

## **COMMUNITY RESOURCES**

### **SHIELDING SUPPORT**

- Shielding helpline for people in Glasgow who have received letter from Scottish Government. People can access support through a text messaging service (number on the letter), phoning (0141 276 1185) or emailing ([ShieldingResponse@glasgow.gov.uk](mailto:ShieldingResponse@glasgow.gov.uk))
- Shielding Plus helpline for people who are at higher risk because they are over 70, disabled or pregnant, require support of mental health services or would normally get flu jab for health reasons and have no support (0800 111 4000)

### **GLASGOW HELPS**

- Facilitated by GCVS
- Helpline (0141 345 0543) and directory (<https://www.glasgowhelps.org/>)

### **INFORMAL/MUTUAL AID**

- Glasgow Mutual Aid – Twitter and Facebook
- Govan Mutual Aid – Facebook
- Viral Kindness Scotland – request help online (<https://www.viralkindness.scot/>) or phone (0800 054 2282). They are also on Facebook and Twitter
- G53 COVID-19 Support Group – Facebook and text (07746 785 005)

### **NHS INFORM**

- Accurate, up-to-date information about COVID-19 (<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>)
- Service Directory for NHS Services (<https://www.nhsinform.scot/scotlands-service-directory>)

### **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.
- 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>. Also includes information about Shielding Letters.
- Legal Services Agency – telephone advice freephone (0800 316 8450), main telephone number (0141 353 3354) or email ([mail@lsa.org.uk](mailto:mail@lsa.org.uk)).
- 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](mailto:referrals@glasgowsw.foodban.org.uk)) – see details at end.
- 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 urgent legal appointments will take place by video or telephone call. There's a button on the website that allows women to navigate away from the web page immediately.
- 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.
- Anxiety UK – self-help groups have been suspended but the hours of their helpline has been extended until 10pm during the week and until 8pm at weekends (03444 775 774)
- GAMH – one-to-one and group support has been suspended but current clients are being supported by telephone. The service is not accepting new referrals just now.
- Shelter Scotland – all outreach and office services have been suspended but advice services are still available via the helpline (0808 800 4444) and online. The SCOTWRAS helpline is also still open to staff seeking advice (0344 515 1310)
- Glasgow Disability Alliance – Resilience Response Team can offer practical emergency support e.g. delivering shopping or medication, to disabled/older people/those with long term health conditions. They can be contacted by text (07958 299 496), phone (0141 556 7103) or email ([info@gdaonline.co.uk](mailto:info@gdaonline.co.uk)) and messages will be picked up.

## **FINANCIAL INCLUSION & BENEFITS**

- Money Matters – telephone (0141 445 5221) and email support ([advice@money mattersweb.co.uk](mailto: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. However forms need to be collected by staff from the Money Matters office safely so there may be delays. Referral required to do this.
- Money Matters are also supporting people with fuel poverty and can apply for energy top-ups
- 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.
- Assistance from Glasgow Life for individuals to make a *new* claim for Universal Credit is now only available by phone (0808 169 9901).
- G-Heat – home visits have been suspended but services can be provided remotely. Referrals can be made either by email ([HEAT@thewisegroup.co.uk](mailto: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.
- Macmillan & Long Term Conditions – welfare benefits advice and support with form filling provided by phone. Referrals preferred by email ([LTC@glasgow.gov.uk](mailto:LTC@glasgow.gov.uk))

## **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).
- 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](mailto:info@goodmorningservice.co.uk))
- Glasgow's Golden Generation – delivering food and essential items to older people. Contact David Cargill Centre for South Glasgow (0141 632 7391) or head office for more information (0141 221 9924).

## **PARENTS/CARERS**

- Parentline – free helpline for parents offering advice, emotional support and a listening ear (08000 28 22 33)
- Birth, Baby and Beyond – offering emergency baby packs for families experiencing financial difficulties during COVID-19. Packs include formula, baby food, pack of nappies, wipes and nappy rash cream. Phone Wednesday to Saturday between 10am and 12noon (0141 339 7320). Packs are not for sale – only for families in financial need.
- Kinship Care online and telephone support from Kinship Scotland (<https://kinship.scot/>) and Children 1<sup>st</sup> Parentline (08000 28 22 23)

## **CONDITION SPECIFIC**

- 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 and digital support groups have been set up for carers. Details from your local Resource Centre (Glasgow – 0141 429 6428).
- Macmillan Services – telephone support only through MacMillan helpline (0808 808 0000) or via their online community. The site also includes information for people living with cancer during COVID-19 (<https://www.macmillan.org.uk/coronavirus>)
- Macmillan Libraries Service – telephone support (0141 287 2903), email ([macmillan@glasgowlife.org.uk](mailto:macmillan@glasgowlife.org.uk)) or via social media ie Facebook and Twitter
- Macmillan Improving the Cancer Journey – support provided by telephone and will carry out Holistic Needs Assessments ([ICJ@glasgow.gov.uk](mailto:ICJ@glasgow.gov.uk))
- 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](mailto:supportercare@nas.org.uk)) and an online form. They also have a hints/tips and resources section for families.
- 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/>). They also have health information on their website.
- 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.

## **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](mailto:helpline@lgbthealth.org.uk)). They are also running cafes and groups on Zoom and events on Facebook – details on website (<https://www.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 or by emailing [jean@lgbthealth.org.uk](mailto:jean@lgbthealth.org.uk))
- See Me Proud – Online communities to talk about mental health and share resources. Twitter, Facebook & Instagram (@SeeMeProud)

## **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
- Glasgow Council on Alcohol – the helpline (0808 802 9000) and counselling services are available by telephone (0141 353 1800)
- AA – support available via the helpline (0800 917 7650) or email ([help@aamail.org](mailto: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 – are running live craft sessions online – details on Facebook, Twitter and Instagram
- Preshal Trust – providing hot food and food parcels. Details can be found on their Facebook page and by phoning (0141 445 3689). NB stocks are running low so donations are welcome.
- Govan HELP – closed for drop-ins. Emails checked daily ([hello@govanhelpp.org](mailto:hello@govanhelpp.org)). Telephone contact is available from Family Worker, Katie ([katie@govanhelpp.org](mailto:katie@govanhelpp.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. Some quizzes and activities are on their Facebook page.
- Coming Home Centre – the Centre is closed but are working with partners to provide care packages to vulnerable veterans. Contact can be made on their 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 meals which will be delivered to homes on a Friday afternoon. They are also running their Saturday community meal using Zoom as a chance for people to keep in touch - details on Facebook.
- Craft Café – closed but Project Leader is keeping in touch with attendees by phone and members can join a private Facebook group (Craft Café, Govan)
- 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), WhatsApp (07564 040 765), Facebook & Facebook messenger and email ([m@govanlc.com](mailto:m@govanlc.com)). Staff will respond to any messages.
- Dig-In Community Greengrocer, Crossloan Rd – are working with partners to deliver food. They have 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. Updates are on Facebook.
- Unlock Employment – offering support via phone, email and Facetime. Gerry can be contacted by phone (07402601787 ) or email ([g.keogh@unlockemployment.org](mailto:g.keogh@unlockemployment.org))
- Plantation Productions – all group suspended but are working closely with artists to make creative care packs with relevant information and activities for individuals who

attend PP and also a text/ phone service to offer a friendly ear to people who use their service. There is also be an online blog site targeted specifically for the Creative Steps groups with creative activities and suggestions for keeping well (<https://www.creativesteps.org.uk>)

- Choicesworks Programme – continuing to offer support to individuals (16+) to tackle offending behaviour. Support provided by telephone at the moment. Citywide service but Govan contacts are Anne Logan (07584542933), James Crainie (07979163769) and Stevie Gregson (07979163759)
- Kinning Park Complex – community response team for G51 & G41 postcodes with specific emphasis on Kinning Park, Cessnock and Ibrox. Text/WhatsApp (07544 612 437) or Facebook for information and support.
- Gilded Lily – running craft and cooking workshops on Facebook and hoping to provide live chat on Zoom once a week. There is also a dedicated Whatsapp group for women to share ideas, chat and generally offer support to one another. Contact Mary for details on how to join in (07763 894 266 or [general.gildedlily@outlook.com](mailto:general.gildedlily@outlook.com))

### **South/South West**

- Bike for Good (South Glasgow) – are offering assistance to community groups to help deliver food and essentials to older/vulnerable people. Contact Alasdair ([alasdair@bikeforgood.org.uk](mailto:alasdair@bikeforgood.org.uk)) to discuss any assistance.
- South West Carers' Centre are continuing to offer telephone support to both adult and young carers (0141 882 4712). New referrals are being accepted but there is no face-to-face support provision just now ([southwestcarers@gamh.org.uk](mailto:southwestcarers@gamh.org.uk)). The carers' self-assessment form is on Glasgow City Council's website (<https://www.glasgow.gov.uk/carers>)

### **HOUSING ASSOCIATIONS**

- Linthouse Housing Association – office closed to public but staff available by phone (0141 445 4418) or by email ([enquiries@linthouseha.com](mailto:enquiries@linthouseha.com)). Letters have been sent to all tenants to let them know about the office closure and staff are keeping in touch with vulnerable tenants. Welfare benefits advice is available for tenants if they are struggling with their rent.
- 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. They are also working with partners

to deliver food packages, pre-prepared meals and prescriptions to vulnerable tenants and offer telephone check-ins.

- 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](mailto:general@govanha.org.uk)) and phone (0141 4400 0308). Letters have been sent to all tenants and they are contacting 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).
- Glasgow Housing Association – housing offices are closed but housing officers are keeping in touch with tenants by phone, email and text and welfare benefits appointments will take place over the phone. Food parcels are available for vulnerable tenants through their Eat Well scheme.
- Southside Housing Association – the office is closed and any community groups are suspended but the money advice service is still available by phone (0141 422 1112) or email ([advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk)).

## **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 to distribute food.
- Home Office has suspended face-to-face interviews and reporting requirements and are looking at alternative methods. Solicitors can post/email further submissions ([CSUCE@homeoffice.gov.uk](mailto:CSUCE@homeoffice.gov.uk)). Information is regularly updated on Refugee Council website (<https://www.refugeecouncil.org.uk/>)
- Scottish Refugee Council are providing advice by telephone (0141 223 7979)
- Maslow's Community Shop – closed for clothing vouchers and ESOL classes but keeping in touch with WhatsApp group. They are also working with partners to provide services and are ordering toiletries and entertainment packs to distribute to regular users of the shop. Updates and useful information on their Facebook page.
- Refuweege – can deliver support packages but there is a high demand. 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 (10am to 2pm for donations)
- Hillington Park Church - Fridays 10am-12.45pm (please note the slightly earlier closing time)

Dedicated email addressed for referrals: [referrals@glasgowsw.foodbank.org.uk](mailto: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

For more information phone 0141 440 0308