

COMMUNITY RESOURCES

CITYWIDE SERVICES

- Glasgow City Mission – all services provided by phone and will be delivering groceries to individuals. The Child & Family Centre will be uploading activities to Facebook for families to do at home.
- Families Outside – helpline (0800 254 0088), email (support@familiesoutside.co.uk) and 1:1 support remotely. As of 24.03.20, visits to prisons have been suspended but the prison service is looking at ways for prisoners to stay in touch with family.
- Alzheimer Scotland, Glasgow – helpline (0808 808 3000) and email support only. Day services staff will be keeping in touch with their service users/carers by phone.
- Glasgow City Council services – schools and day centres closed and home care services reduced with services being prioritised based on individuals' needs. Updates on their website: <https://www.glasgow.gov.uk/coronavirus>
- Legal Services Agency – telephone advice freephone (0800 316 8450) or usual main telephone number (0141 353 3354)
- Macmillan Services – telephone support only through MacMillan helpline (0808 808 0000)
- Macmillan Libraries Service – telephone support (0141 287 2903), email (macmillan@glasgowlife.org.uk) or via social media ie Facebook and Twitter
- DWP/Job Centre – all requirements to attend appointments at the job centre have been suspended for 3 months but job centres are still open for people who are not able to use phones and online, including homeless people
- National Autistic Society – face-to-face services in branches and social groups are suspended but are able to offer support by email (supportercare@nas.org.uk) and an online form. There's also a FAQ page.
- Food bank – operating as usual in 2 locations only in South West – Ibrox & Hillington. There is also a dedicated email address and emails should be sent the day before the person goes to collect the food parcels (referrals@glasgowsw.foodban.org.uk) – see below.

- Scottish Women's Right Centre – list of services online for women experiencing abuse and their helpline (0808 801 0789) is open at usual times (<https://www.scottishwomensrightscentre.org.uk/helpline/>) and surgery appointments will take place by phone. There's a button the website that allows women to navigate away from the web page immediately.
- Chest, Heart & Stroke – have “kindness volunteers” who can provide a listening ear and assist with essential deliveries. Requests can be made online (<https://www.chss.org.uk/coronavirus/i-need-help/>)
- HIV Scotland – they have set up a Corona Helpline for people living with HIV but also for people who have concerns or are looking for information (0131 558 3713), Monday to Friday 10am to 6pm.
- Glasgow Club – access to free streaming fitness classes, easy-to-follow equipment-free routines and general advice on maintaining a healthy body and mind via My Glasgow Club app.
- G-Heat – home visits have been suspended but services can be provided remotely. Referrals can be made either by email (HEAT@thewisegroup.co.uk) or phone (0800 092 9002)
- Home Energy Scotland – are still accepting referrals by phone (0808 808 2282) or from agencies who register with the Referral Portal.

OLDER PEOPLE

- Food Train – service for over 65s. Will continue to try and deliver shopping but this will depend on volunteers.
- Age Scotland – helpline (0800 1244 222) for advice and listening ear.
- Silverline – 24 hour helpline providing information, advice and friendship to older people (0800 470 8090). The helpline is open 24 hours per day.
- Good Morning Service – free telephone befriending service for people over 55 years of age who are housebound or find it difficult to go out. Referral forms are online or can be requested by phone (0141 336 7766 or 0333 101 0036) or by email (info@goodmorningservice.co.uk)

LGBT

- LGBT Health & Wellbeing – all face-to-face services have been suspended but the helpline (0300 123 2523) is open on Tuesday & Wednesday between 12pm and 9pm and the live webchat service is available as well as email (helpline@lgbthealth.org.uk)
- LGBT Youth – all regional groups have been suspended but are now running on Facebook, facilitated and moderated by the youth work staff. New attendees are welcome to request to join the groups.
- LGBT Age – are offering a free “tele-friending” service for LGBT people over 50 who are feeling lonely or isolated. Calls will take place at around the same time each week and will last for around 30 minutes (enquiries through the LGBT Health helpline)

ADDICTION/RECOVERY

- Family Addiction Support Service (FASS) – telephone support only (Val – 07367353584 or Kathleen – 07775939713)
- Mungo Foundation (community addiction support) – face-to-face services cancelled but staff will aim to keep in touch with people by phone, WhatsApp etc
- AA – support available via the helpline (0800 917 7650) or email (help@aamail.org) or by finding a local helpline number using the Find a Meeting tool on their website (<https://www.alcoholics-anonymous.org.uk/>)
- Recovery Communities - cafes, groups and initiatives are suspended but support is available by phone and on-line check-ins and recovery meetings will take place through Google Meet – details from local recovery community (South – 0141 429 8181 or 07383 868 129).
- Scottish Families Affected by Drugs & Alcohol – all groups have been suspended by the helpline (0808 010 1011) and webchat are available.

GOVAN

- Make, Do & Grow – recycled craft packs for children free to collect from GYIP food van and are running Facebook live crafting workshops and toddler craft sessions on Zoom – details on Facebook, Twitter and Instagram
- Preshal Trust will be serving soup from their premises and have food parcels by arrangement. Details can be found on their Facebook page and by phoning (0141 445 3689)
- Govan HELP – closed for drop-ins. Emails checked daily (hello@govanhelp.org). Telephone contact is available from Family Worker, Katie (katie@govanhelp.org) and from Play Therapist, Aileen, for children currently accessing play therapy within schools. The befriending project will also continue to keep in touch with the children they support by phone.
- Money Matters – telephone (0141 445 5221) and email support (advice@money mattersweb.co.uk) only but are still accepting referrals and will offer support by these methods. If someone has a form that needs completed for DWP then can arrange for person to sign the form, post it to Money Matters and they will phone person to complete the form that way. Referral required to do this.
- Help to make a *new* claim for Universal Credit is available from Ibrox Library *by appointment only*. The library is closed but UC appointments can be booked by phoning 0808 169 9901.
- Coming Home Centre – the Pearce Institute and the Centre will try to provide care packages to vulnerable veterans but this may not be possible. Updates are on the website and Facebook page.
- Grub Hub/Moogety Gardens – all groups and classes cancelled but staff are trying to keep in touch with regular attenders by phone and are working with local partners to provide hot meals. Volunteers will be needed to help with deliveries.
- Craft Café – closed but Project Leader is keeping in touch with attendees by phone

- Daily Food Service – various locations, 11am to 1pm, Monday to Friday. See below for details. NB the location may change depending on demand. Up-to-date details are on Facebook & Twitter daily – Govan H.A, GYIP, Govan What's On, Govan Out and About and other local organisations.
- Govan Law Centre – appointments and advice by telephone (0141 440 2503) and email (m@govanlc.com). Email is preferable.
- Dig-In Community Greengrocer, Crossloan Rd – has a stock of tinned goods, laundry products and soap and are happy peel and chop veg free of charge for people who may not be able to do this. They are also a period poverty point so have sanitary products. Updates are on Facebook.

HOUSING ASSOCIATIONS

- Linthouse Housing Association – office closed to public but staff available by phone (0141 445 4418) or by email (enquiries@linthouseha.com). Welfare benefits advice is available for tenants if they are struggling with their rent. Gas safety checks are still taking place but tenants are asked to contact office if they or anyone in the house have symptoms or are self-isolating because they may have been exposed.
- Elderpark Housing Association – office closed to public but advice available via phone (0141 440 2244) and their media platforms ie Twitter, Facebook and website. Advice available for tenants re welfare benefits.
- Govan Housing Association – essential repairs and home visits only with pre-visit telephone screening beforehand. Office and hub closed to public but staff available by email (general@govanha.org.uk) and phone (0141 4400 0308). Letter have been sent to all tenants and they are contacting all vulnerable tenants to offer support. Tablets are available on loan via their Community Inclusion team as well as allowing access to Wi-Fi from outside The Digital Hub, Govan Rd (access code can be provided).

ASYLUM/REFUGEE

- Govan Community Project – office closed but still offering telephone support: 0141 445 3718 or text/WhatsApp 07470215337. The homework club will be offering online support, their regular groups will be supported through regular

groups chats and a volunteer is keeping in touch with ESOL students. They are working with other local partners about how they can distribute food.

- Home Office has suspended the need for travel to Liverpool for the submission of fresh claims. Solicitors can post/email further submissions and there are discussions of regional screenings.
- Scottish Refugee Council are providing advice by telephone (0141 223 7979)
- Maslow's Community Shop – closed for clothing vouchers and ESOL classes
- Refuweege – can deliver support packages. Requests by texting PACK to 07520648388.

- Online multi-lingual information compiled by SE Integration Network: <https://seinglasgow.org.uk/2020/03/17/covid-19-info-support/>
- Translated materials for self-isolation from UK Govt (Arabic, Bengali, Cantonese, French, Gujarati, Mandarin, Polish, Portuguese, Punjabi, Urdu and Welsh): <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance> and <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- Doctors of the World have also provided Corona Virus guidance in a variety of languages: <https://www.doctorsoftheworld.org.uk/coronavirus-information/>

FOOD BANKS

Branches at:

- Ibrox Parish Church - Mondays 12-2pm
- Hillington Park Church - Fridays 10am-12.45pm (please note the slightly earlier closing time)

Dedicated email addressed for referrals: referrals@glasgowsw.foodbank.org.uk

If you are using this please do the following:

1. Send it BEFORE we open on the day. We don't have the resources to check email during opening times.
2. Give us the following information:
3. Name of the person referred.
4. Their address - including post code - (and phone number). The number of adults and children in the household.
5. The age and size of any of these children who are in nappies. If we have received any donations of that size of nappy we will make them available.
6. The reason for the referral.
7. The "voucher" number. Even if you are not using a paper voucher please use the number and cancel the paper voucher. If we are going down this route then we may issue you with a batch of "vouchers" which is the log sheet which accompanies them through the post. Each email referral **must** have a unique and valid number on it.

Agencies can request a list of voucher numbers if they don't have access to paper vouchers so that they can email referrals.

DAILY FOOD SERVICE

Due to the cancellation of GYIP's Spring Holiday Programme we have teamed up with several local partners to deliver a food initiative to try and ensure that young people and the wider community will have daily access to food across our Govan.

The GYIP minibus and The Salvation Army food van will be stationed across Govan at 5 venues for 2 hours each day from 11-1pm offering a selection of hot and cold food.

This service will be free of charge but we ask young people & tenants to be respectful and to only ask for what they need.

Monday: Howat St, Govan 11am – 1pm

Tuesday: Burndyke Square, Govan C 11am – 1pm

Wednesday: Govan Cross, Govan 11am – 1pm

Thursday: Elizabeth St, Ibrox 11am -1pm

Friday: Shaw St, Govan 11am – 1pm

Locations may be subject to change so check social media