

Big Hearts launch new helplines to maintain vital support during COVID-19 crisis

Big Hearts, the charity of Heart of Midlothian FC is moving their activity to focus on phone and online support, through four new dedicated helplines launched today.

Over the past two weeks the Big Hearts' team of 9 staff has been working on alternative ways to maintain their vital work to local groups at a high risk of loneliness, poor mental health, complex family backgrounds and food poverty.

The new Big Hearts helplines are designed to provide regular support over the phone and use digital means to address people's urgent needs – whilst ensuring the safety of all staff, volunteers and beneficiaries.

Based at Hearts Tynecastle Stadium the charity supports more than 150 vulnerable adults and children on a weekly basis, through a range of programmes including the Kinship

Care after school club, The Changing Room project and Football Memories for over 65s.

 DO YOU NEED HELP? CONTACT OUR TEAM!	 Kinship Care Helpline  0131 603 4927 10am - 4pm Mon - Thur	 The Changing Room at Big Hearts  0131 603 4929 10.30am - 3pm Mon - Thur
	 Community Helpline  0131 603 4928 10am - 4pm Mon - Fri	 Big Hearts Office  0131 603 4926 10am - 4pm Mon - Fri

Craig Wilson, Big Hearts General Manager told The Edinburgh Reporter: "On 13 March we decided to suspend all our face to face activity to ensure everyone's safety. Our staff team has been working remotely, completing hundreds of calls to families, isolated adults and older people to assess their immediate needs and offer some guidance and support. After a couple of weeks working in this new setting, we are delighted to announce a new series of landline numbers that people can call for a confidential chat and some targeted support."

For further information about the excellent work Big Hearts does in the community and details about how to get involved click [here](#)