter: Caroline McMorran reporter@northern-times.co.uk
	Oban Times & West Highland Times	Oban and the West Highlands inc. Fort William	The Oban Times Limited, Mamore House, The Parade, Fort William, PH33 6BA 01397 703003/01397 702495 www.obantimes.co.uk	editor@obantimes.co.uk

	Press & Journal	Highlands and North of Scotland	Lang Stracht Mastrick, Aberdeen, AB15 6DF Main Office: 01224 690222 Inverness: 01463 272200 Elgin: 01343 554208 Fort William: 01397 700076 Oban/Lochgilphead: 01546 60 2731 Peterhead: 01779 475972 pressandjournal.co.uk	Inverness: pj.northnews@ajl.co.uk Elgin: pj.elgin@ajl.co.uk Weekly "Your Life" supplement out every Saturday covering lifestyle topics including Health
	Ross-shire Journal	Ross-Shire	Ross-shire Journal, Dochcarty Road, Dingwall, Ross-shire, IV15 9UG 01349 863436 www.ross-shirejournal.co.uk	Editor: Hector Mackenzie editor@rsjournal.co.uk, Reporter: Lynne Bradshaw l.bradshaw@rsjournal.co.uk
	Strathspey and Badenoch Herald	Strathspey and Badenoch	44 High Street, Grantown-on-Spey, PH26 3EH www.strathspey-herald.co.uk 01479 872102 (Grantown-on-Spey office) 01540 661533 (Kingussie office)	Gavin Musgrove: editorial@sbherald.co.uk Clive Dennier: c.dennier@sbherald.co.uk
	West Highland Free Press	Skye and the Western Isles	Unit 1B, Pairc nan Craobh, Broadford, Isle of Skye, IV49 9AP www.whfp.com Main office: 01471 822464 Michael Russell: 01471 820402 Keith MacKenzie: 01471 820403 Lisa Falconer: 01471 820401	Reporter Michael Russell: michael.russell@whfp.co.uk Reporter Keith MacKenzie: keith.mackenzie@whfp.co.uk Reporter Lisa Falconer: lisa.falconer@whfp.co.uk Features Desk: pj.features@ajl.co.uk
Radio Stations	BBC Radio Scotland	Whole of Scotland	40 Pacific Quay, Glasgow, G51 1DA Reception: 0141422 6000 Studio 0500 929 500 www.bbc.co.uk/radioscotland/	
	Cuillin FM	Skye and Lochalsh	Cuillin FM, Stormyhill Road, Portree, Isle of Skye, IV51 9DY www.cuillinfm.co.uk Office: 01478 611796, Studio: 01478 611234	admin@cuillinfm.co.uk / studio@cuillinfm.co.uk
	Moray Firth Radio	Moray Firth Region	MFR, PO Box 271, Inverness, IV3 8UJ Office: 01463 224433, MRF Studio: 0345 345 1974 www.mfr.co.uk	
	Nevis Radio	Fort William, Lochaber, Glencoe, Parts of Skye & Lochalsh	Ben Nevis Estate, Fort William, Highland, PH33 6PR Reception: 01397 700 007 Studio: 01397 706 100 www.nevisradio.co.uk	studio@nevisradio.co.uk
	Two Lochs Radio	Gairloch and Loch Ewe	Two Lochs Radio, Gairloch, IV21 2LR Tel 01445 712106 http://www.2lr.co.uk/	info@2lr.co.uk
	Western Isles Community Radio	Western Isles	PO box 333, Stornoway, Isle of Lewis, Western Isles, HS1 2PU 01851 703333 www.isles.fm	
Television	BBC Television	Online content specific to Highlands & Islands		To submit a story to BBC news visit the 'Have Your Say' (search with this term in google) of the BBC website
	STV Local	Offices in Nairn and Forres		visit: http://local.stv.tv/contact-us/ and fill out form

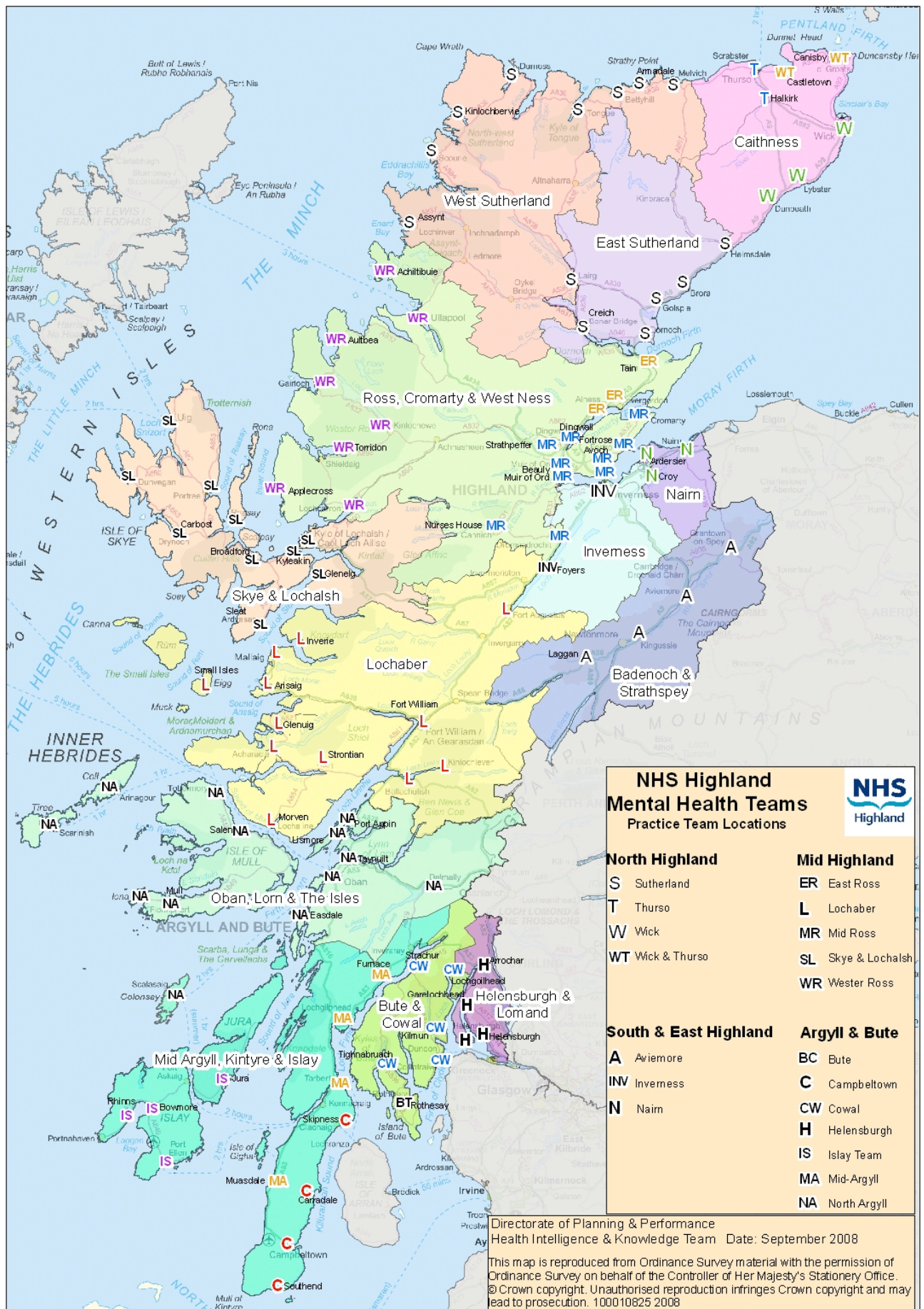
Social Work and Community Mental Health Teams

Local Social Work Services in Highland

Golspie Social Work Services	01408 635 360	Smithy Cottage, Drummie, Golspie, Sutherland, KW10 6TA
Wick Social Work Services	01955 605040	125-127 High St, Wick, KW1 4LR Caithness
Portree Social Work Team	01478 612943	Tigh Na Drochaid/Bridge Rd, Portree, IV51 9ER
Alness Social Services	01349 882609	Suie House/Market Sq, Alness, IV17 0UD
Carsgate Social Work Team	01463 724040	Glendoe Ter, Inverness, IV3 8DL
Thurso Social Work	01463 724040	16-18 High St, Thurso, KW14 8AG
Culloden Social Work Children & Families Team	01463 791338	Culloden Shopping Centre/Keppoch Rd, Culloden, Inverness, IV2 7LL
Inverness Community Care Team	01463 798337	Culloden Shopping Centre/Keppoch Rd, Culloden, Inverness, IV2 7LL
Oban Social Work Department	01546 605517	Soroba Rd, Oban, PA34 4JA

Highland Community Mental Health Teams (CMHT)

Nairn CMHT	01667 422786	Nairn Town & County Hospital, Cawdor Road, Nairn
Easter Ross CMHT	01349 853636	County Hospital, Invergordon
Mid Ross CMHT	01463 871901	The Bungalow, Urray House, Muir of Ord
Wick CMHT	01955 606915	The Old Medical Centre, Bankhead Road Wick. KW1 5LB
Lochaber CMHT	01397 707060	Rowan House, Montrose Avenue, Inverlochy, Fort William. PH33 6NA
Skye CMHT	01478 613772	Tigh an Oisean, Bridge Road, Portree, Isle of Skye. IV51 9ER
Badenoch & Strathspey CMHT	01479 813400	Rathven, 100 Grampian Road, Aviemore. PH22 1 RH



Councillors

Area	Name (Party)	Constituency Contact details	Interests/Causes	Update Needed
Ward 01: North, West and Central Sutherland	Councillor George Farlow (SNP)	7 Seaforth Road, Ullapool, IV26 2UY. Telephone 01854 612780/07919 544753.		May-17
Ward 01: North, West and Central Sutherland	Councillor Hugh Morrison (Independent)	Orcadia, Lerin, Durness, Sutherland, IV27 4QB. Telephone 07557 566543		May-17
Ward 01: North, West and Central Sutherland	Councillor Linda Munro (Scottish Lib Dem)	3 Achnabourin, Strathnaver, Kinbrace, Sutherland, KW11 6UA. Telephone 01641 521779/07818 075273.	Champion Coordinator and Children's Champion.	May-17
Ward 02: Thurso	Councillor Donnie Mackay (Independent)	2 Wilson Terrace, Thurso. Telephone 01847 891621/07833 496219		May-17
Ward 02: Thurso	Councillor John Rosie (Independent)	3 Thorsdale View, Thurso, Caithness, KW14 7ET. Telephone 01847 891584/07833 496202		May-17
Ward 02: Thurso	Councillor Roger Saxon (Scottish Labour)	73 Upper Burnside Drive, Thurso, Caithness, KW14 7XB. Telephone 07557 566554		May-17
Ward 03: Wick	Councillor Bill Fernie (Independent)	19 March Road, Wick, KW1 5TY. Telephone 01955 604648		May-17
Ward 03: Wick	Councillor Neil Macdonald (Scottish Labour)	10 West Banks Terrace, Wick, Caithness, KW1 5NA. Telephone 01955 605829/07557 744400		May-17
Ward 03: Wick	Councillor Gail Ross (SNP)	62 Argyle Square, Wick, KW1 5AJ. Telephone 07557 480847.	Caithness Civic Leader	May-17
Ward 04: Landward Caithness	Councillor David Bremner (Independent)	An-Cunairt, Rockhill Road ,Hempriggs, Wick, Caithness KW1 5TP. Telephone 01955 603220/07788 387582		May-17
Ward 04: Landward Caithness	Councillor Robert Coghill (Independent)	Balbreck Farmhouse, Clayock, Halkirk, KW12 6UZ. Telephone 01955 661266/07831 224525		May-17
Ward 04: Landward Caithness	Councillor Willie McKay (Independent)	36 Oldhall, Watten, Caithness KW1 5XL. Telephone 01955 621876/07557 566529		May-17
Ward 04: Landward Caithness	Councillor Alex MacLeod (SNP)	Kinrhive House, Kinrhive Estate and Farm, Delny, IV18 0PF. Telephone 07557 566532		May-17
Ward 05: East Sutherland and Edderton	Councillor Jim McGillivray (Independent)	Struay Villa, 11 School Street, Embo, Dornoch, Sutherland IV25 3PZ. Telephone 01862 811593		May-17
Ward 05: East Sutherland and Edderton	Councillor Deirdre McKay (Scottish Labour Party)	2 Muirfield Road, Brora, Sutherland, KW9 6QY. Telephone 01408 622340		May-17
Ward 05: East Sutherland and Edderton	Councillor Graham Phillips (SNP)	Unes House, Littleferry, Golspie, Sutherland, KW10 6TD. Telephone 07557 566547		May-17
Ward 06: Wester Ross, Strathpeffer and Lochalsh	Councillor Isabelle (Biz) Campbell (Independent)	Coach House, Glenshiel, By Kyle, IV40 8HW. Telephone 01599 511461/07771 370956		May-17
Ward 06: Wester Ross, Strathpeffer and Lochalsh	Councillor Ian Cockburn (SNP)	Hillcrest, Tarvie, Strathpeffer, Ross-shire, IV14 9EJ. Telephone 07557 566544		May-17
Ward 06: Wester Ross, Strathpeffer and Lochalsh	Councillor Richard Greene (Independent)	7 Burnside Terrace, Strath, Gairloch, Ross-shire, IV21 2BY. Telephone 01445 712890/07775 411282		May-17
Ward 06: Wester Ross, Strathpeffer and Lochalsh	Councillor Audrey Sinclair (Independent)	Cammore, Badicaul, Kyle of Lochalsh, IV40 8BB. Telephone 01599 534970/07833 496203		May-17
Ward 07: Cromarty Firth	Councillor Mike Finlayson (Independent)	Amberlea, Glenskiach, Evanton, Ross-shire, IV16 9UU. Telephone 01349 831147/07825 116509		May-17
Ward 07: Cromarty Firth	Councillor Martin Rattray (Scottish Lib Dem)	21 Cromlet Park, Invergordon, Ross-shire IV18 0RN. Telephone 01349 853798/07825 116508		May-17
Ward 07: Cromarty Firth	Councillor Maxine Smith (SNP)	5 Calrichie Cottages, Invergordon, IV18 0LN. Telephone 07751 227367	Vice Convener of the Highland Council	May-17
Ward 07: Cromarty Firth	Councillor Carolyn Wilson (Independent)	Dalmore Farm, Alness, IV17 0UX. Telephone 01349 883978/07740 410257	Leader of the Opposition	May-17
Ward 08: Tain and Easter Ross	Councillor Alasdair Rhind (Independent)	Morningside, Scotsburn Road, Tain, IV19 1PU. Telephone 01862 892521/07831 483804		May-17

Area	Name (Party)	Constituency Contact details	Interests/Causes	Update Needed
Ward 08: Tain and Easter Ross	Councillor Fiona Robertson (Independent)	Tigh-Na-Sonas, Newton, Tain, IV20 1RU. Tel: 01862 892756/07747 793354		May-17
Ward 08: Tain and Easter Ross	Councillor Jamie Stone (Scottish Lib Dem)	Knockbreck House, Tain, IV19 1LZ. Telephone 01862 892 726/07748 111328		May-17
Ward 09: Dingwall and Seaforth	Councillor Graham Mackenzie (SNP)	19 Drumdyre Road, Dingwall, Ross-shire, IV15 9RW. Telephone 07557 566541		May-17
Ward 09: Dingwall and Seaforth	Councillor Alister Mackinnon (Independent)	Maybury, 17 Braes of Conon, Conon Bridge, Dingwall, Ross-shire, IV7 8AX. Telephone 01349 863135/07786 391561		May-17
Ward 09: Dingwall and Seaforth	Councillor Angela Maclean (Scottish Lib Dem)	21 Grant Crescent, Maryburgh, Ross and Cromarty, IV7 8EW. Telephone: 01349 864401/07825 116505		May-17
Ward 09: Dingwall and Seaforth	Councillor Margaret Paterson (Independent)	Craiglea, Craig Road, Dingwall, Ross-shire, IV15 9LF. Telephone 01349 864424/07833496218		May-17
Ward 10: Black Isle	Councillor David Alston (Scottish Lib Dem)	Buzancy, 51 Church Street, Cromarty IV11 8XA. Telephone 01381 600243	Deputy Leader of the Council	May-17
Ward 10: Black Isle	Councillor Billy Barclay (Independent)	Boggiewell Farm, Fortrose, IV10 8SN. Telephone 01381 621736		May-17
Ward 10: Black Isle	Councillor Craig Fraser (SNP)	West Wing, Bellevue House, Church Street, Cromarty IV11 8XA. Telephone 01381 600871/07795 168703		May-17
Ward 10: Black Isle	Councillor Isobel McCallum (Independent)	Belmaduthy, Munloch, Ross and Cromarty, IV8 8PF. Telephone 01463 811045/07742 101300		May-17
Ward 11: Eilean a' Cheò	Councillor Hamish Fraser (Independent)	8 Scullamus, Breakish, Isle of Skye, IV42 8QB. Telephone 01471 822929		May-17
Ward 11: Eilean a' Cheò	Councillor John Gordon (Independent)	3 Mill Park, Staffin Road, Portree, Isle of Skye, IV51 9EY. Telephone 01478 611783/07557 744399		May-17
Ward 11: Eilean a' Cheò	Councillor Drew Millar (Scottish Lib Dem)	Ibrox, 6 Carndearg Place, Portree, Isle of Skye IV51 9PZ. Telephone 01478 612895/07801 385994		May-17
Ward 11: Eilean a' Cheò	Councillor Ian Renwick (SNP)	Lochside, Brookside, Clachamish, Portree, Isle of Skye IV51 9NY. Telephone 01470 582386/07771370954		May-17
Ward 12: Caol and Mallaig	Councillor Bill Clark (SNP)	Darag, Wilson Way, Tomonie, Banavie, Fort William PH33 7LX. Telephone 01397 773150/07775 411281		May-17
Ward 12: Caol and Mallaig	Councillor Alan Henderson (Independent)	The Gantocks, Achintore Road, Fort William PH33 6RN. Telephone 01397 705954		May-17
Ward 12: Caol and Mallaig	Councillor Eddie Hunter (Independent)	11 Glendessary Street, Caol, Fort William, PH33 7BT. Telephone 01397 703918		May-17
Ward 13: Aird and Loch Ness	Councillor Helen Carmichael (Independent)	Hawthorn Villa, 25 Ferry Road, Beauly, IV4 7EA. Telephone 01463 782555/07771 370962		May-17
Ward 13: Aird and Loch Ness	Councillor Margaret Davidson (Independent)	Abriachan Nurseries, Kilianan, Loch Ness Side, Inverness IV3 8LA. Telephone 01463 861424/07818 015689		May-17
Ward 13: Aird and Loch Ness	Councillor Drew Hendry (SNP)	Old Kilcoy House, Tore, Muir of Ord, Ross-shire, IV6 7RZ. Telephone 01463 811480/07748 320071	Leader of the Council	May-17
Ward 13: Aird and Loch Ness	Councillor Hamish Wood (Scottish Lib Dem)	14 Kennedy Drive, Scorguie, Inverness, IV3 8QR. Telephone 01463 712530	Vice Convener of the Highland Council	May-17
Ward 14: Inverness West	Councillor Allan Duffy (SNP)	47 Craigton Avenue, Inverness, IV3 8AZ. Telephone 07557 566538	Veteran's Champion	May-17
Ward 14: Inverness West	Councillor Alex Graham (Scottish Lib Dem)	9 Rangemore Road, Inverness, IV3 5EA. Telephone 01463 241148/07774 337710	Provost of Inverness	May-17
Ward 14: Inverness West	Councillor Graham Ross (Independent)	5 Ardness Place, Inverness, IV2 4QJ. Telephone 07557 566542		May-17
Ward 15: Inverness Central	Councillor Janet Campbell (Independent)	39 Leachkin Avenue, Inverness, IV3 8LH. Telephone 01463 226598		May-17
Ward 15: Inverness Central	Councillor Donnie Kerr (Independent Nationalist)	22 Upper Kessock Street, Inverness, IV3 8JQ. Telephone 01463 225217		May-17
Ward 15: Inverness Central	Councillor Richard Laird (SNP)	4 Maple Drive, Inverness, IV3 5RJ. Telephone 07557 566552		May-17

Area	Name (Party)	Constituency Contact details	Interests/Causes	Update Needed
Ward 15: Inverness Central	Councillor Bet McAllister (Scottish Labour)	17 Harris Road, Damfield, Inverness IV2 3LS. Telephone 01463 710558/07734 733315	Depute Provost	May-17
Ward 16: Inverness Ness-side	Councillor Alasdair Christie (Scottish Lib Dem)	7 Balnakyle Road, Lochardil, Inverness, IV2 4BW. Telephone 01463 718532/07775 411334		May-17
Ward 16: Inverness Ness-side	Councillor Norrie Donald (Independent)	3 Strath Gardens, Dore, Inverness, IV2 6TT. Telephone 01463 751396/07718 921173		May-17
Ward 16: Inverness Ness-side	Councillor Fraser Parr (Scottish Labour)	18 Drynie Park, Muir of Ord, IV6 7RP. Telephone 01463 871052/07557 566475		May-17
Ward 16: Inverness Ness-side	Councillor Jean Slater (SNP)	67 Oldtown Road, Hilton, Inverness, IV2 4HU. Telephone 07557 566549		May-17
Ward 17: Inverness Millburn	Councillor Ian Brown (SNP)	104 Drakies Avenue, Inverness, IV2 3SD. Telephone 01463 248924/07771 370955	Leader of the City of Inverness	May-17
Ward 17: Inverness Millburn	Councillor Jimmy Gray (Scottish Labour)	18 Beaufort Road, Inverness, IV2 3NP. Telephone 01463 729730/07751 279907	Convener of the Highland Council	May-17
Ward 17: Inverness Millburn	Councillor Kenneth J B S MacLeod (Scottish Lib Dem)	26 Greenwood Gardens, Milton of Leys, Inverness, IV2 6GP. Telephone 01463 772001		May-17
Ward 18: Culloden and Ardersier	Councillor Roddy Balfour (Independent)	Torran Gorm, Cantray, Croy, IV2 5PS. Telephone 01667 493457		May-17
Ward 18: Culloden and Ardersier	Councillor John Ford (Scottish Labour)	12 Moraypark Avenue, Culloden, Inverness, IV2 7LS. Telephone 01463 792646		May-17
Ward 18: Culloden and Ardersier	Councillor Glynis Sinclair (SNP)	St Clair's House, Cantray, By Croy, Inverness, IV2 5PW. Telephone 01667 493893		May-17
Ward 18: Culloden and Ardersier	Councillor Kate Stephen (Scottish Lib Dem)	11 Meadow Road, Balloch, Inverness, IV2 7JR. Telephone 07557566551	Champion for Older people and Adults	May-17
Ward 19: Nairn	Councillor Laurie Fraser (Independent)	Fallowdene, Marine Road, Nairn, IV12 4EA. Telephone 01667 452950		May-17
Ward 19: Nairn	Councillor Michael Green (Independent)	Duncricvie, Seabank Road, Nairn, IV12 4HA. Telephone 01667 453983/07557 566553		May-17
Ward 19: Nairn	Councillor Colin Macauley (SNP)	32 Moss-side Brae, Nairn, IV12 5LS. Telephone 07557 566539		May-17
Ward 19: Nairn	Councillor Liz Macdonald (SNP)	Druimoak, Lochloy Road, Nairn, IV12 5LF. Telephone 01667 455661/07557 566478	Provost of Nairn	May-17
Ward 20: Inverness South	Councillor Carolyn Caddick (Scottish Lib Dem)	Torbreck, Easter Muckovie, Westhill, Inverness, IV2 5BN. Telephone 01463 792951/07557 566468	Veteran's Champion	May-17
Ward 20: Inverness South	Councillor Jim Crawford (Independent)	The Croft, Sunnyside, Culloden Moor, Inverness, IV2 5EE. Telephone 01463 794941		May-17
Ward 20: Inverness South	Councillor Ken Gowans (SNP)	16 Westfield Brae, Westhill, Inverness, IV2 5TL. Telephone 07557 744401		May-17
Ward 20: Inverness South	Councillor Thomas Prag (Scottish Lib Dem)	Windrush, East Muckovie, Inverness IV2 5BN. Telephone 01463 791697		May-17
Ward 21: Badenoch and Strathspey	Councillor Jaci Douglas (Independent)	Sonass, Mackay Avenue, Grantown on Spey, PH26 3EU. Telephone 01479 872546		May-17
Ward 21: Badenoch and Strathspey	Councillor Dave Fallows (SNP)	Woodlea, Main Street, Newtonmore, PH20 1DA. Telephone 01540 673966/07543643413		May-17
Ward 21: Badenoch and Strathspey	Councillor Bill Loban (SNP)	Pawprints, Dalfaber, Aviemore, PH22 1QD. Telephone 07557 566546		May-17
Ward 21: Badenoch and Strathspey	Councillor Gregor Rimell (Scottish Lib Dem)	Broomlea, Golf Course Road, Newtonmore, PH20 1AT. Telephone 01540 673430		May-17
Ward 22: Fort William and Ardnamurchan	Councillor Andrew Baxter (Independent)	12 Riverside Road, Kinlochleven, Argyll, PH50 4QH. Telephone 01855 831563/07740 698173		May-17
Ward 22: Fort William and Ardnamurchan	Councillor Bren Gormley (SNP)	Lismore House, North Ballachulish, Onich, Fort William, PH33 6SA. Telephone 01855 821161	Champion for Carers	May-17
Ward 22: Fort William and Ardnamurchan	Councillor Thomas MacLennan (Independent)	Laundry Cottage, Torlundy, Fort William, PH33 6SW. Telephone 07557 566550		May-17
Ward 22: Fort William and Ardnamurchan	Councillor Brian Murphy (Scottish Labour)	Orchy Villa, Alma Road, Fort William, PH33 6HA. Telephone 01397 700339/07557 566473		May-17

Politicians

	Area	Name (Party)	Constituency Contact details	Parliamentary Contact Details	Interests/Causes	Update Needed
Constituency MSP's	Argyll & Bute	Michael Russell MSP (SNP)	81 Argyll Street, Dunoon, Argyll, PA23 7DH. Telephone 01369 702011. Email: Michael.Russell.msp@scottish.parliament.uk	T3.07, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone 0131 348 6326.	Cabinet Secretary for Education and Lifelong Learning	May-16
	Caithness Sutherland and Ross	Rob Gibson MSP (SNP)	4 Grant Street, Wick, Caithness, KW1 5AY. Telephone 01955 604963. Email: Rob.Gibson.msp@scottish.parliament.uk	M4.06, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone 0131 348 5726.	Convener of the Rural Affairs, Climate Change and Environment Committee. Scots, Gaelic and Traditional Arts are core interests as are nuclear disarmament, affordable housing and promoting cooperative enterprise, community renewables and ensuring a strong future for our traditional arts.	May-16
	Na h-Eileanan an Iar	Alasdair Allan MSP (SNP)	31 Bayhead, Stornoway, Isle of Lewis, HS1 2DU. Telephone 01851 702272. Email: Alasdair.Allan.msp@scottish.parliament.uk	T3.06, The Scottish Parliament, Edinburgh, EH99 1SP.	Minister for Learning, Science and Scotland's Languages	May-16
	Inverness and Nairn	Fergus Ewing MSP (SNP)	Highland Railhouse, Station Square, Inverness, IV1 1LE. Telephone 01463 713004. Email: Fergus.Ewing.msp@scottish.parliament.uk	T3.03, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5732	Minister for Energy, Enterprise and Tourism. Fergus campaigns on a wide variety of matters, seeks to represent everyone, irrespective of their own political views, and is keen to try to offer help to all constituents when they seek it.	May-16
	Moray	Richard Lochhead MSP (SNP)	9 Wards Road, Elgin, Moray, IV30 1NL. Telephone 01343 551111. Email: Richard.Lochhead.msp@scottish.parliament.uk	T3.05, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5737	Cabinet Secretary for Rural Affairs and the Environment.	May-16
	Skye, Lochaber and Badenoch	Dave Thompson MSP (SNP)	Thorfin House, Bridgend Business Park, Dingwall, IV15 9SL. Telephone 01349 864 701. Email: Dave.Thompson.msp@scottish.parliament.uk	M3.09, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5327	Member of various cross-party groups including those of nuclear disarmament, Gaelic, Digital Participation and several health issues including heart disease and stroke, palliative care and psoriasis and psoriatic arthritis.	May-16
Regional MSP's (jointly representing all of Highland)	Highlands and Islands	Rhoda Grant MSP (Labour)	Queensgate Business Centre, 1-3 Fraser Street, Inverness, IV1 1DW. Telephone 01463 716299. Email: Rhoda.Grant.msp@scottish.parliament.uk	M1.06, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5766	Shadow Minister for Energy, Enterprise and Tourism. Interests include carers, old age and the elderly and domestic abuse.	May-16
	Highlands and Islands	Jamie McGrigor MSP (Conservative)	61 Chalmers Street, Ardrishaig, Argyll, PA30 8DX. Telephone 01546 606586. Email: Jamie.McGrigor.msp@scottish.parliament.uk	M2.11, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5616	Spokesperson on the Environment and Climate Change	May-16
	Highlands and Islands	David Stewart MSP (Labour)	Highlands and Islands MSPs Office, PO Box 5717, Inverness, IV1 1YT. Telephone 01463 716299. Email: David.Stewart.msp@scottish.parliament.uk	M1.05, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5766	David is particularly interested in the subject areas of transport, rural development, oil and gas, international development and diabetes.	May-16
	Highlands and Islands	John Finnie MSP (Independant)	Second Floor, Highland Rail House, Inverness, IV1 1LE. Telephone 01463 710194. Email: John.Finnie.msp@scottish.parliament.uk	M3.10, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 6898	Equal opportunities, Justice, drug and alcohol misuse, human rights, human trafficking and nuclear disarmament.	May-16
	Highlands and Islands	Jean Urquhart MSP (Independant)	Highland Railhouse, Station Square, Inverness, IV1 1LE. Telephone 01463 713004. Email: jean.urquhart.msp@scottish.parliament.uk	M3.11, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5053	Art and culture, education, rural affairs, community development, tourism.	May-16
	Highlands and Islands	Mary Scanlon MSP (Conservative)	14A Ardross Street, Inverness, IV3 5NS. Telephone 01463 241004. Email: Mary.Scanlon.msp@scottish.parliament.uk	M2.12, The Scottish Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5460	Spokesperson on Energy, Enterprise and Tourism. Member of several cross-party groups including that for Mental Health.	May-16
	Highlands and Islands	Mike MacKenzie MSP (SNP)	31 Combie Street, Oban, Argyll, PA34 4HS. Telephone 01631 571 359. Email: Mike.MacKenzie.msp@scottish.parliament.uk	Parliament, Edinburgh, EH99 1SP. Telephone: 0131 348 5057	Office of the Cabinet Secretary for Finance, Employment and Sustainable Growth of the Scottish Government	May-16
	Argyll & Bute	Alan Reid MP (Lib Dem)	95 Alexandra Parade DUNOON PA23 8AL 01369 704840	House of Commons, London, SW1 0AA. Telephone 020 7219 1752. Email: alan.reid.mp@parliament.uk		May-15

Politicians

	Area	Name (Party)	Constituency Contact details	Parliamentary Contact Details	Interests/Causes	Update Needed
MP's	Caithness, Sutherland and Easter Ross	John Thurso MP (Lib Dem)	No constituency address. Clinics held across region, check local press for details.	House of Commons, London, SW1 0AA. Telephone 020 7219 1752. Email: john.thurso.mp@parliament.uk		May-15
	Inverness, Nairn, Badenoch and Strathspey	Danny Alexander (Lib Dem)	45 Huntly Street, Inverness IV3 5HR. Telephone 01463 711280.	House of Commons, London SW1A 0AA. Telephone 020 7219 2300. Email: danny.alexander.mp@parliament.uk		May-15
	Ross, Skye and Lochaber	Charles Kennedy MP (Lib Dem)	5 MacGregor's Court, Dingwall, IV15 9HS. Telephone 01349 862152.	House of Commons, London SW1A 0AA. Telephone 020 7219 5696. Email: charles.kennedy.mp@parliament.uk		May-15
MEP's (jointly representing all of Scotland)	Scotland	Ian Hudghton MEP (SNP)	8 Old Glamis Road, Dundee, DD3 8HP. Telephone 01382 623200. Email: ian.hudghton@europarl.europa.eu	EU office: European Parliament Rue Wiertz Altiero Spinelli 08H161 B-1047 Brussels. Telephone +32 22 845 499		May-14
	Scotland	David Martin MEP (Labour)	Midlothian Innovation Centre, Pentlandsfield, Roslin, Midlothian, EH25 9RE. Telephone 0131 440 9040. Email: david.martin@europarl.europa.eu	EU office: European Parliament Rue Wiertz Altiero Spinelli 13G354 B-1047 Brussels. Telephone +32 22 845 539		May-14
	Scotland	Struan Stevenson MEP (Conservative)	67 Northumberland Street, Edinburgh, EH3 6JG. Telephone 0131 524 0030. Email: struan.stevenson@europarl.europa.eu	EU office: European Parliament Rue Wiertz Altiero Spinelli 12G302 B-1047 Brussels. Telephone +32 22 847 710		May-14
	Scotland	Alyn Smith MEP (SNP)	Gordon Lamb House, 3 Jackson's Entry, Edinburgh, EH8 8PJ. Telephone 0131 525 8926. Email: alyn.smith@europarl.europa.eu	EU office: European Parliament Rue Wiertz Altiero Spinelli 08H149 B-1047 Brussels. Telephone +32 22 847 187		May-14
	Scotland	George Lyon MEP (Lib Dem)	9 Newton Terrace, Glasgow, G3 7PJ. Telephone 0141 222 2480. Email: george.lyon@europarl.europa.eu	EU office: European Parliament Rue Wiertz Altiero Spinelli 10G210 B-1047 Brussels. Telephone +32 22 847 628		May-14
	Scotland	Catherine Stihler MEP (Labour)	25 Church Street, Inverkeithing, Fife, KY11 1LG. Telephone 01383 417 799. catherine.stihler@europarl.europa.eu	EU Office: European Parliament Rue Wiertz Altiero Spinelli 13G309 B-1047 Brussels. Telephone +32 22 845 462		May-14

Library Resources

Name	Address	Tel:	Opening Times	Internet Access	Photo copying	Fax	Printer	Colour Printer	Scanner
Achiltibuie Library	Coigach Community Hall, Achiltibuie, Ross & Cromarty, IV26 2YG	01854 622305	Wed: 10am-1pm & 6pm-8pm, Mon, Tue, Thur-Sun: Closed	Yes & Wi-Fi	Yes	Yes	Yes	No	No
Alness Library	Averon Centre, High Street, Alness, Ross & Cromarty, IV17 0QB	01349 882674	Mon, Tue, Fri: 9am-12.30pm & 1.30pm-6pm Wed: 9am-12.30pm & 1.30pm-5pm Thur: 9am-12.30pm & 1.30-7.30pm Sat: 10.30am-1.30pm Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Ardersier Library	Ardersier Library & Service Point, Old School Station Road, Ardersier, Inverness, IV2 7SU	01667 460397	Mon & Fri 12pm-5pm, Wed & Sat 10am-1pm, Tue, Wed, Sun: Closed	Yes	Yes	No	Yes	Yes	No
Ardnamurchan Community Library	Ardnamurchan Community Library, Sunart Centre (Àrainn Shuaineirt), Strontian, Acharacle, PH36 4JA	01397 709226	Mon, Wed, Fri: 9am-4pm, Tue & Thur: 9am-4pm & 7pm-9pm, Sat: 2pm-4pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Aviemore Library	Aviemore Library, Aviemore Primary School & Community Centre, Muirton, Aviemore, PH22 1SF	01479 813141	Tue: 1pm-5pm & 6pm-8pm, Weds & Fri: 10am-1pm & 2pm-5pm, Mon, Sat & Sun: Closed	Yes	Yes	No	Yes	Yes	Yes
Badenoch Library	Badenoch Library, Badenoch Centre Spey Street, Kingussie, Badenoch & Strathspey, PH21 1EH	01540 661596	Mon: 12pm-5pm & 6pm-8pm, Wed & Fri: 10am-1pm & 2pm-5pm, Thur: 10am-1pm, 2pm-5pm & 6pm-8pm, Tue, Sat & Sun: Closed	Yes	Yes	No	Yes	Yes	No
Beaully Library	Beuly Library, Phipps Institute, Beuly, Inverness, IV4 7EH	01463 782930	Mon: 5pm-8pm, Tue: 10am-12.30pm, Wed: 12pm-2.30pm, Thur: 2pm-5pm, Sat: 10am-1pm, Fri & Sun: Closed	Yes	Yes	Yes	Yes	No	No
Bettyhill Library	Bettyhill Library & Service Point, Naver Teleservice Centre, Bettyhill, Sutherland, KW14 7SS	01349 886606 (Calls are directed via the Highland Council Call Centre)	Mon-Fri: 9am-12.30pm, Sat & Sun: Closed						
Bonar Bridge Library	Bonar Bridge Library, Carnegie Library, West End, Bonar Bridge, Sutherland, IV24 3EA	01863 760083	Mon: 10am-12.30pm & 2.30pm-5pm, Tue, Wed & Fri: 10am-12.30pm, Thur: 10am-12.30pm & 5.30pm-8pm, Sat & Sun:	Yes	Yes	Yes	Yes	Yes	Yes
Broadford Service Point and Library	Broadford Service Point and Library, Old Quarry Industrial Estate, Broadford, Isle of Skye, IV49 9AB	01471 820522	Tue-Fri: 10.30am-2pm & 3pm-5pm, Mon, Sat & Sun: Closed	Yes	Yes	No	Yes	Yes	Yes
Brora Cultural Centre & Library	Brora Cultural Centre & Library, Gower Street, Brora, Sutherland, KW9 6PD	01408 621128	Mon: 1pm-5pm & 6pm-8pm, Tue: 10am-12.30pm & 2pm-5pm, Thurs: 2pm-5pm & 6pm-8pm, Fri: 10am-12.30pm & 1.30pm-4.30pm, Weds, Sat & Sun: Closed	Yes	Yes	No	Yes	Yes	Yes
Caol Library	Caol Library, Glenkingie Street, Caol, Fort William, Lochaber, PH33 7DP	01397 702829	Mon & Wed: 2pm-5pm, Tue: 10am-1pm & 4pm-7pm, Thur: 10am-1pm, Fri 5pm-8pm, Sat & Sun: Closed						
Cromarty Library	Cromarty Library, Hugh Miller Institute, Church Street, Cromarty, Ross & Cromarty, IV11 8XA	01381 600318	Mon: 10am-12pm, Tue & Thur: 2pm-5pm & 6pm-8pm, Wed, Fri, Sat & Sun: Closed	Yes	Yes	Yes	Yes	No	Yes
Culloden Library	Culloden Library, Keppoch Road, Culloden, Inverness, IV2 7LL	01463 792531	Mon & Wed: 10am-1pm, 3pm-5pm & 6pm-8pm, Tue & Fri: 10am-1pm & 3pm-5pm, Sat: 10am-1pm, Thur, Sat & Sun: Closed	Yes	Yes	Yes	Yes	No	Yes
Dingwall Library	Dingwall School & Community Library, Dingwall Academy, Ross-Shire, Dingwall, IV15	01349 869869	Mon, Wed & Fri: 9am-6pm, Tue & Thur: 9am-8pm, Sat: 10am-5pm, Sun: Closed	Yes	Yes	Yes	Yes	No	No
Dornoch Library	Dornoch Library, Carnegie Buildings, High Street, Dornoch, Sutherland IV25 3SH	01862 811079	Mon: 10am-12 & 1pm-5pm, Tue: 9am-1pm, Wed: 2pm-5pm & 6pm-8pm, Fri: 9.30am-1pm & 2pm-5pm, Sat: 10am-12pm, Thur & Sun: Closed	Yes	Yes	No	Yes	Yes	Yes
Fort William Library	Fort William Library, Airds Crossing, High Street, Fort William, Lochaber, PH33 6EU	01397 703552	Mon & Thur: 10am-8pm, Tue & Fri: 10am-6pm, Wed & Sat: 10am-1pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Fortrose Library	Fortrose Community Library, Fortrose Academy, Academy Street, Fortrose, Ross & Cromarty, IV10 8TW	01381 622235	Term Time: Mon, Tue & Fri: 9am-5pm, Wed & Thur: 9am-5pm & 6pm-8pm, Sat: 10am-1pm, Sun Closed School Holidays: Tue: 10am-5pm, Wed: 10am-5pm & 6pm-8pm, Thur: 1pm-5pm & 6pm-8pm, Fri: 10am-5pm, Sat: 10am-1pm, Sun & Mon: Closed	Yes	Yes	Yes	Yes	No	Yes

Name	Address	Tel:	Opening Times	Internet Access	Photo copying	Fax	Printer	Colour Printer	Scanner
Gairloch Library	Gairloch Library, Gairloch High School, Gairloch, Ross & Cromarty, IV21 2BP	01445 712469	Term Time: Mon & Fri: 9am-5.30pm, Tue & Thur: 9am-5pm, Weds: 9am-7pm, Sat & Sun: Closed, School Holidays: Mon 11am-3pm, Weds: 3pm-7pm, Fri: 1.30pm-5.30pm, Tu, Thur, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Glen Urquhart Library	Glen Urquhart Library & Learning Centre, Drumnadrochit, Inverness-shire, IV63 6XA	01456 459223	Mon: 2pm-5pm, Tue: 9am-1pm & 6pm-8pm, Wed: 2pm-5pm & 6pm-8pm, Thur: 3.30pm-8pm, Fri: 9am-1pm, Sat 10am-1pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Golspie Library	Golspie Library, Community Centre, Golspie High School, Sutherland KW10 6RA	01408 634084	Tue: 1.30pm-5pm & 6pm-8pm, Thur: 10am-12pm & 1.30pm-5pm, Fri: 2pm-5pm & 6pm-8pm, Sat: 10am-12pm, Mon, Wed & Sun: Closed	Yes	Yes	No	Yes	Yes	Yes
Grantown Library	Grantown on Spey Library, YMCA Building, 80 High Street, Grantown on Spey, Badenoch & Strathspey, PH26 3HB	01479 873175	Mon & Wed: 1pm-5pm & 6pm-8pm, Fri: 10am-12pm & 1pm-5pm, Sat: 10am-1pm, Tue, Thur & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Helmsdale Library	Helmsdale Library & Service Point, Community Centre, Dunrobin Street, Helmsdale, Sutherland, KW8 6JX	01431 821690	Mon: 10am-12pm, 3pm-5pm & 6pm-8pm, Tue, Wed & Thur: 10am-12.30pm, Fri: 10am-12pm & 3pm-5pm, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Inshes Library	Inshes Library, Inshes Road, Inverness, IV2 3RF	01463 725928	Mon, Tue & Thur 3.15pm-8pm, Wed & Fri: 3.15pm-6pm, Sat: 10am-1pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Invergordon Library	Invergordon Library, High Street, Invergordon, Ross & Cromarty, IV18 0DG	01349 852698	Mon, Tue, Wed, Thur: 9am-12.30pm & 1.30pm-5pm, Fri: 9am-12.30pm & 1.30pm-8pm, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Inverness Library	Inverness Library, Farraline Park, Inverness, IV1 1NH	01463 236463	Mon, Tue & Fri 9am-6.30pm, Wed: 10am-6.30pm, Thur: 9am-8pm, Sat: 9am-5pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Kinlochleven Library	Kinlochleven Community Library, Riverside Road, Kinlochleven, PH50 4QH	01855 832047	Term Time: Mon, Wed & Fri: 9am-5pm, Tue & Thur: 9am-8pm, Sat: 10am-1pm, Sun: Closed	Yes	Yes	Yes	Yes	No	Yes
Knoydart Library	Knoydart Library, The Store, Inverie, Knoydart, by Mallaig, PH41 4PL	01687 460253	Wed: 4pm-5pm, Sat: 12pm-1pm, Mon, Tue, Thur, Fri & Sun: Closed	No	No	No	No	No	No
Kyle of Lochalsh Library	Kyle of Lochalsh Service Point & Library, Main Street, Kyle of Lochalsh, Skye & Lochalsh, IV45 8AP	01599 534956	Mon, Wed, Thur & Fri: 9am-12.30pm & 1.30pm-5pm, Tue: 1.30pm-3pm & 4pm-8pm, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Lairg Library	Lairg Library, Community Centre, Main Street, Lairg, Sutherland, IV27 4DD	01549 402577	Mon & Thur: 10am-12pm & 2.30pm-5pm, Tue & Fri: 2.30pm-5pm & 6pm-8pm, Wed, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Lochcarron Library	Lochcarron Library, The Howard Doris Centre, Lochcarron, Ross & Cromarty, IV54 8UD	01520 722679	Tue: 10am-12pm & 7pm-9pm, Wed & Fri: 2.30pm-4.30pm, Thur: 7pm-9pm, Mon, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Mallaig Library	Mallaig Library, Mallaig and Morar Community Centre, West Bay, Mallaig, PH41 4PY	01687 460097	Tue & Fri: 10.30am-2pm, Wed: 1pm-5pm, Thur: 5pm-8pm, Sat: 10am-12pm, Mon & Sun: Closed	Yes	No	Yes	Yes	Yes	Yes
Muir of Ord Library	Muir of Ord Library, Tarradale School, Muir of Ord, Ross & Cromarty, IV6 7SU	01463 870196	Mon: 10am-12.30pm, 2pm-5pm & 6pm-8pm, Thur: 10am-12.30pm & 6pm-8pm, Fri: 2pm-5pm, Tue, Wed, Sat & Sun: Closed	Yes	Yes	Yes	Yes	No	Yes
Nairn Library	Nairn Library, 68 High Street, Nairn, IV12 4AU	01667 458506	Mon & Fri: 10am-8pm, Tue & Thur: 10am-6pm, Wed & Sat: 10am-1pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Plockton Library	Plockton Library, Village Hall, Harbour Street, Plockton, Ross & Cromarty, IV52 8TG	01599 544718	Mon & Wed: 2pm-5pm, Tue: 10am-12pm, Thur: 6pm-8pm, Fri, Sat & Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Portree Library	Portree Community Library, Viewfield Road, Portree, Isle of Skye, Sky & Lochalsh, IV51 9ET	01478 614823	Mon, Wed, Fri: 9.10am-5pm, Tue & Thur: 9.10am-8pm, Sat: 10am-4pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Tain Library	Tain Library, Stafford Street, Tain, Ross & Cromarty, IV19 1AZ	01862 892391	Mon, Thur & Fri: 2pm-5.30pm, Tue: 10am-1.30pm & 3pm-7pm, Wed & Sat: 10am-1.30pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Thurso Library	Thurso Library, Davidson's Lane, Thurso, Caithness, KW14 7AF	01847 893237	Mon & Wed: 10am-6pm, Tue & Fri: 10am-8pm, Thur & Sat: 10am-1pm, Sun: Closed	Yes	Yes	Yes	Yes	Yes	Yes
Ullapool Library	Ullapool Library, Community High School, Mill Street, Ullapool, Ross & Cromarty, IV26 2UN	01854 612543	Term Time: Mon, Wed & Fri: 9am-5pm, Tue & Thur: 9am-5pm & 6pm-8pm, Sat & Sun: Closed. School Holidays: Tue: 2pm-5pm & 6pm-8pm, Thur: 10am-1pm, 2pm-5pm & 6pm-8pm, Fri: 10am-1pm & 2pm-5pm, Mon, Wed, Sat & Sun: Closed.	Yes	Yes	Yes	Yes	Yes	Yes
Wick Library	Wick Library, Sinclair Terrace, Wick, Caithness, KW1 5AB	01955 602864	Mon & Thur: 10am-6pm, Tue & Fri: 10am-8pm, Wed & Sat: 10am-1pm	Yes	Yes	Yes	Yes	Yes	Yes